

Helpline Specialist Nurse Job Description

We want people to be in control of their end-of-life decisions because there is no-one better to make them. We support people to make informed choices, start honest conversations about death and dying with loved ones, and record and revisit their wishes whenever they want to.

Our nurse-led information line is a unique service, which helps to ensure people's wishes are known and respected at the end of their lives. We do this through advance care planning and by helping people to make decisions about treatment and navigate the healthcare system. The service sits at the heart of the organisation. We listen to what people tell us and amplify their voices to drive changes to policy and healthcare practice. In 2023 we supported over 4,000 people and call volumes are increasing.

We are delighted to be expanding our clinical team and are looking for two dedicated and motivated nurses who can provide accurate, clear and practical verbal and written information and support.

The successful candidate will have relevant 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 service which not only delivers direct support to people, but also drives improvements in practice. This is a new permanent position, with potential to develop within the role.

We are looking for two part-time nurses, three days per week, however our priority is finding the right people or person and therefore we would also consider one full-time position, or part time positions for a different number of days. Please state in your application how many days per week you wish to work.

Role profile

Role title:	Helpline Specialist Nurse
Reporting to:	Clinical Lead
Hours:	21 - 28 hours per week (3 - 4 days)
Length of contract:	Permanent (subject to 6-month probationary period)
Salary:	£38,090 - £52,735 pro rata based on skills, knowledge & experience. This reflects Compassion in Dying's pay scales and is broadly reflective of bands 6 and 7 of the NHS Agenda For Change pay rates
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 at least once a week. Flexible working requests are considered on an individual basis.

Application deadline: 5pm on Monday 6th January

Interview date: wc 13th January

Role purpose

- Respond to enquiries to Compassion in Dying's information service, using your clinical knowledge to provide appropriate support and information.
- Promote patient choice and autonomy by enabling people to make informed decisions about their care and treatment now and in the future, or to advocate for those close to them.
- Give specialist information on advance care planning and support people to plan ahead and record their wishes for end-of-life treatment care, using your clinical experience to help them consider their preferences and priorities.
- Support the development of information for the public and professionals.

Key responsibilities

Information service

- Promptly answer enquiries to Compassion in Dying's information line by phone, email, and letter.
- Respond to all enquirers with clear information in plain English.
- Provide information and support to complete advance care planning documents including advance decisions, advance statements, and Lasting Powers of Attorney for Health and Welfare.
- Manage case work; arrange and respond to call backs and emails for people who need ongoing support.
- Listen to people's experiences, ensuring they feel heard, understood and acknowledged.
- Equip people with the understanding and knowledge of law and best practice to enable them to advocate for themselves or loved ones in best interest decision-making meetings.
- 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.
- 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.
- Share learning from the people we support 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.
- Understand and act in accordance with Compassion in Dying's safeguarding policy, complaints policy and data protection policy, and all other relevant policies.

Information Development

- Respond to enquiries with the latest guidance/best practice and act as an expert 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 Clinical Lead and Information Manager to research and update new and existing publications. Identify current gaps in information to meet the needs of the people we support.
- 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.

Professional development

- Proactively seek out and attend relevant study days and conferences, and disseminate this information within the organisation.
- Maintain professional registration and compliance with revalidation requirements ensuring ongoing clinical education and professional development.
- Attend mandatory clinical supervision sessions.

Representing Compassion in Dying externally

- Write regular reflections from your role which can be published as blogs and articles to promote Compassion in Dying's services and strategy, and drive changes to practice.

- Deliver talks and presentations to stakeholders and members of the public, online and in person.
- Work to raise the profile of Compassion in Dying's Information Service.
- Provide teaching and learning sessions to other helpline teams and health and/or social care professionals.

General

- Participate in staff meetings, supervision and annual appraisal meetings.
- Assist the Clinical Lead with other tasks including team monitoring and training.
- 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
- Experience writing complex information for a lay audience

Desirable

- Previous experience in a similar role providing information and support via telephone, email or webchat
- Previous experience of developing policy and procedures for an information line or a related area of work
- Experience of monitoring, recording and analysing information
- Experience of report writing

Knowledge

- A good understanding of the Mental Capacity Act (2005)
- A good understanding of the different types of 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
- An understanding of confidentiality best practice and data protection

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 sensitivity
- 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 having work peer reviewed

Values

- Commitment to Compassion in Dying's vision and mission
- Commitment to Dignity in Dying's vision and mission

Organisational Behaviours

- You lead by example - You 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 in 2008 by Dignity in Dying. We are proud to be sister organisations. Together, we share an aim; to improve dying in the UK by putting people in charge of decisions about the end of their life. However, we work in different ways.

Dignity in Dying campaigns to change the law to allow the option of assisted dying for terminally ill, mentally competent adults in the UK. They are a not-for-profit membership organisation.

Compassion in Dying is a registered charity. We support people to make informed choices, start honest conversations about death and dying with loved ones, and record and revisit their wishes whenever they want to. Whilst we support law change in principle, we do not campaign on assisted dying. You can read more about how the two organisations work together [here](#).

We're legally separate organisations with distinct governance, boards, and finances. Our Chief Executive, Sarah Wootton, leads both organisations. We share resources, including an office and some staff. Employees of Compassion in Dying must also be supportive of the aims and values of Dignity in Dying.