

St Cuthbert's Hospice



*Making every day count since 1988*

# Application Information Pack



**Community Outreach Coordinator: COC1023**

**Closing Date 27.10.2023 | Interview Date TBC**

If you have not heard from us by 30/11/2023, please assume you have not been shortlisted.

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Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of Community Outreach Coordinator.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advise. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count. We are highly regarded for our quality of care and were the first Adult Hospice in the UK to be graded 'outstanding' by Care Quality Commission (CQC).

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 8 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

**Paul Marriott**  
Chief Executive.

# About Us

## • Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

## • What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

## • Our Mission

To make every day count for those affected by life-limiting illnesses.

## • Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

## • Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

## • Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



# About Us

## • Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

## • Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that carers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



## About The Role

This new and exciting opportunity has arisen at St Cuthbert's Hospice to work in our Community Outreach team, helping to break down barriers and support people in the local community to access services. The purpose of the role is to support the delivery of community activities, (including groupwork, delivering presentations and training). Formal training qualifications are not required it is more important that you connect with people and understand their journey. The role may be suitable for someone with a health/social care or community development background, depending on their wider experience.

We are looking for someone with amazing communication skills, who can bring people together, you will work alongside the Community Outreach Manager to deliver effective, meaningful support and training in and across the community. You will be joining a great team at an exciting time.

## Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

“I feel privileged to work at the Hospice.”

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

# Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

## How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

**Louise Johnson, Community Outreach Manager, Tel. No. 0191386 6196 or mobile 07523 696253.**

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email [recruitment@stcuthbertshospice.com](mailto:recruitment@stcuthbertshospice.com)

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



## Job Description

# Community Outreach Coordinator

**Department:** Community Services

**Grade:** 4

**Responsible to:** Community Outreach Manager

**Hours:** 37.5 hpw

**Salary:** £23,118 to £25,717

**Contract:** Permanent

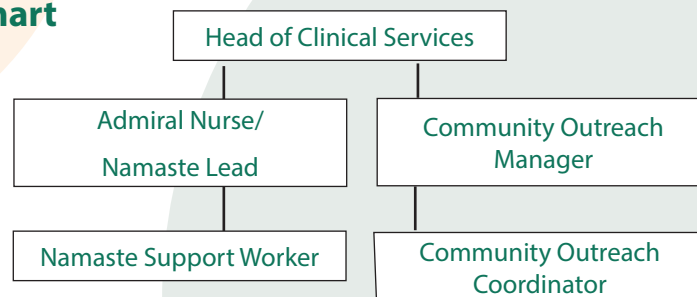
## Aim

To work with the Community Outreach Manager to bring people together, to identify needs and understand services in and across the community to identify the most appropriate support. This in turn will improve the visibility of the hospice, strengthen support for the local community and increase community resilience.

The role will support and maintain the design and delivery of community support, with a focus on removing barriers and improving accessibility to create opportunities to live well.

The role will support those living with life limiting illness, carers or family members following a bereavement with social support groups, education and the provision of information and signposting to other organisations.

## Organisational Chart



## Key Responsibilities

### Communication and relationships

- Build strong relationships with colleagues, service users and the wider community to deliver an effective programme of community activities
- Develop strong links in the community to identify and coordinate service users with the most appropriate activity for their needs
- Encourage participation in activities, conversations, and initiatives to improve lives of people with life-limiting illnesses
- Encourage open conversation and break down the taboos associated with dying, death, loss, and grief
- Guide volunteers to support the delivery of project activities
- Be confident in the creation and delivery of presentations/training to a wide community audience
- Communicate complex or sensitive information in an empathic manner to service users and their Carers/families
- Act as a representative and ambassador of the Hospice at external events, maintaining the Hospice's high reputation.

## Analytical and judgemental skills

- Identify needs of service users and recommend appropriate activities and provision within the community
- To be able to plan and co-ordinate a range of community activities and identify the support required to make the activities accessible to the community
- Assess eligibility of service users and maintain accurate records
- Assess risk

## Planning and organisational skills

- Co-ordinate referrals from internal and external partners
- Support Community Outreach Manager with meetings, events, and conferences to bring communities together for information and collaboration
- Manage and prioritise own work to ensure the delivery of project outcomes
- Monitor the effectiveness of initiatives and evaluate activities
- Use spreadsheets and systems to produce reports

## Physical skills

- Maintain database and spreadsheets recording accurate data and outcomes.
- A driving licence or the ability for independent travel is necessary
- There may be a need to set rooms up/move tables and chairs

## Patient/Client Care

- Respond sensitively to the individuals and communities involved in the project, making referrals internally and externally as appropriate
- Maintain privacy and dignity of all patients in the delivery of activities, recognising and respecting differences including spiritual and cultural beliefs

## Policy and Service Development

- Develop project plans and proposals to address identified areas of need
- Feedback to Manager on the models of service delivery for best outcomes
- Support the Manager in the development of initiatives to meet the needs of individuals and the community
- Promote peer support and self-help responses to identified needs
- Understand and adhere to Hospice policy and procedures

## Financial and Physical Resources

- Effective use of Community Outreach budget, don't travel unnecessarily, follow green working practices.

## Human Resources

- Attend any appropriate training requirements both statutory and mandatory
- Required to preserve the confidentiality of any information regarding individuals supported by the project and the business aspects of St Cuthbert's Hospice

## Information Resources

- Raise awareness and promote the Hospice services available to the community
- Empower and facilitate individuals and communities to communicate their needs and wishes
- Undertake administration associated with community activities and initiatives.
- Have a good understanding of Microsoft packages, word, excel, database and power point and public engagement through presentation

## Research and Development

- Provide monitoring and evaluation reports to support the ongoing development of the Community Outreach project
- Conduct periodic reviews of outcomes and satisfaction to provide evidence for continuous improvement

## Freedom to Act

- Works autonomously with ability to recognise limitations of knowledge, skills, and competencies and to seek guidance from Line Manager when appropriate

## Effort & Environment



## Physical

- Light physical effort may be occasionally required (eg to set up rooms ready for meetings).
- Lone working in a community setting

## Mental

- Expected to concentrate for periods of time and adapt to changing work requirements throughout the day.
- Work may be varied and unpredictable creating a need to be flexible and adapt accordingly.
- Interruptions may occur when answering telephone enquiries or staff requests

## Emotional

- Occasional exposure to emotional or distressing situations

## Working Conditions

- Post holder will often work alone and therefore must adhere to the lone working policy.
- There will/may be a requirement to work outside of normal office hours.
- There will be a requirement for home/remote working however there will be some availability of office space if required.

## Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers, and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

## Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.
- Assesses the safety of the physical environment for groups and in community homes.

## Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

## Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

## Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

**Note:** This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

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## Job Description Agreement

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

# Person Specification

<b>Post Title:</b> Community Outreach Coordinator		<b>Grade:4</b> <b>Department:</b> Community Services		
<b>Criteria relevant to the job</b>	<b>Essential</b> Requirements necessary for safe and effective performance in the job	<b>Method of Assessment</b>	<b>Desirable</b> Where available, elements that contribute to improved/immediate performance in the job	<b>Method of Assessment</b>
Qualifications and Training	NVQ level 4/Diploma in health and social care, health promotion or related subject  or  a NVQ level 4/Community Development qualification	Application form and interview	Experience of working with our target populations. People living with life limiting illness, their families, Carers or following a bereavement.	Application form and interview
Experience	Experience of working in health/ social settings with people with life-limiting illnesses, (including Dementia) their Carers or those recently bereaved  Experience of planning and co-ordinating meaningful activities  Experience of working with people on a one-to-one basis providing support  Experience of delivering presentations or training.  Experience of collaborative working with external groups  Experience of maintaining accurate records and report writing  Experience of lone working	Application form and interview	Experience of supporting the planning and delivery of community-led initiatives  Experience of working in the voluntary sector or of guiding / supporting volunteers  Familiar with identifying and removing barriers to engagement  Experience of managing difficult and sensitive situations  An understanding of our 'Everything in Place' training course	Application form and interview
Skills and Knowledge	Ability to identify needs of service users and their communities, and to co-ordinate and support the delivery of community activities  Ability to demonstrate a creative and innovative approach to problem-solving  Excellent interpersonal skills to build and maintain relationships and network with a wide range of individuals and groups  Ability to work autonomously with an understanding of when to escalate to the appropriate level.  Excellent verbal, written, IT and communication skills, (Word, Publisher, Power point, Excel or equivalent).  Presentation skills / Virtual presentation	Application form and interview		Application form and interview

# Person Specification

<b>Post Title:</b> Community Outreach Coordinator		<b>Grade:4</b> <b>Department:</b> Community Services		
<b>Criteria relevant to the job</b>	<b>Essential</b> Requirements necessary for safe and effective performance in the job	<b>Method of Assessment</b>	<b>Desirable</b> Where available, elements that contribute to improved/immediate performance in the job	<b>Method of Assessment</b>
Personal Attributes	Excellent communication skills Empathic, approachable, and compassionate Understanding of open culture around death, dying, grief and loss Understanding and commitment to equality, diversity and inclusion Ability to work under pressure and manage priorities effectively	Interview		
Special Requirements	Ability to travel independently Flexibility to work some evenings and weekends to meet the requirements of the role	Application form and interview	Ability to drive and access to car	

**Signature of Post holder:** ..... **Date:** .....

**Signature of Manager:** ..... **Date:** .....

### **Accessible Information**

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



St Cuthbert's Hospice,  
Park House Road,  
Durham, DH1 3QF  
0191 386 1170

[hello@stcuthbertshospice.com](mailto:hello@stcuthbertshospice.com)  
[www.stcuthbertshospice.com](http://www.stcuthbertshospice.com)

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as a Charitable Incorporated Organisation.  
Charity Number: 519767 VAT Number: 997305770.  
Registered Office: St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF