JOB DESCRIPTION: Education Manager

REPORTS TO: Director of Clinical Services

ACCOUNTABLE TO: DIRECTOR OF CLINICAL SERVICES

HOURS: 37.5 hours per week normally Monday to Friday, but some flexibility required to meet the needs of the service to fulfil the role.

INTRODUCTORY NOTES

- All Employees are expected to work in accordance with the values of Kirkwood Hospice. Patients, Families and Carers are the focus of everything we do. Our values are what we live and work by. We are:
  - Respectful and Inclusive
  - Passionate and Determined
  - Open and Honest
  - Kind and Compassionate
  - Forward-thinking
  - We strive for Quality and Excellence

- Kirkwood Hospice is smoke free; the only exception being for in-patients who may smoke in a designated smoking room. However, a designated smoking area is allocated for employees and volunteers.

- This job description is not exhaustive therefore the employer and employee share responsibility to review and amend this job description in order to reflect any changes in role/development.

- The employee must undertake annual mandatory training provided by the Hospice.

- To work according to the NMC Code of Professional Conduct and relevant professional guidelines.

- The employee must maintain a safe working environment in accordance with the Hospice fire and health & safety policies.

- All employees have a responsibility to identify and assess risk. Employees are actively encouraged to report all incidents including near misses. In order to ensure all incidents are reported, an open culture operates in which employees are free to report incidents in the knowledge that they will be supported.

- The post holder will be required to maintain complete confidentiality as a condition of employment. Information relating to patients, other members of staff and volunteers or which is acquired for the purposes of employment may only be disclosed with the express permission of the appropriate manager.
• The employee is requested to respect the ethos and values of Kirkwood Hospice and its services and comply with its policies, procedures and regulations.

• The post holder requires a satisfactory disclosure from the Disclosure & Barring Service (DBS).

ROLE SUMMARY

• The post will support the whole organisation, taking responsibility for the education and training requirements across Kirkwood, ensuring compliance with national legislation and local initiatives.

• To support Hospice teams in providing best practice and learning through the promotion of education, learning and self improvement.

• To lead on specific education and training programmes and to be the internal expert advisor on education matters.

• To plan, promote and arrange delivery of palliative care education and practice development with the Hospice and the Kirklees locality as required on a collaborative basis.

• To coordinate all internal and external education and training delivered by the Hospice.

• In consultation with the Director of Clinical Services and service managers, ensure that education, training and development needs within the Hospice for clinical and non clinical staff are met through job analysis, appraisals and budget setting.

• To assist the Director of Clinical Services and Hospice teams in meeting regulatory responsibilities.

• To identify and implement a range of educational approaches to meet the needs of a diverse group of staff.

• Ensure all training is fit for purpose, supports the Hospice strategic direction, education strategy and represents value for money.
KEY RELATIONSHIPS

- Executive team
- Education administrator
- Kirkwood Community Services Manager
- Clinical Services Manager
- Professional leads
- Partnership and Service development Manager
- Asset and Facilities Manager
- Kirkwood Management Group
- Practice Development Nurse
- Hospice Employees
- Hospice Volunteers
- Primary and secondary care colleagues
- Clinical Commissioning Groups
- Higher Education Institutions and Hospice Education Groups
- Other Regional hospices
- Patient representative groups
- Other agencies delivering end of life or palliative care

Key Duties and Responsibilities

- Lead on the management and development of hospice wide education and conduct robust training needs analysis.
- With HR identify opportunities to develop apprenticeships and work experience placements.
- Work with the multi-professional, and non-clinical and senior management teams to promote and develop a learning culture within Kirkwood Hospice.
- To work collaboratively with the Volunteer Services Manager in identifying and developing training needs.
- To co-ordinate all external education and training by the hospice.
- Promote and foster high standards of education and evidence based practice for health care professionals involved in delivering palliative and end of life care.
- Work with the education administrator to ensure smooth running of educational programmes for clinical and non-clinical staff within the hospice and across the health and social care community.
- Work collaboratively to develop an integrated approach to palliative care education and development with all stakeholders.
- To liaise with Finance Team to ensure that invoices for commissioned education are raised in a timely manner.
- To work collaboratively with the Director of Finance and Resources (DFR) and the Finance Manager to set budgets for education and training provision working with Department Managers to do so.
To support the HR department with the development of clinical the mandatory education programme ensuring full compliance with national and local legislative requirements.

To use the feedback of staff and service users to develop education initiatives across the organisation.

With the HR Manager, Practice Development Nurse and Department Managers develop a full competency structure for all staff across the organisation which will form part of the appraisal/individual development review process.

To work with the Education Administrator and HR to develop a comprehensive recording system to ensure all training activity is recorded accurately for each member of staff and demonstrates compliance with required legislation and standards.

Develop and lead a framework of education and training across the organisation.

To attend relevant education meetings internally and externally.

To offer specialist skill and support in setting up educational sessions and events.

Support clinical and non clinical managers in identifying and planning educational sessions and courses for staff members.

To undertake and support any specific education and training projects to develop employees and services as requested by any Department Manager or Director.

To further develop the education courses offered by the Hospice ensuring all routes of delivery are explored i.e. e-learning, train the trainer etc

Act as the specialist resource regarding courses, e-learning, research and other educational information.

Ensure that all course evaluation and feedback processes are developed and maintained and that outcomes are fed into future development of education provision.

To plan, co-ordinate and participate in the delivery of an inspirational annual education programme that meets national, regional, local and organisational priorities in liaison with DCS/DFR.

Proactively identify opportunities to develop and provide commissioned education working collaboratively with other health and social care service and education providers, CCG’s and other agencies.

To develop end of life care and specialist palliative care education to meet the developmental needs of professionals

To market the education programme ensuring maximum uptake by hospice staff and volunteers and external participants.

To ensure evidence based practice and research underpins all education programmes.

To develop educational resources and facilitate educational events.

Develop and utilise education to maintain and strive for excellence across the organisation.

Develop courses and education initiatives in response to patient and family feedback, analysis of trends and incidents and in response to staff analysis and need.

Keep updated regarding the education agenda in palliative and Hospice care, making recommendations for the Hospice to adopt to demonstrate continuous quality improvement.
- Ensure that a range of educational and development opportunities is made available to partner organisations staff and volunteers to meet their individual needs and their service development objectives.
- Design and deliver courses and educational sessions internally and externally as delegated.
- Act as a resource person for access to HEI courses and other educational information.
- Work within any educational service level agreements.
- Ensure that course evaluation and feedback processes are maintained and that outcomes are fed into future development of the provision.
- To attend relevant training or identify employees as part of their development to attend relevant training e.g Maguire in order to deliver ‘Enhanced Communication Skills’ training.
- Implement Train the Trainer courses in collaboration with Department Managers and the Practice Development Nurse to develop teaching skills to develop hospice-based training facilitators.
- To use good keyboard skills and IT literacy to support the extensive need to use VDU for the research of current, benchmarked, evidence-based material to support education programmes.

SERVICE DEVELOPMENT
- To work strategically developing and implementing an Education strategy and new education initiatives within the organisation and externally, leading on delegated projects.
- Working with the Practice Development Nurse ensure service standards are maintained by the delivery of updates, education sessions and educational advice for staff and volunteers.
- Work collaboratively with senior colleagues in the development of the education service ensuring congruence with Kirkwood’s aims and values.
- Ensure innovation is showcased by writing and producing posters /articles for publication nationally.
- Develop education programmes run in partnership with other agencies, NHS End of Life Care Commissioners and other health care organisations.
- Develop innovative methods of education delivery.
- To produce statistical reports relating to the outcomes and effectiveness of specific courses and present these to the Executive Team and or Board as requested.
- Work with senior colleagues in further developing clinical and non clinical supervision throughout the organisation.
- To continue to strengthen and maintain relationships with Huddersfield University to further develop post qualification modules in Palliative and End of Life care and related subjects including Masters level programmes.
- Work with education institutions to develop academic programmes available internally and externally.
PROFESSIONAL

- As an educator support the development of palliative care skills within the Professional Codes of Conduct and Practice.
- Maintain NMC registration and keep up to date with NMC revalidation always acting in accordance of the NMC Code of Conduct.
- To practice safely according to all organisational policies, procedures and competencies.
- To be responsible for maintaining a personal awareness of professional developments in general but particularly in palliative care and education.
- To undertake relevant further personal education necessary to performing the role.
- To participate in an annual development and review process.
- Support Directors and Managers in sourcing suitable training courses and providers for bespoke courses they wish their staff to undertake.
- Working with education institutions to develop academic programmes that are available to Hospice staff.

RESEARCH AND AUDIT

- Develop excellent working relationships with training providers ensuring Kirkwood Hospice is recognised as a suitable and highly regarded training venue for staff and students.
- With the wider team support the implementation of research and audit findings to improve practice.
- Take the lead on ensuring all information regarding education and training is updated and ready to support the specific outcomes that are required within our CQC assessment.
- Support with the development and implementation of relevant policies and procedures.
- To work with the Trust & Legacy Fundraiser to provide statistical information to assist in the acquisition of Trust funding for education resources and training initiatives.
- To support the Quality and Governance Manager ensuring that Hospice work, research and audit findings are published and presented locally and nationally as appropriate to demonstrate the excellent work of the Hospice.
- To take the lead on ensuring the Hospice is taking every opportunity to promote education and training internally and externally at a local and national level as appropriate.
- To ensure education that is planned and delivered is evidenced based using the latest credible research available.
- To sit on the Hospice Research Committee taking an active role in facilitating research projects within the Hospice in line with the objectives of the Clinical Services Strategy.
- To support staff in developing critical appraisal skills and accessing literature reviews and information in their professional development.
• To advise on the potential learning opportunities for staff within any proposed research projects planned and conducted by Hospice staff. To support and collaborate on appropriate research studies where these impact on training and education of staff, volunteers, patients or families.

• To support and actively encourage staff to present and share good practice within the external environment, locally, nationally and internationally.

• To ensure that all education delivered meets national educational standards and is audited against these.

• To support staff in developing critical appraisal skills and accessing literature reviews in support of their professional development.

• To support and collaborate on appropriate research studies where these impact on training and education of staff, volunteers, patients or carers.

COMMUNICATIONS AND WORKING RELATIONSHIPS

• Attend relevant meetings both internally and externally.

• Maintain effective communication with all stakeholders ensuring the educational needs across the health and social care community are identified and provided for.

• Present complex, sensitive information and talks at professional and public forums including conferences about specialist palliative care and the organisation as required.

• Be available for one to one advice and discussion on suitable course/education requirements.

• Working closely with the senior clinical staff to provide educational mentorship of staff as required.

• Build relationships with partnerships organisations and participate in co-delivery.

• To manage complex groups and analyse individual contribution and impact on group dynamics and learning (for example, in facilitating educational sessions on emotive topics such as grief & loss, where the individual/group response is not predicable).
## Person Specification

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<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Qualifications, special training and general intelligence</td>
<td>• Registered health or social care professional</td>
<td>• Masters in Education or health/social care related field</td>
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<td>• First level degree in relevant subject</td>
<td>• Coaching/mentoring or clinical supervision qualification</td>
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<td></td>
<td>• Working towards Masters in education or health/social care or willingness to do so</td>
<td>• Specialist post registration qualification in palliative/end of life care</td>
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<td>• PGCE/Postgraduate teaching qualification or willingness to complete within first 18 months of appointment</td>
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<tr>
<td>Knowledge and skills</td>
<td>• Good knowledge of education, particularly within palliative/end of life care</td>
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<td>• Good understanding of staff development</td>
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<td>• Advanced knowledge of life-limiting diseases</td>
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<td>• Good knowledge of national, regional and local strategies, guidelines, initiatives and general trends in healthcare that will influence end of life/palliative care</td>
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<td>• Good knowledge and skills in coaching, mentoring and clinical supervision</td>
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<td>• Good planning and organisational skills and ability to manage diverse educational activities</td>
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<td>• Analytical thinking skills and ability to develop specialist education programmes</td>
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<td>• Ability to facilitate groups with diverse learning styles, experience and training needs, being able to analyse and adjust to complex group and individual dynamics</td>
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<td>• Manage any delegated financial resources/ income and expenditure budgets efficiently and effectively within stated organisational limits</td>
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<td>Special Experience</td>
<td>• Post registration experience including experience in field of palliative/end of life care</td>
<td>Experience of planning and managing a budget</td>
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<td>• Experience of designing and delivering educational programmes, activities and projects</td>
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<td>• Experience of contributing to the management of change</td>
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<td>• Experience of clinical supervision, coaching &amp;/or mentoring and ability to acquire skills in the other areas</td>
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<td>Personal requirements e.g. communication, interpersonal</td>
<td>• Ability to take an overview of the service and consider implications for Kirkwood as a whole</td>
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<td>• Commitment to staff development</td>
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- Excellent interpersonal skills, including listening, facilitating, influencing and communication of ideas
- An ability to be innovative and creative in the delivery of education
- Good keyboard & IT skills. This post requires a high usage of VDU: e-research, power point, educational & promotional material, reports and electronic communication
- Commitment to and understanding of the changing education needs of Kirkwood employees and external health providers
- The ability to undertake and respond to Training Needs Analysis
- Commitment to and understanding of equality and diversity and how these translate into good practice in education, learning and development
- Commitment to the values and ethos of Kirkwood Hospice

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<th>Other requirements, e.g. Rotas</th>
<th>Ability to travel in the area of the Hospice</th>
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