

## Job Description

### Clinical Officer / Specialist Nurse

Compassion in Dying is leading the way for a better end of life for all. We champion the patient voice and support people to be in control of decisions about their treatment and care, including planning for the end of life. We enable people to have a better death; dying in a place of their choice, with the people they love, and the care and treatment they do and don't want.

Our information line service specialises in providing information on Advance Care Planning and people's rights under the Mental Capacity Act. We have supported over 70,000 people and the demand for our services is high. Recently we have seen a growing number of complex cases, with people needing support to make treatment decisions and to navigate the complex health and social care system at the end of life, while they still have capacity, and to support loved ones who have lost capacity.

**We are excited to be expanding our clinical team and are looking for a dedicated and motivated individual who can provide accurate, clear and practical verbal and written information and support.**

The successful candidate will have clinical knowledge and experience, alongside excellent communication skills, enabling them to convey complex information in a straightforward and sensitive way by phone and email. This is an exciting opportunity to contribute to the expansion of a growing information and support service. This is a new permanent position, with the opportunity to grow within the role.

#### Role profile

Role title:	Clinical Officer / Specialist Nurse
Reporting to:	Senior Information Nurse
Hours:	21 - 28 hours per week (3 -4 days)
Length of contract:	Permanent (subject to 6 month probationary period)
Salary:	£31,840 to £41,636. pro rata based on skills, knowledge & experience
Main Place of work:	181 Oxford Street (3rd Floor), London, W1D 2JT

We operate a hybrid working model of remote and office working, with staff expected to attend our London office once a week. Flexible working requests are considered on an individual basis.

**Application deadline:** Wednesday 8<sup>th</sup> December 23:59

**Interview date:** Tuesday 14<sup>th</sup> and Wednesday 15<sup>th</sup> December

#### Role purpose

- To respond to enquiries to Compassion in Dying's information line, using your clinical expertise to provide appropriate support and information to enable people to take control of their care and treatment at the end of life, or to help them advocate for loved ones
- To promote patient choice and autonomy by empowering callers to understand their treatment options so they can make informed choices
- To support people to plan ahead to achieve the death that's right for them
- To support the development of public and professional facing information

## **Key responsibilities**

### **Information service**

- Promptly answer enquiries to Compassion in Dying's information line by phone, email, and letter
- Respond to enquirers with relevant and plain English information which may include: tips for speaking to their clinicians, their rights to make decisions about treatment, patient pathways, how best to benefit from multi-disciplinary support systems available
- Provide information and support to complete Advance Care Planning documents including Advance Decisions, Advance Statements, and Lasting Powers of Attorney for Health and Welfare, and to discuss Do Not Resuscitate forms with their healthcare team
- Manage case work; arrange and respond to call backs and emails for people who need ongoing support
- Listen to people's experiences and speak to them as an equal. Make them feel heard, understood and acknowledged
- Advocate for callers when appropriate, including communicating with other organisations and healthcare professionals on their behalf by phone, email and letter
- Equip people with the confidence to ask relevant questions and discuss their care options with health professionals, or to do so on behalf of a loved one who no longer has capacity (for example this may involve supporting a person who has healthcare power of attorney to prepare for a meeting with doctors and care home staff about their loved one's care and treatment options)
- Be comfortable talking to people about end-of-life issues and respond to enquiries in a professional and sensitive way
- Maintain an awareness of other organisations' services and support within the sector
- Support the accurate recording of all enquiries on the Raiser's Edge database, and send out all requested information by post or email
- Support the collection, recording and analysis of monitoring data from people who access the service
- Share learning from enquiries with the wider staff team to support other areas of Compassion in Dying's work including policy and research, campaigns and media, and marketing and fundraising
- Identify callers who may be appropriate and willing to act as case studies for Compassion in Dying
- Understand and act in accordance with Compassion in Dying's Safeguarding Policy, complaints policy and data protection policy

### **Information Development**

- Proactively manage personal development in order to respond to enquiries with the latest guidance/best practice and to act as an expert resource for other parts of the organisation
- Develop and maintain an up-to-date body of knowledge relating to end-of-life care and decision making, including patients' rights and choices under the Mental Capacity Act
- Support the Senior Information Nurse and Information Strategy and Development Manager to research and update new and existing publications. Identify current gaps in information, to meet the needs of Compassion in Dying service users
- Proactively contribute ideas and take forward initiatives which ensure dying people are an integral part of the Compassion in Dying's development and service delivery

### **Representing Compassion in Dying externally**

- Write regular reflections from your role which can be published as blogs and articles to promote CiD's work
- Give talks and presentations to stakeholders and members of the public, online and in person
- Work to raise the profile of CiD's Information Service
- Deliver awareness-raising sessions and workshops to other organisations, patient groups and health and care professionals

## **General**

- Participate in staff meetings, supervision and annual appraisal meetings
- Assist the Senior Information Nurse with other tasks including administration
- Carry out such other reasonable duties as may be required by the Directors of Compassion in Dying
- Always act in the best interests of Compassion in Dying

## **Person Specification**

### **Experience**

#### ***Essential***

- Registered clinician with experience in specialist end-of-life care
- Educated to degree level, ideally with a specialist qualification in end-of-life care
- Experience writing complex information for a lay audience

#### ***Desirable***

- Previous experience in a similar role providing information and support via telephone, email and webchat
- Previous experience of developing policy and procedures for information lines or a related area of work to the role
- Experience of monitoring, recording and evaluating information, as well as report writing

### **Knowledge**

- A good understanding of the Mental Capacity Act, including how all Advance Care Planning documents can be made and how they work together in practice
- An understanding of the boundaries of an information and support role
- An excellent understanding of current end-of-life healthcare systems and treatment options

### **Skills and Abilities**

- Excellent verbal and written communication skills, including the ability to consistently write and present complex information in plain English
- An ability to manage and resolve challenging helpline calls such as those from upset, anxious, confused or angry individuals with tact and diplomacy
- Ability to work as part of a team and autonomously
- Ability to plan, organise and prioritise own work to deal with conflicting priorities and ensure deadlines and objectives are met
- Good IT skills, including databases, excel spreadsheets, word-processing, e-mail and internet
- Ability to search and critique scientific and medical reviews
- Ability to give and receive constructive feedback and be comfortable in having work peer reviewed

### **Values**

- Commitment to Compassion in Dying's vision and mission
- Commitment to Dignity in Dying's vision and mission
- Commitment to supporting patient autonomy at the end of life
- Commitment to maintaining confidentiality and anonymity for all information line users and a good understanding of data protection

### **Organisational Behaviours**

- Leading by example - You lead by example through your behaviours and motivate others through your professional approach to work
- Trust and respect others - You are aware of your impact on others and treat other people with kindness and respect. You value diversity and listen carefully to understand the views of others

- Proactive and supportive team member - You work with others to reach a common goal by sharing information and supporting colleagues
- Strive to be the best - With a positive attitude; you work to a high standard to meet personal and organisational expectations
- Responsibility and initiative - You take ownership of your work and take responsibility for your actions and decisions. You use your initiative and take pride in what you do

### **Compassion in Dying and Dignity in Dying**

Compassion in Dying was founded by non-charitable organisation Dignity in Dying (DiD) which campaigns to legalise assisted dying for terminally ill, mentally competent adults, within the last six months of life. The two are sister organisations, and share a desire to see individual choice at the heart of end-of-life decision-making.

Dignity in Dying seeks to extend patient choice at the end of life. Compassion in Dying works to raise awareness and facilitate the uptake of existing legal rights. The organisations have separate boards but share a CEO, some staff and premises.

Employees of Compassion in Dying must also be supportive of the aims and values of Dignity in Dying.