



Nottinghamshire Hospice

adding life to days

JOB DESCRIPTION

SECTION IDENTIFICATION

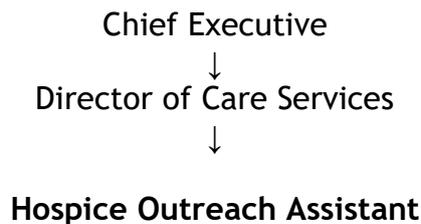
Job Title:	Hospice Outreach Assistant
Responsible to:	Director of Care Services
Grade:	Band 2
Hours:	Part Time - 15 hours per week Tuesday and Friday
Contract Type:	12-month fixed term contract
Team:	Care Services
Location/Base:	Community Based - Across Nottinghamshire

SECTION 1 - JOB SUMMARY

In line with Nottinghamshire Hospice's values, the Hospice Outreach Assistant will promote compassionate, inclusive, and community-focused hospice care across Nottinghamshire. Acting as an ambassador for the Hospice, the post holder will build meaningful relationships with individuals, community groups, charities, and partner organisations to improve understanding of hospice care and increase access to the services Nottinghamshire Hospice provides.

The role will focus on community collaboration, empowerment, and connection—ensuring more people within Nottinghamshire access the services offered by Nottinghamshire Hospice.

SECTION 2 - ORGANISATION CHART/ ACCOUNTABILITY



SECTION 3 - MAIN DUTIES AND RESPONSIBILITIES OF THE POST

- Ensure Nottinghamshire Hospice's commitment to equality, diversity and inclusion is embedded in all areas of people practice.
- Act as a champion for equality, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to the Care Services team.

Community Engagement & Outreach

- Build strong, trust-based relationships with community groups, charities, and partner organisations.
- Attend community events, support groups, and forums to promote hospice services and gather insights with feedback from volunteers.
- Identify unmet needs within specific groups (e.g., carers, cultural communities, older people, socially and economically disadvantaged individuals).
- Raise awareness about hospice support, care options, and wellbeing resources.

Needs Assessment & Feedback

- Gather feedback from community members and partner organisations to inform service development.
- Contribute to reports, data collection, and evaluations to support continuous improvement of access to our services.

Partnership Working

- Develop relationships with health and social care providers, and voluntary sector organisations to improve understanding of and access to our services.
- Attend networking meetings and community groups, groups to improve understanding of and access to our services.

Administration & Record-Keeping

- Maintain accurate records of community interactions, signposting, and support provided.
- Ensure all documentation complies with safeguarding, data protection, and hospice policies.
- Support the development of community engagement materials (leaflets, presentations, newsletters).

SECTION 4 - THE PERSON SPECIFICATION

ESSENTIAL

- Able to demonstrate how you meet the Hospice values of Compassion, Trust and Ambition.
- Excellent communication and interpersonal skills, with the ability to engage sensitively and confidently with diverse individuals and groups.
- A genuine passion for people, community wellbeing, and hospice care.
- Good IT skills and ability to use Microsoft 365 to create surveys and reports.
- Ability to work independently while valuing teamwork and collaboration
- Commitment to upholding and promoting the values and ethos of Nottinghamshire Hospice.

DESIRABLE

- Experience in community outreach, voluntary sector, health, or social care roles.
- Understanding of hospice, palliative, or end-of-life care.
- Experience of partnership working.

SECTION 5 - WORKING CONDITIONS / EFFORT

- This is a **part-time role** requiring flexibility to attend community groups and events.
- Travelling is a requirement of the job role and therefore it is essential to hold a Full UK Drivers' licence, have access to a vehicle and to be able to provide evidence of 'Business use' motor insurance, purchased at the postholders' expense.
- The post holder will be supported by and accountable to the Director of Care Services.

SECTION 6 - COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITIES

HEALTH AND SAFETY / SECURITY

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

INFORMATION GOVERNANCE

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

INFECTION CONTROL

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice.

All staff must contact their Line Manager if they are suffering from any form of infection with may put patients and other staff at risk.

NO-SMOKING POLICY

Nottinghamshire Hospice has its own smoking policy which details the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

EQUALITY, DIVERSITY & INCLUSION

Nottinghamshire Hospice is fully committed to supporting and promoting equality, diversity and inclusion best practice within our workforce, as well as with our patients and supporters. We are on a journey to be an inclusive hospice where a culture to celebrate equality, diversity and inclusion is embedded and discrimination challenged together at every level. We warmly welcome those from all backgrounds - this diversity is important for our journey and values and enriches the services we offer. We particularly welcome applicants from minoritised ethnic communities, applicants with disabilities, and male applicants, as they are currently under-represented within our workforce. Copies of the Equality and Diversity Policy are available on the Hospice's Intranet site. This policy applies to all Nottinghamshire Hospice staff and relies on all staff to embed it into their day-to-day work, treat all people with respect and in line with

the policy, and report any observed discrimination or mistreatment based on protected characteristics.

PERFORMANCE REVIEWS

The Hospice is committed to regular Progress & Achievement Conversations (PAC), including setting and reviewing objectives and developing/implementing personal development plans for all staff to enhance and support their ability to fulfil the requirements of their post.

SECTION 7 - CONFIDENTIALITY AND FREEDOM OF INFORMATION

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time. All information held by Nottinghamshire Hospice is subject to the UK General Data Protection Regulations 2021. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements. Breaches of the regulations or any aspect of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact. In addition to the above confidentiality requirements, you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

SECTION 8 - JOB DESCRIPTION AGREEMENT

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.