

**Pendleside  
Hospice**

*Care, compassion and support*



**JOB VACANCY**

[www.pendleside.org.uk](http://www.pendleside.org.uk)

**QUALITY, OUTREACH & EDUCATION FACILITATOR:**

37.5 hrs per week

Salary: £45,021 per annum

Thank you for your interest in the position of **Registered Nurse or Allied Healthcare Professional (e.g. Physio, OT, Paramedic) within the Quality Team at Pendleside Hospice**. We hope this recruitment pack provides everything you need to help you decide whether this rewarding and influential role is the right opportunity for you.

Thanks to new funding, we are delighted to offer an exciting opportunity for a motivated and forward-thinking Registered Healthcare Professional (NMC or HCPC registered) to join our Quality Team as a **Quality, Education & Outreach Facilitator**. This is a pivotal role within Pendleside, supporting our commitment to delivering consistently high-quality, safe and compassionate palliative and end of life care.

Working alongside clinical and non-clinical teams, partner organisations and community services, you will use your clinical expertise, leadership skills and passion for palliative care to promote best practice, support quality improvement and help shape education and outreach activity. You will play a key part in strengthening integrated ways of working, supporting staff development and ensuring care is truly person-centred, holistic and inclusive.

As a visible advocate for quality and learning, you will help create a culture of continuous improvement that reflects Pendleside's values. We welcome applications from enthusiastic and compassionate professionals with a genuine interest in palliative and end of life care.

Pendleside offers a supportive, values driven working environment where staff wellbeing, learning and professional development are actively encouraged and prioritised.

**Employees joining us from the NHS may continue with their NHS pension.**

By joining **#TeamPendleside**, you will become part of a caring, collaborative and committed team focused on delivering exceptional experiences for the patients, families and communities we serve.

This job role is a crucial one for the Hospice and we want to be sure of finding the right person. However, we recognise it is probably also a big step for you, so if you wish to know more, I encourage you to attend one of the informal visits to the Hospice. You can do that by emailing: [Alice.Thompson@pendleside.org.uk](mailto:Alice.Thompson@pendleside.org.uk)

Closing Date: Sunday 31<sup>st</sup> May 2026 – 10pm

Interview Date: Thursday 18<sup>th</sup> June 2026

Thank you,

**Alice Thompson**  
**Quality Improvement Lead**

## ABOUT US

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. It costs over £6.5 million to run Pendleside Hospice of which over £5 million needs to be raised through voluntary donations.

### OUR MISSION:

Pendleside exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

### OUR VISION:

Every adult with advancing long term and life limiting illnesses and those most important to them within our community will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

### PHILOSOPHY OF CARE:

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

### OUR AIM:

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

To achieve this through the five pillars of Pendleside: -

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

### OUR VALUES:

Our values underpin everything that we do:

- **Care**

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect

- **Compassion**

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services

- **Support**

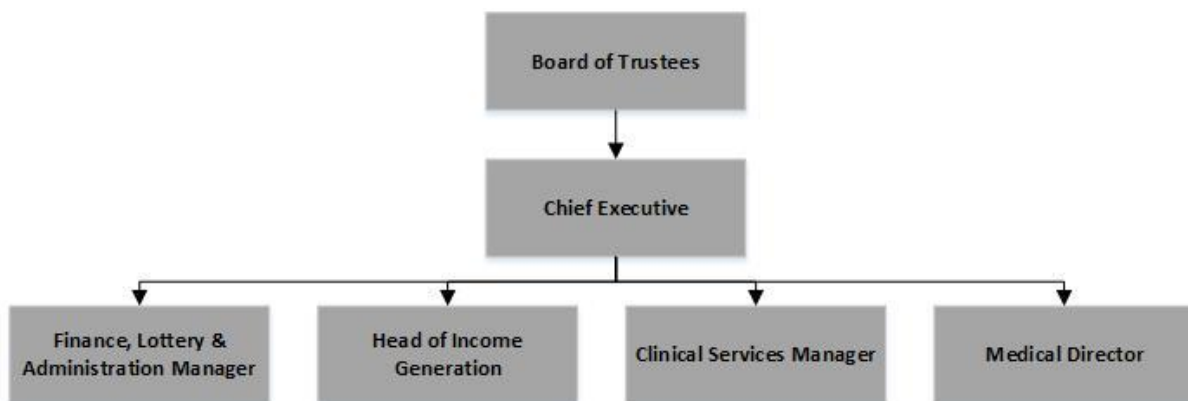
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

### OUR PEOPLE:

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 140 employees across the organisation which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Healthcare Assistants.

Volunteers are an integral part of the Hospice Team with over 400 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

### OUR SERVICES:

Pendleside cares for over 2000 people each year, across a number of services. These include:

- Inpatients
- Hospice at Home
- Health, Wellbeing and Rehabilitation Services
- Outpatients
- Family support
- Spiritual Care
- Rehabilitation
- Complementary therapy
- Psychological support
- Bereavement support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate. The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

### Description of Hospice Services

- **Inpatient Unit** – Pendleside Hospice has a 10 bedded inpatient unit for the short term assessment of patients for symptom management, end of life care and rehabilitative for those with palliative care needs. The IPU provides care for patients residing in Burnley, Pendle and Rossendale. The unit is supported by a multi-disciplinary team and holds daily medical handovers, weekly discharge planning and MDT meetings. The unit accepts planned weekday admissions and crisis admissions 7 days per week. In 24/25, the IPU admitted 165 patients of which 92% had a cancer diagnosis. The medical team is currently supported by Consultants in Palliative Medicine employed by East Lancashire Hospitals Trust and the following employed staff in addition to the Medical Director role:
  - Medical Director
  - Hospice Physicians
  - Advanced Clinical Practitioners
  - On call Hospice Physician (GP working 1 in 10 weekends)
  - GP Trainee (6 month rotation)
  - FY1/2 (4 month rotation)
- **Hospice at Home** – The service is one of the largest Hospice at Home services in the NW region, with a caseload of c. 130 patients and approx. 700 referrals per year. The team consists of specially trained Registered nurses and Health Care Assistants who provide palliative and end of life care to patients residing in Burnley and Pendle localities. Services include specialist Nursing assessment, emotional support, respite care, night sits and extended service (24hr care for patients in the last days of life who's preferred place of care is home). The H@H service is also the single point of access for the co-ordination of District Nurse fast track applications.
- **Health, Wellbeing and Rehabilitation** – The multidisciplinary team provides support to patients with palliative and rehabilitative needs. Services are offered either within the community, as an outpatient or by attending group sessions within the Day Services unit. Groups include Living with Dementia, Breathlessness, Fatigue Management, Exercise sessions, creative therapies, peer support, specialist palliative sessions. Complementary Therapy treatments are also available for patients and their carers.

- **Family Support** – The Family Support team provide pre and post bereavement counselling to adults and Children residing in the Burnley and Pendle localities. Sessions are either individual or through specialist groups.
- **Consultant led Medical Outpatient Clinics** – these are currently delivered twice a week by Palliative Care Consultants employed by East Lancashire Hospitals Trust

## **JOB DESCRIPTION**

**JOB TITLE:** Quality, Education & Outreach Facilitator  
**REPORTS TO:** Quality Assurance Manager  
**ACCOUNTABLE TO:** Quality Improvement Lead

### **MAIN RESPONSIBILITIES**

- To support the delivery of high-quality, safe, and person-centred palliative and end of life care across the Hospice and external partner organisations
- Quality assurance and audit activity related to palliative and end of life care
- To promote best practice, compliance with regulatory standards, and a culture of continuous quality improvement across both Pendleside and Rossendale Hospices and externally working with partner organisations
- Identify outreach and partnership opportunities with external organisations, including reaching out to underrepresented groups within the community
- To support integrated ways of working across clinical and non-clinical teams and external stakeholders to improve outcomes for patients and families
- To coordinate and support education, both internal and external to the Hospice
- Developing and delivering a range of clinical and non-clinical training programmes, in line with the Hospice's strategic training plan.
- To undertake independent on-site working and regular lone working off-site work across a wide range of community settings.

### **CORE TASKS**

#### Care Delivery

- Support internal teams and external partners (including care homes) in delivering person-centred, evidence-based palliative and end of life care
- Provide guidance and support in advance care planning, communication, and end of life decision-making
- Support staff in coordinating and contributing to end of life care discussions and reviews
- Promote holistic care that meets the physical, psychological, social, and spiritual needs of patients and those important to them
- Promote Hospice services with community groups, providing outreach advice and signposting to include the homeless and other hard to reach groups

#### Management and Leadership

- Work collaboratively with the Clinical Services Manager, Quality Improvement Lead, Quality Assurance Manager, and departmental managers to support service delivery and improvement
- Act as a role model for professional practice, Hospice values, and expected standards of care
- Support teams to take ownership of quality, audit, and improvement activity
- Contribute to service development initiatives and working groups as required
- Accept accountability for own areas of responsibility and workload management
- Act as a Pendleside ambassador representing the Hospice at various events

#### Communication Skills

- Develop and maintain effective working relationships with Hospice staff, MDT colleagues, and external partners
- Communicate clearly and professionally with staff at all levels, adapting style to suit the audience and purpose

- Provide written and verbal reports, summaries, data and feedback that are accurate, timely, and meaningful

#### Personal and People Development

- Maintain and develop own knowledge, skills, and competencies in palliative and end of life care, quality improvement, and education
- Participate in mandatory training, supervision, and appraisal processes
- Share knowledge and best practice with colleagues to support learning and development
- Support staff development through education, audit feedback, and quality improvement activity
- Maintain professional registration and meet revalidation requirements where applicable

#### Quality and Service Improvement

- Coordinate and support clinical and non-clinical audit activity
- Participate in Gold Standards Framework (GSF) meetings, ensuring coordinated multidisciplinary discussions, timely identification of patients with palliative care needs and appropriate follow-up actions
- Support teams to develop, implement, and monitor action plans arising from audit findings
- Promote a culture of continuous improvement, learning, and reflective practice
- Support staff to develop skills in audit, quality improvement, and evaluation
- Contribute to quality improvement projects aligned with Hospice strategic priorities

#### Health, Safety & Security

- Work in accordance with Hospice policies and procedures relating to health and safety, infection prevention and control, and risk management
- Support teams with the identification and management of risks, including completion of risk assessments where appropriate
- Promote a positive safety culture & support learning from incidents and near misses
- Ensure own practice complies with all relevant legislation and safety standards
- To be able to travel independently between the Hospice and community locations including the moving and handling of training equipment
- To work independently in community settings, adhering to Hospice lone-working policies and personal safety procedures.

#### Governance

- Support the Quality Assurance Manager and Registered Manager in ensuring compliance with CQC standards and regulatory requirements
- Contribute to the review, development, implementation, and monitoring of Hospice policies, procedures, and clinical guidelines
- Support incident reporting, investigation, learning, and action planning
- Ensure accurate record keeping and adherence to information governance and confidentiality requirements
- Contribute to governance reporting and assurance processes as required

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role.

## PERSONAL SPECIFICATION

Attributes	Essential	Desirable	How assessed
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of delivering education or training programmes to clinical and/or non-clinical staff.</li> <li>• Experience working within a related clinical environment.</li> <li>• Experience in supporting quality improvement, audit, or governance activities.</li> <li>• Experience of multidisciplinary working, e.g. GSF meetings</li> <li>• Experience of liaising with external agencies, such as care homes, community groups, or charities.</li> <li>• Experience of policy implementation, service improvement or supporting change in practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in developing training content or learning resources.</li> <li>• Experience working within palliative care, end-of-life care</li> <li>• Experience supporting clinical supervision, preceptorship, or mentorship programmes.</li> <li>• Experience in community outreach roles.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>
<b>Education, Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• Registered healthcare professional (e.g. NMC or HCPC)</li> <li>• Relevant qualification/experience in clinical education or palliative care.</li> <li>• Evidence of ongoing professional development.</li> <li>• Training in communication skills, end-of-life care, or relevant specialist areas.</li> </ul>	<ul style="list-style-type: none"> <li>• Recognised teaching, training or mentorship qualification (e.g. Practice Assessor, Certificate in Education, Train-the-Trainer).</li> <li>• Qualification or additional training in quality improvement, audit, or service development.</li> <li>• Specialist end-of-life care training (e.g. ACP, dementia care, frailty).</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Registration confirmation</li> <li>• Certificates</li> <li>• CPD file / portfolio</li> </ul>
<b>Practical &amp; intellectual skills (including any specialist knowledge)</b>	<ul style="list-style-type: none"> <li>• Strong training and facilitation skills with the ability to deliver sessions confidently to varied audiences.</li> <li>• Excellent communication skills, written and verbal, adapting information for different groups.</li> <li>• Ability to analyse information, identify trends, and contribute to audits and quality improvement projects.</li> <li>• Effective organisational and time-management skills, managing multiple priorities.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to develop training materials, presentations, and e-learning resources.</li> <li>• Experience of investigating incidents or supporting governance processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Application form</li> <li>• Presentation</li> <li>• Interview</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to work autonomously while contributing to team goals.</li> <li>• Competence in the use of IT systems including Microsoft Office and clinical recording/audit systems.</li> <li>• Ability to move and handle equipment safely (e.g. resources for training sessions, education materials).</li> </ul>		
<b>Disposition / attitude / adjustment</b>	<ul style="list-style-type: none"> <li>• Positive, proactive attitude with a commitment to continuous improvement and high-quality care.</li> <li>• Compassionate approach with the ability to work sensitively within palliative and end-of-life contexts.</li> <li>• Confidence to lead training, facilitate discussions, and support colleagues.</li> <li>• Professional, approachable, and able to build effective relationships internally and externally.</li> <li>• Flexible and adaptable, able to respond to the evolving needs of the organisation.</li> <li>• Commitment to confidentiality, safe practice, and professional standards.</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Presentation</li> <li>• Interview</li> </ul>
<b>Health &amp; Physical</b>	<ul style="list-style-type: none"> <li>• Physically capable of delivering face to face training including standing for long periods, moving and handling training equipment and materials.</li> <li>• Travel independently to community venues (care homes, charities, partner organisations).</li> <li>• Good general health to meet the physical and emotional demands of the role.</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> <li>• References</li> </ul>
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Must be a car driver with full UK driving licence and access to own vehicle</li> <li>• Willing and able to work flexibly across the week, including occasional early mornings, evenings or weekends to meet training needs.</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>

	<ul style="list-style-type: none"> <li>• Able to undertake regular independent community-based work off-site</li> <li>• Willing and able to undertake lone working in community environments.</li> <li>• Travel independently between the Hospice and community locations</li> </ul>		
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>• Commitment to equality, diversity and inclusion in all aspects of service delivery.</li> <li>• Demonstrates respect for individual differences and promotes a culture of fairness and dignity.</li> <li>• Understanding of how to adapt training to meet diverse learning needs.</li> </ul>		<ul style="list-style-type: none"> <li>• Application form</li> <li>• Interview</li> </ul>

## MAIN BENEFITS TERMS AND CONDITIONS

Annual leave: the annual leave entitlement for a 37.5 hour a week post is 262.5 hours (27 days plus 8 public holidays)

DBS: appointment is subject to an enhanced disclosure and barring check

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme  
[www.benenden.co.uk](http://www.benenden.co.uk)

Meals and drinks: all employees and volunteers based at Pendleside Hospice can access subsidised meals if working over a meal time

Notice period: 1 month

Parking: all employees and volunteers can park for free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme.

**Employees joining Pendleside Hospice from the NHS may continue with their NHS pension**

Sick pay: if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

### HOW TO APPLY

If you are interested in this position, either complete the application form on the NHS Jobs website <https://www.jobs.nhs.uk/> or the on line form on Pendleside Hospice website [www.pendleside.org.uk/jobs](http://www.pendleside.org.uk/jobs), referring to the job description and person specification.