










Weldmar Hospicecare

Weldmar Hospicecare Candidate Pack



A message from Caroline Hamblett, Weldmar's CEO

Thank you for your interest in this vacancy at Weldmar Hospicecare. Weldmar's vision is that all adults in Dorset who have a life limiting illness are able to access the palliative care services they need, when and where they need them. To achieve this, we need great people in our team, whether that is a nurse administering care to a patient, a maintenance engineer ensuring our buildings and equipment are in tip top condition, or a charity shop assistant providing excellent customer service.

As a local charity, Weldmar has evolved over the years, ever since the doors of our Inpatient Unit first opened in 1994. We are very proud that we continue to develop our services to meet the needs of the local community in Dorset. Most recently this has included developing groundbreaking new sessions for the wellbeing of patients and their loved ones, the introduction of our hospice at home service which continues to grow, and our 24 hour telephone advice line.

Although we are a local charity, we are in a strong financial position thanks to the ongoing support of the local community. We have also started investing in refurbishing our charity shops, which provide a solid source of income.

As you will discover within this pack, we are a professional, friendly, Values based organisation. Our four Core Values are to be Welcoming, Caring, and Adaptable, and have Integrity at all times. Staff members and volunteers alike have the opportunity to be heard, as we strongly believe that every person makes a difference. You will also discover the importance that we place on education and development for staff in all areas of the charity.

I wish you all the very best with your application.

Caroline

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About Weldmar Hospicecare

Weldmar Hospicecare is an independent local charity that cares for people living with a life limiting illness, such as cancer, heart disease, or motor neurone disease. We also support the loved ones of our patients. Our individually tailored care – where we focus on the person, not just their symptoms and illness – takes place in patients' own homes, in community hospitals and care homes, and at our Inpatient Unit in Dorchester.

Weldmar supports more than two thousand people across the north, south, and west of Dorset each year. All our care is provided free of charge. We help people live as good a life as possible when their illness cannot be cured.

Our team of staff includes specialist nurses, doctors, physiotherapists and occupational therapists, counsellors, chefs, maintenance engineers, complementary therapists, retail professionals, and experts in fundraising, marketing, finance, human resources and more. We are supported by a number of dedicated volunteers in many aspects of our work.

As an independent charity, we rely on donations, fundraising events and our charity shops to fund our work.

We have been providing our care for the people of Dorset since 1994.





Our Vision

All people in Dorset living with a life limiting illness being able to access the palliative care services they need, when and where they need them.



Our Mission

- To provide the highest quality care for patients living with a life limiting illness.
- To offer support to families and others affected by the patient's illness.
- To be an active and constructive partner in the health and social care community in Dorset.
- To provide our services free of charge.
- To provide excellent working conditions and development opportunities for our staff and volunteers.

Our Values

- We **care** for the people we support, who support us, each other and ourselves.
- We act with **integrity** by building relationships based on being honest and fair with open communication.
- We are warm and **welcoming** to everyone.
- We are **adaptable,** always seeking ways to improve and develop as a charity and as individuals.





Income generation

As a local charity, Weldmar Hospicecare is well supported by the communities that it serves across Dorset. Just 21% of our funding is provided by the NHS, and we must raise £18,000 every day to keep our services going.

Fundraising

We have a dedicated fundraising team that supports individuals who want to hold fundraising events, take on a challenge, or simply make a donation. One in three people that we care for is directly as a result of gifts left to Weldmar in wills, and we have our own Make A Will Month every October. We have the facility for supporters to write a free will.

We organise our own fundraising events throughout the year, including Music By The Lake in Dorchester, our Summer Fete, which is held at our Inpatient Unit, and an annual Overseas Challenge. Our community of supporters raise funds through their own sponsored events – everything from bake sales to quizzes to opening up their gardens – or by taking part in challenges such as the London Marathon.

We encourage people to support us on a regular basis by making an affordable donation, or by playing Your Hospice Lottery in support of Weldmar. There are also ways that people can remember a loved one with a gift, such as purchasing a leaf on our Memory Tree installation at our Inpatient Unit.

Retail

We have a chain of busy charity shops across the county, as well as larger outlets that sell furniture. We also sell pre-loved items on eBay, and our own range of greetings cards, Christmas cards, calendars and diaries on our own website and in our shops. We are currently rolling out a refurbishment programme for our retail sites, to create a more modern shopping environment for customers, staff, and volunteers.



Working at Weldmar:
Pay & Employee Benefits

There are lots of reasons to consider a career at Weldmar Hospicecare, and here we have outlined a number of the benefits for employees, and well as information about pay, your wellness, education and development opportunities, and more. You can see further details on these benefits and more at **weldmarhospicecare.org/benefits**

Salary

We aim to attract and retain high quality employees with the right skills and experience to fulfil their role and we offer all employees a competitive salary. Pay for retail employees is directly related to the turnover of the shop or outlet. Pay for clinical employees is determined separately and is similar to arrangements in the NHS.

Weldmar is committed to providing consistency, fairness, and legal compliance within its pay practice. Job evaluation considers pay practice within the NHS, other comparable bodies and market rate when reviewing pay scales ensuring that we comply with equal pay for work of equal value legislation and the best principles of equity.

Pension

We want to help you save for the future. The Employer's Pension Scheme is available after three months' service. Employees who are eligible, will be automatically enrolled into the workplace pension scheme with Standard Life. Contributions are 5% employee and 4% employer. Employees also have the option of contributing a higher amount.

For employees transferring from the NHS who are members of that scheme, or have been members within the last twelve months, then the provisions of that scheme will apply. However, the provisions covering redundancy (early payment of pension benefits if over 50) and temporary injury benefits are excluded.



Working at Weldmar:
Pay & Employee Benefits *(continued)*

Annual Leave

Basic paid annual leave entitlement is 27 days plus bank holidays. Part time staff will receive a pro-rata entitlement for both annual leave and bank holidays.

On completion of 5 years' service the entitlement will increase by 2 working days (pro rata) and after 10 years by another 4 working days (pro rata). The annual leave year is from 1 April to 31 March. Continuity of Service from NHS and other hospices is recognised in respect of annual leave for clinical roles.

Education and Development

Weldmar Hospicecare is committed to creating a working environment where staff and their line managers work in partnership to ensure that staff are supported, and enabled to give their best. This begins with a good induction which includes training plans, online and face to face training as well as learning the job and meeting key colleagues and shadowing others.

Our Education and Development Team deliver programmes of training each year and work with employees and volunteers to develop a learning culture, with a particular emphasis on specialist knowledge.

Your Wellness

The wellbeing of our employees is very important to us and we have a variety of initiatives, activities and support services to promote Staff Wellness. A Wellness section of our Intranet has a lot of useful tips and information, and signposts employees to guidance to support their mental and physical wellbeing, such as our own Staff Counsellors and Mental Health First Aiders.

Further benefits include:

- Free parking at our Inpatient Unit in Dorchester and Trimar House headquarters in Weymouth
- Eligibility for the Charity Workers Discount initiative
- Financial incentives such as our Suggestion Scheme and Refer A Friend
- Flexible working arrangements where possible
- Cycle to work initiatives

Job Description

Job Title: Learning & Development Manager

Location:	Hybrid working
Hours of work:	Full Time
Grade:	Weldmar Salary Scale
Reports to:	Director of People Services
Responsible for:	Education & Development Administrator

Job Purpose

The Learning and Development Manager will be responsible for the design, delivery and evaluation of a comprehensive education, learning and development programme that aligns with Weldmar's strategic aims and objectives, meeting the needs of staff and volunteers. This role will also lead on the external specialist education programme delivered to healthcare professionals to enhance their skills and knowledge in palliative care. The post holder will be accountable for ensuring that all statutory and mandatory training is completed with the necessary compliance being recorded and reported on and work closely with the Director of People Services to identify and address any skills or knowledge gaps within the organisation.

Scope and Limits of Authority

- Design and deliver a comprehensive education, learning and development programme that meets the needs of staff and volunteers, including induction training, statutory and mandatory training and specialist training.
- Work with the staff and volunteers to promote and develop a learning culture within Weldmar.
- Promote and foster high standards of development and evidence-based practice for all staff involved in delivering programmes.
- Ensure compliance on statutory and mandatory training in order that accurate data is reported on for our regulatory bodies, Integrated Care Board (ICB), Care Quality Commission (CQC) and commissioners at NHS Dorset.
- Ensure the smooth running and administration of the programme for statutory and mandatory training for staff and volunteers and proactive planning for future programmes
- Develop new strategic approaches to deliver the education, learning and development programme for staff and volunteers.
- Partner with a variety of experts and third parties who will aid in the design, development and delivery of the learning journey.
- Responsible for the management of apprenticeship scheme and levy.
- Responsible for monitoring income and expenditure against the education and development budget and report monthly to Director of People Services.

Job Description *(continued)*

Job tasks

- Develop and implement an annual education, learning and development plan aligned with Weldmar's strategic objectives and the needs of staff and volunteers.
- Develop and facilitate Weldmar's induction programme, working with other facilitators and ensuring smooth running of the day.
- Collaborate with the clinical team including the Practice Educator to design and deliver specialised training programs on specific areas of palliative care, including symptom management, pain control, and end-of-life care.
- Work with the Director of Clinical Services & People Services to review the training provision and undertake a training needs analysis as required
- Work with external training provider to design, implement and deliver training modules through an online learning platform for Weldmar's staff and volunteers.
- Develop and implement a robust evaluation process to measure the effectiveness and impact of educational, learning and training programs on staff and volunteer performance and patient care outcomes.
- Manage and oversee the administration of the education and development budget, ensuring that all programs are delivered within the allocated budget.
- Maintain accurate records of staff and volunteer training and development activities, including training attendance records, feedback, and evaluation data.
- Work closely with the People Services team to identify training and development needs as part of the performance appraisal process.
- Collaborate with other departments and external stakeholders to ensure that Weldmar staff and volunteers have access to relevant and up-to-date information and resources pertinent to current practice & legislation.
- Contribute to the development and review of protocols and guidelines within Weldmar to ensure that education and development elements are considered and included.
- Oversee the production and distribution of training advertising and materials to ensure that they remain in budget, upholding brand guidelines.
- Develop the delivery of education, learning and development in creative ways including virtual and in person ensuring that individual learning styles and needs are considered.
- Take the lead for education programmes run in partnership with outside agencies such as nursing homes/care agencies, NHS providers and stakeholder groups.
- Lead on the development and implementation of the apprenticeship programme for Weldmar.
- Role model current good practice and current expertise in education delivery methods and approaches.

Job Description *(continued)*

- Liaise with Director of People Services to ensure that proactive budgetary planning is in place.
- Ensure that a range of education, learning and development opportunities are available to staff and volunteers to meet both individual needs and service development objectives.
- Work within any service level agreements with local commissioners.
- Promote and maintain effective communication and relationships with staff and volunteers ensuring where applicable their engagement in educating and facilitating internal and external education and development programmes.
- Provide support and advice to managers on all aspects of learning and development, including training needs analysis, career development and succession planning.
- Represent the Education and Development Team at the required internal committee meetings.
- Maintain records and give progress reports on delegated projects and initiatives to the Director of People Services.

Person Specification

Qualifications and Knowledge

- Qualifications in Learning and Development (CIPD or similar) or equivalent experience.
- Proven experience of managing learning and development programmes.
- Current knowledge of effective learning and development methods.
- Good knowledge of local and national initiatives and trends in healthcare are desirable.
- Knowledge of adult learning principles and techniques.
- Knowledge of current learning and development best practice and legislation, including safeguarding, health and safety and equality, diversity and inclusion.

Experience

- Experience in using technology to support learning and development.
- Experience in developing and implementing training programs.
- Experience of leading and implementing change.
- Experience of managing training budgets and working with external training providers.

Skills and Abilities

- Excellent communication, presentation and interpersonal skills with the ability to build strong relationships with staff and volunteers at all levels.
- Good analytical skills to be able to assess, plan, implement and evaluate own and others training needs.
- Skilled in virtual and face to face facilitation for leaders and colleagues at all levels with a proactive, innovative, and driven approach that focuses on the experience of the learner.
- Evidence of being able to take the lead on policy making and standard setting.
- Meticulous in planning with attention to detail, ensuring quality and consistency
- Excellent organisation and planning skills.
- Good written communication, including drafting of educational and promotional materials and course handouts.
- A flexible approach to work, able to meet challenging or changing deadlines.
- Competent and confident IT user, in particular Microsoft Office, Microsoft Teams and other online platforms with a willing to further develop skills as required.

Other Requirements

- Commitment to the values and ethos of Weldmar Hospicecare
- Act as an advocate and ambassador.
- Commitment to and understanding of equality and diversity and how this translates into good practice
- Understands and conforms to Weldmar infection prevention and health and safety policies and actively promotes best practice at all times.
- Commitment to own continued professional and personal development
- Ability to travel which requires a full valid driving licence and business insurance

How to apply

Please complete the online application form, which can be found on the relevent job advert at **weldmarhospicecare.org/jobs.** You don't have to complete it in one go, you can save and come back to it later. Follow the instructions at the bottom of the form. A paper application form can be sent on request.

If you wish, an informal conversation with the line manager can be arranged, or even a visit. Please speak to a member of our People Services team if you would like to arrange this.

When applying for a role with us, we suggest that you:

- Research Weldmar Hospicecare beforehand. This will help you think more widely about the work we do, how the role you are applying for fits in, and what we look for in our people.
- Read the job description in this document to learn more about what the role involves.
- After reading the job description, carefully match your own qualifications, knowledge, experience, skills and abilities with those needed to fill the requirements of the role. Think of examples that you can use to demonstrate them.
- Think about why you are applying for the role, and want to work for Weldmar Hospicecare. Weldmar's core Values are Welcoming, Caring, Adaptable, and Integrity. Think about what they mean to you, and how you demonstrate them.
- Think about who will provide a reference for you. We need two – one must be from your current or most recent employer.

If you have any specific questions about the role, please contact the People Services Team.

You can contact us at **recruitment@weld-hospice.org.uk** or call **01305 269898** during office hours.



Weldmar Hospicecare

Thank you for your application.

Keep up to date with our latest news on social media

weldmarhospicecare.org

Registered Charity No. 1000414