










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 £26,000 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

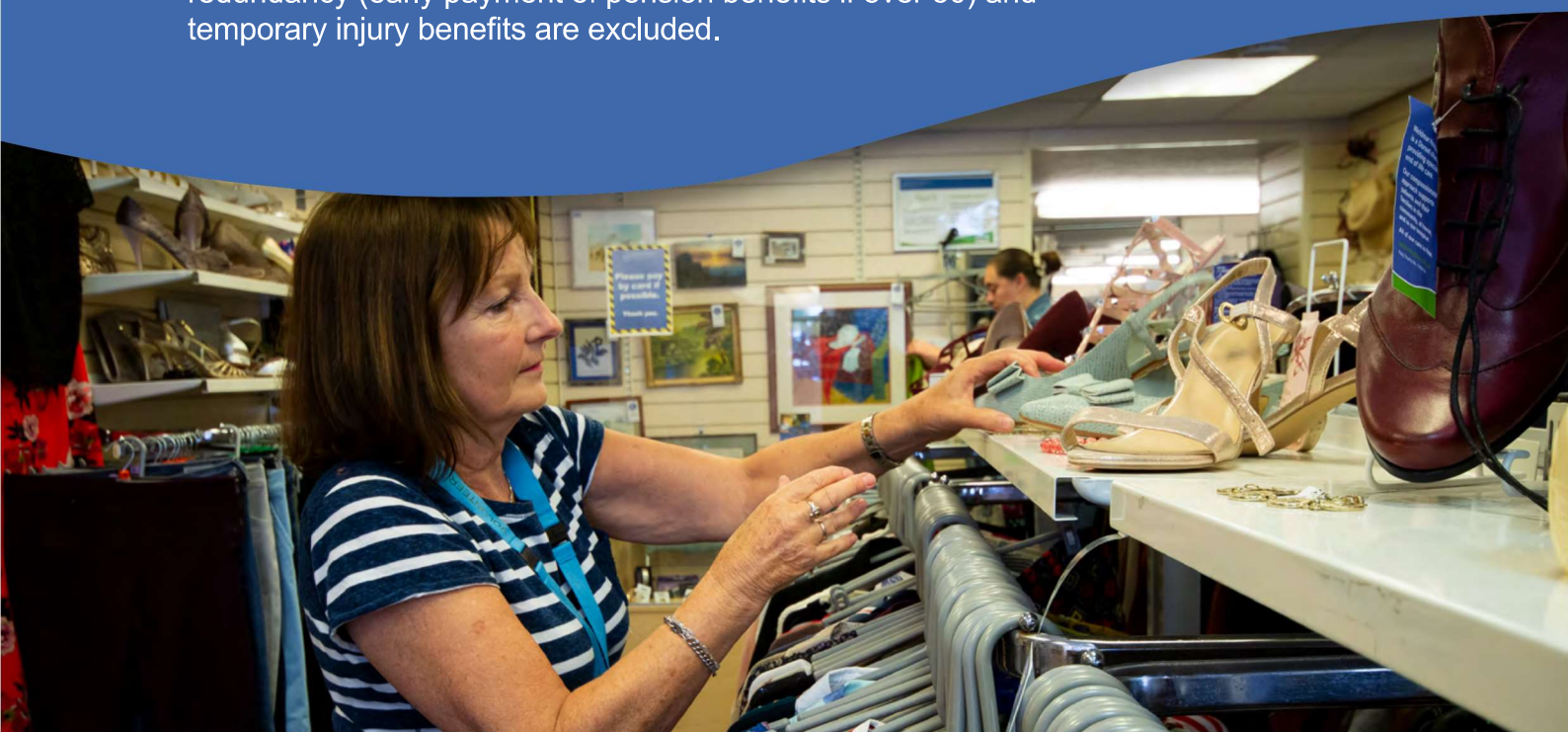
We aim to attract and retain high quality employees with the right skills and experience to fulfil their role and we offer all employees a competitive salary. Pay for retail employees is directly related to the turnover of the shop or outlet. Pay for clinical employees is determined separately and is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

Location
Inpatient Unit

Hours
37.5

Pay band

Salary
£37,582 - £40,453 FTE per annum

Reports to
Chief Operating Officer

Responsible for
Complementary Therapists and Complementary Therapy Service Volunteers

Job Context

Weldmar Hospicecare is an independent charity that provides specialist end of life care to patients and those that are important to them throughout Dorset. This care is given in the comfort of patients own homes by Weldmar Community Nurses and our Weldmar at Home Team, via Wellbeing Services held across the county or as inpatients at our hospice in Dorchester. Our team of dedicated staff and volunteers ensure that we can continue to support patients through one of life's most difficult journeys. We work closely with other health care providers including the NHS to ensure that our patients receive the highest possible care.

We do receive some funding from the NHS but the majority of our income is generated by our fundraising and retail teams, which plays a vital part in securing income to fund our care, both now and in the future.

Job Purpose

The Complementary Therapy Service Lead is responsible for the development, integration and management of all complementary therapies across the charity's services.
The post holder will also be responsible for maintaining a safe and effective Complementary Therapy Service for Weldmar patients, carers, their families, and bereaved, providing high quality, personalised, holistic treatment programmes in accordance with Weldmar policies and procedures.
The post holder will coordinate the provision of a variety of treatments to patients and relatives/carers and will also ensure availability of service to staff as part of Weldmar's Wellness agenda.
The post holder will recruit, develop and manage a team of Complementary Therapy Service Volunteers and will have oversight of Weldmar's Neurology Service, and Jam Che (gentle touch) Volunteers.

Job Description

Scope and Limits of Authority

To develop Weldmar's Complementary Therapy Service and to ensure appropriate co-ordination and targeting of the service in response to identified need.
To be responsible for triaging, monitoring and advising on delivery of Complementary Therapy service across Weldmar's operational areas, providing a flexible and effective service in response to user need and preference, working closely with the multi-disciplinary team.
To lead on the review and updating of Complementary Therapy Service policies and guidelines.
To provide line management, professional practice support and guidance to Weldmar's Complementary Therapists.
To be responsible for the health and safety support for staff, volunteers and beneficiaries including lone working, COSHH management and risk assessments
To lead on the design, structure, recruitment, line management and supervision of the Complementary Therapy Service Volunteer team
To receive all referrals for the Complementary Therapy Service allocating work within available service resources, and maintain own caseload providing direct treatments as appropriate.
To have delegated responsibility for budget allocation ensuring budget balance and contribute to budget setting processes as required
To develop networks with other hospices within the region and ensure regular liaison with other complementary therapy leads.
To co-ordinate appropriate levels of service within Weldmar's staff wellness provision.
To deliver a training programme to colleagues across the charity, recruiting and supporting Complementary Therapy Champions in all areas.

Job tasks

Leadership/management responsibilities
To provide effective leadership and clinical practice to all members of the Complementary Therapy Service.
To be responsible for ensuring practitioner adherence to Weldmar policies, guidelines and procedures especially in relation to COSHH and Health and Safety.
To provide line management and performance partnership, identifying practice issues and training and development needs necessary for professional practice
Contribute to recruitment and selection of Complementary Therapists in liaison with People Services Department, Chief Operating Officer and Clinical Governance Structure.
Attend regular monthly one to one line management meetings with own line manager, access Weldmar's clinical supervision programme and undertake training to become a Weldmar Clinical Supervisor.
Network with external professional bodies, such as the National Association of Complementary Therapists in Supportive & Palliative Care (NACTSPC) and other regional hospice leads in order to support practice and ongoing development of service provision.
Ensure the efficient and effective system for referral, allocation and evaluation is maintained and developed.

Job Description

Utilise information systems to supply regular statistical evidence as required for resource management and clinical audit of the service, collecting and reporting accurate information relating to caseload statistics.
Ensure accurate recording of data on electronic patient records in line with Weldmar policies and procedures.
Responsible for regular liaison with Complementary Therapy Service administrative support.
Delegated responsibility for development, implementation and review of policies, protocols and procedures specific to the Complementary Therapy Service provision.
Work collaboratively with all relevant health and social care professionals and agencies establishing clear lines of communication, good liaison and professional working relationships across all departments and agencies.
Act as an expert resource providing support and advice on all matter pertaining to Complementary and Alternative medicine.
Maintain a duty of care in the efficient use of physical and financial resources and ensure effective risk management.
Review manageable caseloads and referrals on a regular basis, making recommendations to senior management and taking necessary actions if demand exceeds provision resource

Clinical responsibilities
Working as an autonomous practitioner, undertake specialist Complementary Therapy assessment of client needs in order to plan, implement and evaluate Complementary Therapy care. Co-ordinate and provide treatment to patients, relatives/carers etc. within the Inpatient Unit, Wellbeing Support Sessions, in booked clinics, and in the patient's own home.
Provide advice and information to clients and staff, which will require the sensitive management of highly complex situations.
Participate in multi-disciplinary, governance and professional meetings as required.
Use high level of communication and interpersonal skills to: discuss aspects of Complementary Therapy care with clients, providing them with written and verbal information, enabling them to make informed decisions about their care.
Adhere to agreed guidelines, operational policies and professional codes of conduct to ensure safe practice and working environment.
Responsible for maintaining safe environment of own work area and monitoring safe systems of work for all Complementary Therapists, carrying out risk assessment, evaluation and reporting of any adverse incidents in accord with Weldmar's incident reporting system.
Keep and maintain contemporaneous, accurate, comprehensive and relevant clinical data using electronic record systems, ensuring confidentiality, in line with organisational and professional and GDPR data requirements ensuring client records are stored securely.
Ensure all oils and other resources are annually COSHH assessed and are used and stored safely in line with manufacturer and practice guidelines with due regard and diligence to any possible contraindications.
Ensure all staff store and travel with oils and other resources in a safe and acceptable means
Ensure compliance with Infection Prevention and Health and Safety policies and guidelines

Job Description

Education

In consultation with Weldmar's Education and Development Team contribute to internal and external teaching and presentation as relevant.
Responsible for teaching, advising and updating Complementary Therapy Service team about latest evidence, safe practice and developments in Complementary Therapy.
Recruit, support and develop Complementary Therapy Champions across the charity, whilst providing regular training sessions to identified clinical teams
Undertake any necessary skills training, professional updates and mandatory training as appropriate to the post and as directed.
Develop and lead clinical induction programmes for new Complementary Therapists.
Actively contribute to, and participate in induction programmes for staff from other operational areas.
Provide training to clinical colleagues across the charity in basis complementary therapy techniques

Research and Development

Participate, as required, in research, clinical audit and standard setting at a local, regional and national level and to monitor and review practice regularly, ensuring all practice undertaken uses best available evidence and ensure safe practice.
Utilise appropriate current research to underpin clinical practice and disseminate current research to colleagues.
Use research, audit and evidence based practice to contribute to the development of Complementary Therapy Service within Weldmar
Actively identify, plan and undertake reviews to aid service improvement and development.

Person Specification

Qualifications and Knowledge

Essential - Professional qualification/diploma to Level 3 or above in aromatherapy and at least one of Weldmars other core therapies (massage, reflexology and reiki)
Desirable – First Degree in a relevant subject
Desirable – previous clinical experience
Teaching/mentoring experience
Registration and insurance with appropriate professional body.
Expertise, and extensive knowledge, regarding Complementary and Alternative medicine, beyond that of Weldmars core therapies
Experience of working in a health or social care setting and an understanding of palliative care

Experience
Minimum of two years post registration experience working with particular therapies
Demonstrable evidence of excellent understanding and knowledge of the use and effects of complementary therapies
Experience of working with in a multi-disciplinary team
Experience of managing client caseload/coordinating role.
Experience of developing services
Experience of recruiting and managing volunteers and team members
Experience of working in a clinical or care setting

Skills and Abilities
Ability to adapt skills to palliative care environment and cope with the emotional demands of working in a specialist palliative care service.
Ability to manage a team of practitioners and co-ordinate service provision
Ability to lead and manage volunteers
Ability to plan, prioritise and manage own caseload / workload
Ability to assess client suitability for treatment – including risk factors and contra-indications
Excellent communication and interpersonal skills with particular ability to liaise effectively with patient, carers and bereaved, the multidisciplinary team and across the charity with individuals in a range of roles.
Be computer literate, able to use work documents, electronic client record systems spreadsheets and e-mail communication. Excellent verbal, written and personal communication skills; confident and articulate.
Experience of training and assessing the competence of Complementary Therapists.
Ability to be non-judgmental and provide empathetic emotional support to clients whilst maintaining safe and appropriate boundaries and communicate effectively with multi-disciplinary team, GP's and other health care professionals

Person Specification

Ability to work collaboratively with multi-disciplinary team
Demonstrate evidence of self-development and development of others
Evidence of a clear understanding of a holistic approach to patient care
Be self-motivated, flexible and a good organiser.

Other Requirements

Commitment to the values and ethos of Weldmar Hospicecare
Act as an advocate and ambassador for the Charity
Commitment to and understanding of equality and diversity and how this translates into good practice
Understands and conforms to Weldmar Hospicecare 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