

St Cuthbert's Hospice



Making every day count since 1988

Application Information Pack



Head of Clinical Services (HCS) REF: HoCS0524

Closing Date 16.06.24 | Interview Date 20.06.24 & 21.06.24

If you have not heard from us by 19.06.24, 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 Head of Clinical Services.

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 advice. 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.

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 9 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

St Cuthbert's Hospice is seeking an experienced palliative care professional to lead its clinical services on the continuing journey towards excellence, helping to ensure that people in Durham with life-limiting illnesses, and those who care for them, have the best possible outcomes.

As a member of the Hospice Senior Management Team, and as the Hospice's Registered Manager, you will have overall responsibility for clinical governance and will contribute to the strategic development of the Hospice, as well as provide effective leadership and management to the staff and volunteers who are involved in the delivery of its clinical services. You will also take an active role in promoting and supporting the development of palliative care across the County.

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

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:

Paul Marriott, Chief Executive 0191 386 1170.

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**

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

Head of Clinical Services

Department: Clinical Services

Grade: 8a subject to Job evaluation

Responsible to: Paul Marriott, CEO

Hours: 37.5

Salary: £47,060 to £61,283

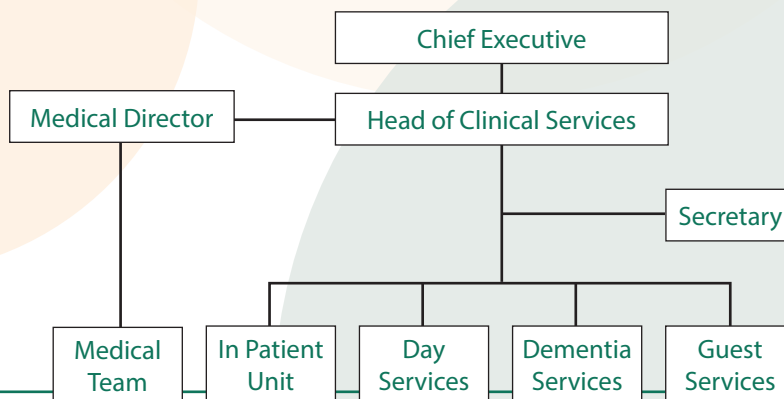
Contract: Full time (37.5 hours) Permanent

Aim

Ensure through effective clinical leadership, that all Hospice clinical services are safe, caring, responsive, effective, and well-led and lead, promote and operationally manage service developments that define St Cuthbert's Hospice as an outstanding provider of specialist palliative care services.

As a registered manager deliver the clinical and operational imperatives of clinical services and ensure that every aspect of the organisation complies with CQC regulations.

Organisational Chart



Key Responsibilities

Communication and relationships

- Reporting directly to the Chief Executive, the HoCS will manage all aspects of clinical / care service delivery to meet the outcomes of the Operational Plan.
- As registered manager, oversee day to day management and help deliver the vision for the Hospice's Clinical Services
- Together with the CEO acting as Responsible Person/Nominated Individual, ensure the organisation is well managed in order to deliver the regulated activity.
- Liaise with clinical colleagues including the Medical Director, Clinical Practice Development Nurse and key nursing, allied health and social care professional leads to ensure adequate resources are available to support delivery of and improved access to Hospice clinical services.
- Liaise with the Head of Enabling Services to ensure adequate resources are available to support the delivery of and improvement to Hospice's clinical services.
- Effective and sensitive communication with patients, carers, all staff and volunteers is an essential component of this role to ensure smooth delivery on a day-to-day basis of all clinical services.
- Develop relationships with key external stakeholders including the Integrated Care Board and other services providers, working with the CEO and to identify and implement a stakeholder engagement plan.

- Manage the key partnerships and relationships with the clinical staff based within the Hospice from other employers e.g. County Durham and Darlington Foundation Trust (CDDFT).
- In partnership with the Lead Hospice Doctor and the Responsible Officer, ensure Hospice employed medical staff fulfil their statutory requirements for PREP and revalidation.
- Chair the Clinical Governance Group and Medicines Optimisation Group and report to the Clinical Governance Sub Committee (CGC) of the Board.
- Prepare detailed and accurate reports, including the Quality Account to assure NHS England, CGC and the Board of Trustees that all clinical services are well led and provide high quality care to all services users.
- Represent the Hospice at external events as required, including delivering presentations to groups and conferences.
- Via membership of the Senior Management Team, contribute to the overall effective management of the Hospice and ensure compliance with CQC regulations.
- Fulfil role as 'on-call manager'

Analytical and judgemental skills

- Continuous and consistent management of all Hospice clinical services to ensure service needs are met within resourcing limits.
- Be the Accountable Officer in relation to Controlled Drugs and ensure effective medicines management throughout the Hospice and through membership of the Local Intelligence Network.
- Act as Registered Manager and lead the clinical team to ensure the maintenance of Care Quality Commission Registration. Act as Caldicott Guardian, ensuring the Hospice meets its responsibilities in relation to maintaining patient confidentiality and implementing effective information governance.
- Co-ordinate the investigation and audit of clinical services and any accidents/incidents/complaints that relate to clinical services and report as applicable i.e.:
 - o Fulfil CQC statutory reporting requirements i.e. service user notification of injury / harm
 - o STEIS incident reporting to North East Commissioning Support
 - o Quarterly Controlled Drug Local Intelligence Network (CD-LIN) returns
- Develop, maintain and advise on clinical risk assessment processes and procedures.
- Collate and report findings from validated palliative care outcome measures and acuity and dependence data
- Arrange and conduct evaluations of clinical services in order to improve efficiency and effectiveness

Planning and organisational skills

- Provide the Chief Executive with an annual Clinical Operational Plan to inform the budget and Operational Plan.
- Produce Clinical Commissioning Group quarterly service contract quality reports and the annual account.
- Ensure correct staffing levels across all Clinical Services to meet clinical needs.
- Contribute to the Hospice Business Planning Cycle, including Operational Plans, annual appraisal and budget planning process.

Physical skills

- Requirement to be able to travel to events and meetings off site.
- Standard keyboard skills.

Patient/Client Care

- Lead care teams to ensure the highest standards of patient care are achieved by regularly reviewing and updating standards of care and clinical practice against best practice, research and where appropriate NICE Guidance.
- Lead delivery of the Carer Strategy.
- Ensure that an effective weekly multi-disciplinary team meeting takes place.
- Actively seek and respond to feedback from people who use and benefit from Hospice services and use this to drive service development and improvement.

Policy and Service Development

- Responsible for the development, review and effective implementation of all clinical policies.
- Contribute to the development of the Hospice Strategic Plan
- Contribute to the development and review and implementation of all non-clinical policies.
- Comply with all Hospice Policies and procedures.

Financial and Physical Resources

- Overall budgetary responsibility for clinical services encouraging staff to be engaged with budgetary decisions

ensuring best value at all times.

- Advise on the specification of clinical equipment for those responsible for income generation and purchases.
- Advise on the effectiveness of all equipment in the clinical areas.

Responsible for ensuring medical devices are managed in line with statutory requirements.

Human Resources

- Responsible for overseeing all aspects of the management of staff and volunteers working in the clinical areas including recruitment, appraisal, management of sickness, disciplinary and grievance.
- Agree service and individual objectives and prioritise and allocate activity across all aspects of clinical services.
- Participate in the induction programme for new staff and volunteers (including Trustees).
- Lead development and implementation of a clinical workforce strategy which includes competency assessment and continued professional development.
- Deliver induction on clinical services to all staff and volunteers.
- Carry out investigations across the Hospice if required (eg complaints, incidents, grievance, disciplinary).
- Attend appropriate training when mandatory and when identified and agreed at Individual Performance Review.

Information Resources

- Advise on the use of information technology systems in relation to clinical requirements.
- Preserve confidentiality of any information regarding patients, staff, volunteers and the business of the Hospice.

Research and Development

- Support any audit or surveys taking place in any operational area.

Freedom to Act

- Guided by policy and legislation, manage all clinical activities across all Hospice services.

Effort & Environment

Physical

- Ability to access all areas of the Hospice and travel to meetings and events away from the main site.

Mental

- There is a frequent requirement for concentration e.g. report writing and with frequent interruptions necessary to respond to the day to day demands of the Hospice's operation.

Emotional

- Frequent exposure to distressing or emotional circumstances resulting from regular contact with patients and their families. This could be from dealing with special patient requests or complaints or may result from dealing with disciplinary or grievance matters.
- Support staff who are exposed to emotional distress.

Working Conditions

- In order to assess clinical situations, there may be on occasional exposure to unpleasant working conditions.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the General Data Protection Regulation and Data Protection Act 2018 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.

Safeguarding

- 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

Job Description Agreement

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Person Specification

Post Title: Head of Clinical Services		Grade: Hospice 8a		
		Department: Clinical		
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	Registered Nurse or Allied Health or Social Care Professional Cancer or Palliative Care related post registration qualification e.g. Certificate in Palliative Care Masters Degree in Nursing or health related subject or First Degree in Nursing or health related subject together with relevant experience at Masters level.	Application form	Management Qualification Recognised training in Communication skills Clinical skills Prescribing	Application form
Experience	Significant experience in palliative care or a related field Demonstrable experience of working within a multidisciplinary team Experience of operating as a Senior Manager, including planning and project management Experience, understanding and application of the principles of clinical governance to drive continuous clinical / care quality and service improvement Experience of change management Risk assessments in a clinical / care setting	Application form/ interview	Experience in a Hospice or other Specialist Palliative Care setting Experience of clinical / Care / Service related Audit Experience of being accountable to Trustees Experience of using information derived from: NICE Guidance Use of recognised and validated palliative outcomes Conducting clinical audits and incident investigations Using patient and carer experience to drive improvement in clinical quality Experience of meeting commissioner quality contract reporting requirements and producing the annual Quality Account	Application form/ interview
Skills and Knowledge	Ability to deliver presentations and training Ability to use Microsoft office and other software packages Able to meet the requirements of registration and periodic re-validation with a recognised professional body including DBS, and CQC Ability to fulfil the Registered Manager role Ability to act as Accountable Officer in relation to controlled drugs Knowledge of how to set and monitor a departmental budget	Application form/ interview	Ability to work alongside and motivate and reward volunteers Sound knowledge of the local palliative care agenda Research skills Ability to use Systmone (clinical recording software)	Application form/ interview

Skills and Knowledge	<p>Sound knowledge of the national palliative care agenda</p> <p>Excellent communication and negotiation skills</p> <p>Audit skills</p> <p>Ability to appraise and manage staff performance</p>	Application form/ interview		
Personal Attributes	<p>Ability to deal with all issues sensitively and in a confidential manner</p> <p>Ability to work individually, confidently, out of hours and also to motivate and inspire confidence in the team</p> <p>Ability to communicate convincingly and effectively to all users of the Hospice, staff and volunteers</p> <p>A solution-focussed and creative approach to work</p> <p>Commitment to behaviour consistent with the Hospice values of professionalism, choice, integrity. Respect, compassion and reputation</p>	Interview		
Special Requirements				

Signature of Post holder: **Date:**

Signature of Line 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.



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recruitment@stcuthbertshospice.com
www.stcuthbertshospice.com

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