

Helpline Specialist nurse: Job Description and Person Specification

About Compassion in Dying and the information line service

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

Many people tell us they want to be in charge of decisions about their care and treatment, but struggle to access clear information or encounter reluctance to have open conversations about death and dying. Our nurse-led information line exists to change that. We enable people to plan ahead and to be in control of their end-of-life decisions, including in situations where they may no longer be able to make decisions for themselves.

Demand for the service consistently exceeds capacity. We are therefore expanding our clinical team and are looking for two experienced nurses to provide verbal and written information and support that is accurate, clear and practical.

This is an exciting opportunity for a nurse with experience in palliative care and excellent communication skills, able to convey complex information in a straightforward and sensitive way by phone and email. This new permanent role offers the opportunity to contribute to the growth of an expanding information service that delivers direct support and drives improvements in practice.

Role Profile

- **Job title:** Helpline Specialist Nurse
- **Reporting to:** Clinical Lead
- **Hours:** 21 hours per week (3 days)
- **Contract:** Permanent (subject to a 6-month probationary period)
- **Salary:** £39,943 – £47,169 pro rata, depending on skills, knowledge and experience
- **Main place of work:** 181 Oxford Street (3rd Floor), London, W1D 2JT
We operate a hybrid model of remote and office working. Staff are expected to attend the London office at least once per week.
- **Application deadline:** 5pm, Friday 27 February
- **Interview date:** 12th & 13th March 2026

Role purpose

- Respond to enquiries to Compassion in Dying's information service, using clinical knowledge to provide appropriate information and support.
- 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 someone close to them.
- Provide specialist information on advance care planning, supporting people to plan ahead and record their wishes for end-of-life care and treatment.
- Contribute to the development of information resources for the public and professionals.

Key responsibilities

Information service

- Respond promptly to enquiries to Compassion in Dying's information line by phone, email and letter.
- Provide clear, accurate information in plain English.
- Support people to complete advance care planning documents, including Advance Decisions, Advance Statements and with queries about Lasting Powers of Attorney for Health and Welfare.
- Equip people with an understanding of the law and best practice to enable them to advocate for themselves or loved ones in best-interest decision-making meetings.
- Manage casework, including arranging and responding to follow-up calls and emails for people requiring ongoing support.
- Listen carefully to people's experiences, ensuring they feel heard, understood and acknowledged.
- Support people to feel confident asking relevant questions and discussing care options with health professionals, or doing so on behalf of someone who lacks capacity.
- Be comfortable discussing end-of-life issues and respond to enquiries in a professional and sensitive manner.
- Maintain awareness of other organisations' services and sources of support.
- Share learning from the people we support across the organisation, including with policy, media, and marketing and fundraising teams.
- Identify callers who may be appropriate and willing to act as case studies.
- Act in accordance with all relevant Compassion in Dying policies, including safeguarding, equality, diversity and inclusion and data protection.

Information quality and continuous improvement

- Ensure responses are based on the latest guidance and best practice, acting as a subject expert for other teams.
- Develop and maintain up-to-date knowledge of end-of-life care and decision-making, including patients' rights under the mental capacity legislation across the U.K.
- Proactively contribute ideas and initiatives that ensure the people we support remain central to organisational development and service delivery.

Professional development

- Proactively identify and attend relevant training, study days and conferences, sharing learning across the organisation.
- Maintain professional registration and meet revalidation requirements, ensuring ongoing clinical and professional development.
- Comply with mandatory training and attend team clinical supervision sessions.

Representing Compassion in Dying externally

- Write regular reflections on the role and on themes emerging from the experiences of the people we support, to help inform and improve practice.
- Deliver talks and presentations to stakeholders and members of the public, both online and in person.
- 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 processes.
- Support the Deputy Director of Services, Clinical Lead and Education Lead with team monitoring, training and other tasks as required.
- Undertake any other reasonable duties as requested by the Directors of Compassion in Dying.
- Act, at all times, in the best interests of Compassion in Dying.

Person specification

Experience: Essential

- Registered nurse with experience in specialist end-of-life or palliative care.
- Commitment to pro-choice principles for all individuals.
- Experience of writing complex information for a lay audience.

Experience: Desirable

- Experience providing information and support via telephone, email or webchat.
- Experience developing policies and procedures for an information line or related service.
- Experience of monitoring, recording and analysing data.
- Experience of report writing.

Knowledge

- Good understanding of the mental capacity legislation across the U.K.
- Good understanding of different types of advance care planning documents.
- Clear understanding of the boundaries of an information and support role.
- Excellent knowledge of current end-of-life healthcare systems and treatment options.
- Understanding of confidentiality best practice and data protection.

Skills and Abilities

- Excellent verbal and written communication skills, with the ability to present complex information clearly and sensitively in plain English.
- Ability to manage challenging helpline calls from distressed, anxious, confused or angry individuals with tact and empathy.
- Ability to work both autonomously and as part of a team.
- Strong organisational skills, with the ability to prioritise work and manage competing demands.
- Good IT skills, including databases, spreadsheets, word processing, email and internet use.
- Ability to search for, assess and critique scientific and medical evidence.
- Willingness to give and receive constructive feedback and to have work peer reviewed.

Values

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

Organisational behaviours

- **Leading by example:** Motivates others through a professional and positive approach to work.
- **Trust and respect:** Treats others with kindness and respect, values diversity, and listens to understand different perspectives.
- **Teamwork:** Works collaboratively, shares information and supports colleagues to achieve shared goals.
- **High standards:** Strives to deliver work of a consistently high quality.
- **Responsibility and initiative:** Takes ownership of work, uses initiative and takes pride in achievements.

Compassion in Dying and Dignity in Dying

Compassion in Dying was founded in 2008 by Dignity in Dying, and we are proud to be sister organisations. Together, we share the aim of improving dying in the UK by putting people in charge of decisions about the end of their life, although we work in different ways.

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

Compassion in Dying is a registered charity. We support people to make informed choices, have honest conversations about death and dying, and record and revisit their wishes. While we support law change in principle, we do not campaign on assisted dying.

The two organisations are legally separate, with distinct governance, boards and finances, although we share resources, including office space and some staff. Our Chief Executive, Sarah Wootton, leads both organisations. Employees of Compassion in Dying are expected to be supportive of the aims and values of Dignity in Dying.