Would you like to be an End of Life Care Ambassador for your workplace?



Expressions of Interest applications close at the beginning of July each year

Torbay and South Devon NHS
NHS Foundation Trust

rowcroft hospice education

Welcome

Welcome and thank you for your interest in becoming an ambassador for end of life care for your workplace.

Rowcroft Hospice and Torbay & South Devon NHS Trust have been running the End of Life Care Ambassador Programme since 2018 training and developing staff within South Devon, e.g. from the hospice, acute trusts, care homes and community services. Ambassadors make workplace changes to improve care by attending taught days and receiving peer and mentored support to design and run a project and raise awareness about Dying Matters.

We want to support you in helping the people you care for to live and die well with progressive illnesses and disease. You will become part of our growing community of End of Life Care Ambassadors.

Meet the Team

Meet the Facilitator & Admin Team



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Programme Outline

- We will provide five taught networking days, including a project celebration event. You will need to commit to a minimum of 4 out of the 5 days, this must include days 1 and 5 as mandatory. It is important that you have managerial support for this role.
- You will receive mentor support during the whole programme.
- You will gain confidence to promote excellent end of life care in your workplace.
- Together we will share innovation and best practice in end of life care.
- You will organise and/or participate in a Dying Matters event in May, sharing details at the celebration event.
- You will complete an end of life project within your workplace, sharing it at the celebration event.
- This role will contribute to your continuing professional development and career progression.

The Project

When applying for, and signing up to, the End of Life Care Ambassador Programme you and your manager commit to completing an end of life project within the workplace as part of your clinical role and within the time-frame of the programme.

This is part of the action learning approach adopted by this programme, ensuring that you become a work based change agent and a resource to your peers and colleagues.

The project size and subject are decided by you and with consultation and support from your manager. It is a key aspect of the role and it will demonstrate your learning and also inspire others.

You will be expected to complete your project ready to 'show and tell' to the rest of the group on training Day 4 (March). You are then free to go and make adjustments following any feedback and finalise it ready to present at a celebration event held in the summer. Upon successful completion, you will be recognised as an End of Life Care Ambassador.

Dying Matters Awareness Week event

Every year Dying Matters promote their mission through a Dying Matters Awareness Week, which usually falls at the beginning of May. The theme is generally released at the beginning of the year.

Part of your role as an End of Life Care Ambassador will be to organise and/or participate in a Dying Matters event each year.

Go to the Hospice UK Dying Matters website - https://www.hospiceuk.org/our-campaigns/dying-matters/dying-matters-awareness-week to see what others have done previously and for 'top tips'.

Mentorship

We will assign you a mentor from the facilitation team for the duration of the programme, who will offer you support via email and face to face meetings.

Key Skills and Personal Attributes

Key Skills:

- Communication (IT literate)
- Teamwork
- Problem solving/uses initiative
- Planning and organisation
- Innovate change
- Education and development of others

Personal Attributes:

- Effective Communicator
- Approachable and reliable
- Committed to End of Life Care and the Ambassador role
- Enthusiastic/motivated to lead
- Reflective
- Confident Practitioner

Role Profile

In order to apply, you will first need to:

- Read the Role Profile at the end of this booklet and understand what being an End of Life Care Ambassador involves as it is quite a commitment. The reason we created this and want you to agree with it is because we have learned that you need to be fully prepared. Sometimes people have left the programme because this was not clear to them, or their manager and organisation or they were not given enough time to do the training.

- Discuss this with your manager and your organisation. This is vital, as the role is harder to sustain and be successful if you do it in isolation. You are a change agent and will need full support to enjoy your role and make quality improvements at work.

- Check the training dates and ensure you have study leave arranged to complete the training.

- There are two distinct pieces of work within the year which are required to be completed, one is contributing to or hosting a 'Dying Matters' event and the other is creating a 'Project' aimed at improving the end of life care offered by you/your team/your organisation. The course is not accredited, therefore your work is not marked or tested but it needs to be completed and meet any quality markers of your organisation before we can celebrate your successes.

Keen to apply? Read and agree to the Role Profile and use the link or the QR code below to complete and submit your application form.

All applicants have an opportunity to talk to the facilitator team and ask questions about the programme. We will make contact during the summer months prior to the September start date to find out more about you and discuss your application. Places are limited and you may not be entered into the programme for this cohort.

If you have any questions that are not answered here, please contact Jo Powell, Programme Administrator - education@rowcrofthospice.org.uk

To express your interest - please complete the application form by using the QR code or link below:



https://forms.office.com/e/hGLGvACU6U

This is an example of the form that will get emailed to you once you are offered a place on the programme. We expect you and your manager to sign your agreement and return it before Day 1.

End of Life Care Ambassador (EoLCA) Role/Profile

Example - This form will get emailed to you before Day 1 for signing your agreement

Aim/Objectives of role

To become a workplace advocate and resource for Palliative and End of Life Care (EoLC)

Ambassador Key Personal Attributes	Ambassador Key Skills
· Effective communicator · Committed to EoLC Ambassador's role · Enthusiastic/motivated to lead · Reflective, confident practitioner	· Teamwork · Problem solving/use initiative/innovate or support change · Educate/develop others

Ambassador Role and Responsibilities

Your role is to raise awareness and promote the needs of EoLC patients, advocating for them, their families/carers. You will be a source of EoLC information and advice to your team and others, actively working with colleagues to seek solutions to optimise best practice within your clinical area, so it is vital that you have managerial support. As an ambassador it is expected that you will model good practice and have the knowledge, courage and confidence to identify and challenge poor practice.

You must record your expression of interest before the closing date in July. Once reviewed you will be contacted for an informal chat before being admitted to the programme.

To enter the programme, you must:

· Have managerial support and approval. Use this form in your conversation and obtain manager's signature.
· Be working within Torbay and South Devon.
· Ensure that your workplace/teams are aware of your role as an EoLCA.
· Commit and attend a minimum of 4 of the 5 Ambassador network training days. This **must include days 1 & 5 as mandatory**. If this is not possible you can be offered a place to join the next cohort when it's running again.
· Organise your work shifts and holidays to attend.
· Attend mentorship opportunities as required.
· Agree to organise and/or participate in a Dying Matters event within your initial training year and support future events offered within the EoLCA network.

Example

Action End of Life Care Ambassador role agreed between individual and their line manager:	
Signature of EoLC Ambassador – I agree to this Role Profile	**Signature of Line Manager** - I agree to support my member of staff through this programme.