



**Jersey Hospice Care**  
*your care, your choice, your time*

**JOB DESCRIPTION**

<b>Job Title:</b>	Senior Community Paramedic
<b>Reports to:</b>	Lead Practitioner
<b>Department:</b>	Specialist Palliative Care Team
<b>Hours:</b>	37.5 hours
<b>Working Pattern:</b>	1100hrs to 1900hrs 5 days a week (subject to change if service needs require)
<b>Contract Type:</b>	Permanent
<b>Pay Code:</b>	Equivalent to Pay Grade NM05
<b>Salary Range:</b>	£66,423 to £71,038

**General**

Jersey Hospice Care (JHC) is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre and In Patient Unit facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end-of-life care. These services are provided at no cost to the patient or their family.

**Job Summary**

The post-holder will play a pivotal role within Jersey Hospice Care's progressive and patient-centred framework, actively contributing to a dynamic team dedicated to delivering exceptional acute specialist palliative care across the Island. As a key member of our service, they will bring specialist knowledge, skills, and a passion for excellence to help drive forward JHC's clinical aims and objectives.

Working as part of a 7-day Palliative care service, the post holder will assess, manage and respond to patients with complex and rapidly changing needs. The role requires advanced clinical judgement, autonomy, and the ability to work confidently across organisational and professional boundaries.

This is an opportunity for an experienced, compassionate clinician to work within a responsive, values-driven organisation, supporting patients and families to remain in familiar surroundings and helping to avoid unnecessary hospital admissions wherever possible.

This job description serves as a guide to the scope and spirit of the role. Responsibilities may evolve over time to reflect the changing needs of our service and the community we proudly support. It does not form part of the contract of employment.

## Job Context

The Community Palliative Care Team is a vibrant, Island-wide network that proudly connects hospice, community, and hospital care into one seamless circle of support. United by compassion and specialist expertise, the team works in close partnership with healthcare professionals across every corner of the Island to deliver timely, high-quality palliative care to patients and their families at points of urgent need—wherever and whenever intervention is most critical. Operating seven days a week, the service provides rapid specialist response alongside planned input, focusing on the assessment and management of acute and complex symptom crises, as well as supporting urgent decision-making and coordination of care.

Central to this developing service is the role of the Senior Community Paramedic, bringing advanced clinical expertise, autonomy, and a distinctive acute care perspective to specialist palliative care in the community. Acting as a specialist responder and clinical resource, the post holder undertakes comprehensive assessments, delivers advanced interventions, and escalates or reports significant changes in condition, deterioration, or complex needs directly to the Specialist Palliative Care CNS team. Working closely with the CNSs and the Living Well Team, the Senior Community Paramedic plays a key role in rapid care coordination, shared decision-making, and the formulation or adjustment of individualised care plans in response to changing clinical priorities and patient goals.

The role is primarily community based, reflecting the service’s focus on delivering timely specialist intervention closer to home, while also incorporating some hospital-based working to ensure continuity and integration across care settings. This balance offers a dynamic and rewarding role, with opportunities to influence urgent care pathways, support crisis management, and help prevent avoidable hospital admissions through responsive, specialist palliative input.

This is more than a new post—it is an opportunity to help shape a responsive, collaborative, and forward-thinking acute palliative care service for Jersey. The Community Palliative Care Service places dignity, comfort, and quality of life at its core, and through close collaboration with the CNS team, the Living Well Team, and wider multidisciplinary colleagues, the Senior Community Paramedic will play a vital role in delivering specialist care at moments that matter most for patients and those important to them

## Nature and Scope of Role

The accountabilities of this role reflect its breadth, influence, and opportunity to make a meaningful difference to islanders. The post-holder will contribute to four key areas that shape the quality and future of our service:

- **Clinical Practice** – providing advanced, timely, and person-centred acute care in community settings, delivering high-level clinical assessment, decision-making, and interventions that keep patients safe and supported closer to home whenever possible.
- **Professional Leadership and Management** – leading by example as a senior clinician, offering clinical guidance and support to colleagues, promoting calm, effective practice in complex situations, and contributing to a positive, resilient, and high-performing team culture.

- **Clinical Audit and Service Development** – contributing to the ongoing development of community-based acute care pathways through reflective practice, audit, and service evaluation, helping to reduce avoidable conveyance and shape responsive services aligned to patient and system needs.
- **Education and Training** – supporting the development of paramedics and multidisciplinary colleagues through clinical supervision, case discussion, and shared learning, strengthening confidence, competence, and consistent standards of acute care delivery across the Island

In addition, the post-holder will embody and actively champion the Jersey Hospice Care Culture Pathway—bringing our Vision, Mission, Values, and Behaviours to life in every interaction. This role is not only about delivering exceptional care; it is about contributing to a shared purpose, inspiring others, and helping build a hospice service that leads with compassion, innovation, and integrity.

## 1. Clinical Practice

- Deliver high-quality, responsive specialist palliative and end-of-life care to patients in their own homes and community settings, using advanced clinical assessment and judgement to support people with complex needs.
- Work as part of the Community Palliative Care Response Team alongside the CNS team and the Living Well Team, providing skilled holistic assessment, triage and specialist symptom-management input that complements and enhances existing services.
- Undertake autonomous clinical assessments and interventions, reporting findings, clinical decisions and changes in patient condition clearly and promptly to the CNS team, ensuring shared oversight, continuity and safe escalation of care.
- Act as an expert clinical resource for patients, families and professionals across Jersey, supporting consistent, high-quality specialist palliative care delivery across community and clinic settings.
- Respond to urgent and crisis situations, delivering timely symptom control and clinical support that enables patients to remain at home wherever possible and reduces unnecessary hospital admissions.
- Use advanced communication skills to build strong therapeutic relationships and support patients, families and carers through sensitive and complex discussions relating to illness progression, uncertainty, death and dying.
- Work collaboratively with the Living Well Team, offering specialist assessment, advice and symptom-management support to enable them to continue delivering high-quality generalist care, while ensuring timely access to specialist-level intervention when required.
- Assess, plan, implement and review care interventions in partnership with the CNS team, Living Well Team and wider MDTs, ensuring clear communication, effective handovers and coordinated care planning.
- Monitor and evaluate outcomes of care, recognising deterioration or complexity and escalating concerns appropriately to the CNS team in line with agreed clinical governance arrangements.
- Promote coordinated, person-centred care by facilitating timely referrals and working closely with Jersey Hospice Care, Jersey General Hospital, GPs, Family Nursing and other community services.
- Contribute actively to MDT meetings, Gold Standards Framework discussions and community case reviews, sharing assessment findings and clinical insights to inform shared decision-making.

- Maintain accurate, timely and confidential clinical documentation using electronic patient record systems, ensuring records meet professional, organisational and information governance standards.
- Work safely within lone-working procedures, professional boundaries and confidentiality requirements, contributing to a flexible, resilient and responsive community palliative care service.

## **2. Professional Leadership and Management**

- Maintain active registration with the HCPC, confidently meeting revalidation requirements and demonstrating a commitment to ongoing professional growth.
- Register with, and maintain full compliance with, the Jersey Care Commission's local registration requirements for your profession, actively participate in JCC inspections, and meet all professional obligations to maintain registration.
- Work in alignment with professional standards and JHC policies, ensuring care is safe, ethical, and delivered with integrity at all times.
- Take ownership of your clinical practice, embracing professional accountability and consistently striving for excellence.
- Engage fully in team meetings, performance reviews, and wellbeing initiatives, contributing to a supportive, reflective, and high-performing team culture.
- Build and nurture strong relationships with a wide range of internal and external stakeholders, helping to strengthen collaboration across the Island.
- Champion a positive, professional culture, promoting wellbeing, mutual respect, and a can-do approach in every interaction.

## **3. Clinical Audit and Service Development**

- Drive continuous improvement by contributing to research, audit, and quality initiatives, and encouraging team-wide engagement.
- Proactively identify and assess risks using validated tools, updating the SPCT risk register, and escalating concerns in line with professional codes and organisational policies. Champion a safe working environment by maintaining full awareness of Health & Safety responsibilities and adhering to all statutory and JHC procedures.
- Ensure competence and confidence in the safe use of clinical equipment, keeping training up to date and maintaining accurate validation records.
- Use all equipment safely and according to guidelines, promptly reporting faults or issues when identified.
- Promote a culture of openness and learning by ensuring timely incident reporting and completion of action plans.
- Apply critical analysis to evaluate research and evidence, helping shape and advance best practice.
- Recognise when audits are needed and support initiatives that enhance palliative and end of life care for patients and their loved ones.
- Actively contribute to JHC's Clinical Governance framework, taking part in relevant meetings and shared decision-making processes.
- Uphold professional standards by complying with all policies, guidelines, and codes of practice.
- Represent JHC with pride and professionalism, acting as an ambassador at external meetings and events.

#### 4. Education and Training

- Support and encourage new team members through informal orientation, shadowing and day-to-day clinical guidance, helping colleagues build confidence in community palliative and end-of-life care practice.
- Act as a positive professional role model, demonstrating compassionate, safe and reflective practice in all patients, family and colleague interactions.
- Promote a culture of continuous learning by sharing clinical insight, experience and good practice within the team, supporting high standards of care delivery.
- Share learning informally with colleagues following relevant study days, training or clinical experiences, contributing to team knowledge and service improvement.
- Maintain and develop specialist paramedic expertise in palliative and end-of-life care, including complex symptom recognition, clinical decision-making, and advanced communication skills.
- Keep clinical skills and knowledge up to date, engaging with service developments and supporting team adaptation to evolving models of care and best practice.
- Work collaboratively with the Education Team when required, supporting learning in practice and signposting colleagues to appropriate training or education opportunities rather than delivering formal teaching programmes.
- Provide practice-based clinical support to colleagues in real-time situations, including guidance around end-of-life care interventions such as syringe pumps, anticipatory medicines, device use and symptom escalation, within own scope of practice.
- Educate and support patients, relatives and carers as part of routine care, helping them understand symptoms, treatment plans and practical self-management strategies to improve confidence and comfort at home.
- Maintain personal compliance with all mandatory training and professional requirements, ensuring practice meets organisational standards and professional registration expectations.

#### GENERAL DUTIES

In addition to the key responsibilities outlined in this job description, everyone who joins Jersey Hospice Care is warmly encouraged to follow the general duties below, along with the shared policies, procedures, and guidelines of Jersey General Hospital. These expectations help us work together smoothly and ensure we continue providing the compassionate, high quality care we're proud of.

**Infection Prevention and Control** - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

**Safeguarding** - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children, and young persons. All employees are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-clinical employees and all clinical employees will be required to attend Safeguarding training in line with the

Intercollegiate Document recommendations (RCN, 2018).

**Information Governance** - Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security.

All employees have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

**Governance** - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

**Health & Safety** - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, employees, self, or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all employees must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

**Volunteers** – All employees have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

## OTHER INFORMATION

**Data Protection** - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

**Equal opportunities statement** - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion, or age. We oppose all forms of unlawful and unfair discrimination.

**Jersey Hospice Care operates a strict no smoking policy.**

**NB:** Although this is a comprehensive job description, you may be required to undertake other duties assigned by Jersey Hospice Care in response to organisational or service demands.

PERSON SPECIFICATION Senior Community Paramedic		
	Essential Criteria for selection	Desirable Criteria for selection
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Registered Paramedic (HCPC)</li> <li>Evidence of broad post-registration clinical experience, including palliative care, urgent care or autonomous community practice</li> <li>Minimum of 24 months post-preceptorship experience in a community setting or demonstrable autonomous decision-making experience</li> <li>Excellent communication skills with patients, families and multidisciplinary teams</li> <li>Ability to remain calm, organised and effective under pressure</li> <li>Strong clinical assessment, prioritisation and decision-making skills</li> <li>Ability to work independently and as part of a multidisciplinary team</li> </ul>	
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Strong post qualification experience, ideally including work in a palliative care environment</li> <li>Knowledge of symptom management and palliative/end of-life qualification experience, ideally including work in a palliative care environment</li> <li>Experience offering informal teaching or sharing knowledge with colleagues</li> <li>An understanding of audit, benchmarking, and how these support service improvement</li> <li>Awareness of the professional and political issues shaping today's healthcare landscape</li> <li>A clear understanding of clinical governance</li> </ul>	<ul style="list-style-type: none"> <li>Palliative care experience</li> <li>Awareness of commissioned healthcare standards</li> <li>Experience or insight into working within the charitable sector</li> <li>Experience teaching in a formal setting</li> <li>Experience leading change following clinical audit findings</li> </ul>
<ul style="list-style-type: none"> <li>Technical abilities</li> </ul>	<ul style="list-style-type: none"> <li>Using everyday IT applications like Word, Excel, Outlook, and PowerPoint</li> <li>Driving and holding a clean, current licence</li> <li>Working with electronic patient record systems such as EMIS</li> </ul>	<ul style="list-style-type: none"> <li>Experience in using electronic rostering systems</li> </ul>

<ul style="list-style-type: none"> <li>• Personal attributes</li> </ul>	<ul style="list-style-type: none"> <li>• Confident, dynamic, and comfortable communicating with a wide range of people</li> <li>• Able to represent the service in a warm, professional, and positive way</li> <li>• Flexible and adaptable in how you approach your work and working pattern</li> <li>• A naturally motivated and enthusiastic team player</li> <li>• Creative, forward thinking, and able to inspire others</li> <li>• Reliable and willing to work outside standard hours when the service needs it</li> <li>• Passionate about ongoing learning and development</li> <li>• Skilled in communicating sensitively with people facing life limiting conditions</li> <li>• Able to deliver difficult or sensitive information with compassion</li> <li>• Good at building strong relationships with colleagues across different teams</li> <li>• Comfortable writing clearly and presenting information in a logical way</li> <li>• Able to work independently, stay calm under pressure, and adapt when needed</li> <li>• Confident in problem solving and negotiating solutions and able to inspire others</li> </ul>	
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**JERSEY HOSPICE CARE BACKGROUND**

**Specialist Palliative Care Team** – Our Specialist Palliative Care Team works in close partnership with healthcare professionals across the entire Island, ensuring that patients and their families receive expert guidance, compassionate support, and specialist input at every stage of palliative and end-of-life care. Whether care is delivered at home, in nursing or residential settings, or within the hospital, the team provides seamless, high-quality support wherever it’s needed most. With a strong multidisciplinary approach at its core, the team brings together a wide range of skills and perspectives to deliver complex symptom management and truly holistic care. Their shared purpose is simple yet powerful: to help every patient achieve the best possible quality of life, with dignity, comfort, and personalised support throughout their journey.

**Living Well team** – Our Living Well Team works closely with our specialist colleagues to provide compassionate, generalist palliative care to islanders—supporting them as they navigate every aspect of their journey. Whether it’s managing symptoms, understanding finances, making important decisions, or simply coping with the everyday tasks we often take for granted, the team is there to guide, encourage, and empower. Care is delivered wherever it’s needed most:

in the comfort of patients' homes or in our welcoming King Centre clinics. Our nurses walk alongside patients and their families every step of the way, promoting independence, building confidence, and creating opportunities for people to live well—on their own terms, with dignity, choice, and support.

**King Centre** - The King Centre offers a vibrant range of wellbeing services designed to help people living with life-limiting illnesses continue to live as fully and confidently as possible. Taking a rehabilitative and empowering approach, the team walks alongside patients as they navigate their illness, helping them focus on what matters most to them.

Our dedicated King Centre Team provides a rich mix of day services—including day hospice support, physiotherapy, and complementary therapies. These sessions are delivered by skilled, compassionate practitioners through both individual and group activities, all tailored to each person's unique goals, priorities, and needs. At the King Centre, every interaction is centred around helping patients regain a sense of strength, connection, independence, and possibility.

**In Patient Unit** – The In-Patient Unit comprises of twelve single en-suite bedrooms and provides specialist 24-hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families.

**Bereavement & Emotional Support Service** – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

**Education, Learning and Development Team** - The Education, Learning and Development Team co-ordinate a broad range of academic and competency-based education programmes to support our employees irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

**Retail** - There are three Jersey Hospice Care shops; a town shop in St Helier and a shop in the east and a shop in the west. All are operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

**Income Generation team** - Are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Dragon Boat Festival, 5000 Club and Christmas Tree collections.

**Volunteers** - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the

shops, Day Hospice, In Patient Unit, Community Bereavement Service, fundraising and garden.

**Support Services** - The Support Services' employees are responsible for: People activities and support; administration tasks and projects; accounts management; reception; housekeeping; and our catering services. They provide support to Council, the Executive Team, and Senior Management, and are the first point of call for those ringing or calling at Jersey Hospice Care. They are vital to the smooth running of the charity.