

Job Description

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.

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.

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.

Role profile

Role title:	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: Thursday 13th January 2022

Interview date: Thursday 20th January 2022

Role purpose

- To use 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
- To promote patient choice and autonomy by empowering callers to understand their treatment options allowing them to make informed choices
- To amplify people's voices and raise awareness of the problems people face when planning for and at the end of life
- 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
- 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
- Be comfortable talking to people about end-of-life issues and respond to enquiries in a professional and sensitive way
- Support the collection, recording and analysis of monitoring data
- Share learning from enquiries with the wider staff team to support other areas of Compassion in Dying's work
- 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 policies

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 development of new and existing publications. Identify current gaps in information, to meet the needs of Compassion in Dying service users

Representing Compassion in Dying externally

- Write regular reflections from your role which can be published to promote CiD's work
- Deliver information and awareness-raising talks and presentations to stakeholders and members of the public, online and in person
- Work to raise the profile of CiD's Information Service

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 nurse with experience in 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
- Experience of monitoring, recording and evaluating information

Knowledge

- A good understanding of the Mental Capacity Act and Advance Care Planning documents 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 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

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.