










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: People Services Business Partner

**Location**
Hybrid Working

**Hours**
37.5 (6 month fixed-term contract)

**Pay band**
Weldmar Salary Scale

**Salary**
£38,345

**Reports to**
Director of People Services

**Responsible for**
People Service Advisers x2

The People Services Business Partner will play a crucial role in fostering a positive work environment, ensuring employee well-being, and maintaining strong employee relations throughout the organisation. The postholder will provide expert guidance, support, and leadership on HR matters, particularly in the area of employee relations.

Job Purpose

- To support the Director of People Services in the provision of a professional and efficient HR service in line with legislation and Weldmar' s strategic plans and operational priorities.
- To provide focussed and professional HR advice working closely with managers to ensure effective people management that supports high quality service delivery.
- Be the primary point of contact for all employee relation matters, including conflict resolution, disciplinary actions and grievance procedures as directed by the Director of People Services.
- Line manage the People Service Advisers and ensure the delivery of all aspects of recruitment and onboarding of staff for Weldmar.

Scope and Limits of Authority

The People Services Business Partner leads on providing expert guidance, advice and support on all matters surrounding staff and identify areas for improvement and development in employment best practice.

They are required to:

- Provide professional specialist HR support and advice across the Charity and will be expected to use their initiative to identify areas for improvement and development in best practice.
- Use their own judgement to take appropriate action to respond to urgent requests and communications, managing sensitive and complex information appropriately.
- Work with the line managers to promote and develop a culture where all staff are valued, recognising their skills and contributions.

# Job Description

- Plan and organise all activities within their area of responsibility ensuring deadlines are met whilst dealing with frequent interruptions.
- Liaise with and instruct outsourced payroll department on all payroll changes.

Job tasks

1. Management and development of People Services

- Contribute to the strategic approach to People Services development and management in support of business needs.
- Ensure pragmatic outcomes within HR good practice and best fit solutions ensuring compliance with current employment legislation.
- Provide frontline advice to managers and staff on a range of complex and sensitive HR issues such as conditions of service and HR policies and procedures.
- Support managers and staff with expert advice and guidance for complex disciplinary, grievance, performance and sickness absence cases in accordance with Weldmar procedures.
- Ensure that all relevant legislative requirements, including those relating to diversity, are embedded in the development of project and policy work and in any advice provided to line managers or other colleagues.
- Maintain an up to date knowledge of legislative and regulatory and professional developments to give Managers and Staff up to date relevant information.
- Line-manage the People Services Advisers, including recruitment and onboarding, supervision, appraisal, development and management of performance of People Services Administrators and volunteers.
- Coach and mentor line managers and support Directors and Heads of Department to develop up to date people management skills and behaviours that balance the wider impact on business objective, employee engagement and wellbeing.
- Support the Director of People Services with the development of succession planning appropriate for the future needs of Weldmar.
- Develop, implement and update HR policies and procedures to ensure legal compliance and alignment with best practices. Provide guidance to line managers and employees on policy interpretation.
- Analyse and evaluate HR information and provide reports and management information on agreed HR related Key Performance Indicators.
- Responsible for all dealings with the Payroll Department to deal with queries raised by line managers and staff.
- Ensuring staff files, often with sensitive information, and records are maintained in line with the Care Quality Commission and external audit requirements and the General Data Protection Regulations.
- Act as Secretary to the Employee Forum including taking minutes of meetings.
- Ensure all People Services information on the intranet and internet are up to date and relevant.
- Attend in-house and external HR and line management related training in order to develop and maintain own knowledge and ability to provide information and advice to staff and managers.

# Job Description

- Design and lead on presentations on relevant training courses as necessary.
- Responsible for developing and maintaining good relations with external partners.
- Ensure the delivery of employment practice within Chartered Institute of People and Development (CIPD) Code of Professional Conduct.
- To monitor long term ill health cases liaising with Occupational Health when necessary and advising managers on the most appropriate course of action in line with the Sickness Absence Policy and procedure.

2. Communication and Relationships

- Promote and maintain effective communication and relationships with staff and volunteers ensuring their engagement in employment and related matters.
- Build relationships and represent Weldmar by responding to consultations and attending external meetings as required.
- Represent the People Services team at other internal Group meetings.
- Maintain records and give progress reports on delegated projects and initiatives to the Director of People Services.

# Person Specification

Qualifications, Knowledge and experience

- The post holder may have either a first degree/diploma in HR or equivalent through extensive experience.
- Proven experience as an HR Business partner or Employee Relations Specialist
- Strong knowledge of UK employment laws and regulations.
- Extensive experience of all aspects of HR administration and procedures and of providing support and advice in this area.
- Experience of HR advisory work and investigations and providing support to managers.
- Experience of developing policy and standard setting.
- Experience of conducting Disciplinary and Grievance investigations, producing reports and supporting managers with meetings.
- Experience of leading a team.

Skills and Abilities

- Exceptional interpersonal and communication skills, with the ability to build rapport and trust at all levels.
- Analytical mindset with the ability to use data to drive HR decisions.
- High level of integrity, discretion and confidentiality.
- Excellent organisational and time-management skills.
- Advanced computing skills, including Microsoft Office applications and databases.
- Excellent influencing, motivating and negotiating skills, including ability to provide advice, guidance and emotional support to a diverse group of managers and staff in relation to sensitive and complex HR issues.
- Excellent people management skills, and commitment to staff development.
- Respect for professional boundaries and ability to maintain confidentiality at all times.

Other Requirements

- Commitment to the values and ethos of Weldmar.
- 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