










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

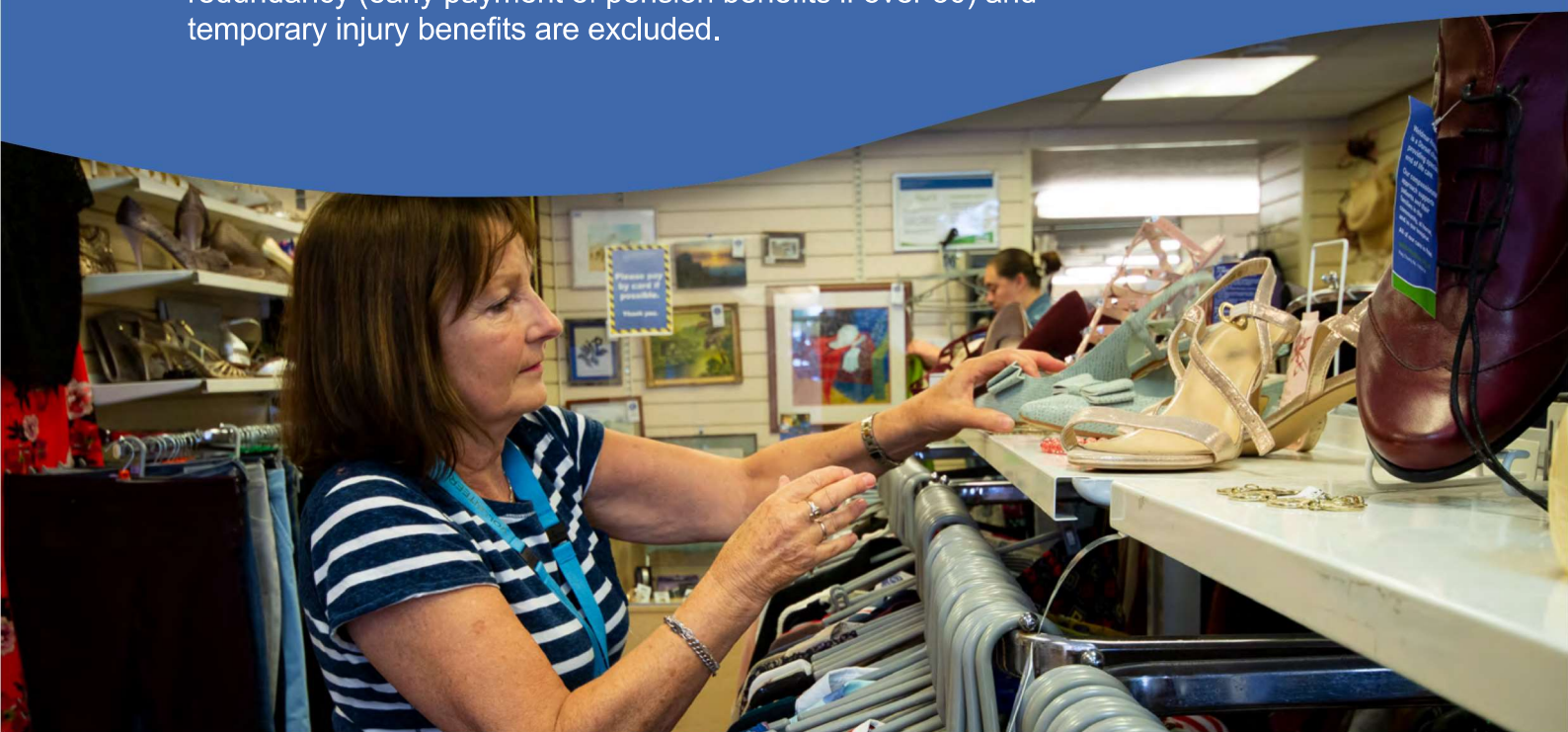
We aim to attract and retain high quality employees with the right skills and experience to fulfil their role and we offer all employees a competitive salary. Pay for retail employees is directly related to the turnover of the shop or outlet. Pay for clinical employees is determined separately and is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

Location
Gillingham

Hours
21

Pay band
Retail Band 1

Salary
£22,370 FTE £12,527.20

Reports to
Shop Manager

Responsible for
Bank Staff and a team of volunteers in the managers absence

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, our Weldmar at Home Health Care Assistants, via Day 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.

Weldmar Hospicecare has a well-established retail operation of 18 Charity Shops, 5 Outlets selling furniture on a large scale, and 2 Trading Shops. With more planned for the future

Job Purpose

To support the Manager with the running of the Shop
To support the Manager in generating maximum possible income from the sale of donated goods
To support the Manager in maintaining good relations with the general public and promote the Hospice within the community
To assist the manager to line manage a team of volunteers

Job Description

Scope and Limits of Authority

As part of the Management Team accept donated goods and be involved in sorting, pricing and promoting
Supporting the Manager with using skills to acknowledge goods of special interest, potential high value and are collectable

In the Managers absence, undertake the implementation of adequate coverage during the Shops opening hours

The Deputy Manager will implement the Managers guidelines on the commercial layout requirements, displays, presentation and standards, and take responsibility of any changes in the Managers absence

The Deputy Manager must report to the Shop Manager with any concerns or incidents when covering the Shop, or to the Area Manager in their absence

As part of the Management and in the Managers absence, be responsible for Financial Management including cost control

Job tasks

To work with a team of volunteers, providing support and work based supervision, and take guidance from the Manager as to the development needs and deployment of this team

As part of the Management team and in the Managers absence implement the Charitys commitment with the Shops Volunteer Training Programme

To maintain knowledge of the daily/weekly/annual sales targets

To support the Manager in the Charity′ s commitment to claim Gift Aid on donated items
Ask and recruit for New Donors
Acknowledge Repeat Donors
Complete all administration both written and on PC as required by the Manager
Ensuring the correct price ticket is used
Operate Gift Aid Systems to support the Charity′ s responsibilities to the HMRC
Support the Manager of Stationery Management

In the Manager′ s absence and as part of the Management team implement the Charitys administration systems both written and on PC
Operate the EPOS system – following manual instructions
Financial banking control
Reporting – in the Manager′ s absence or as requested both written and verbal

Job Description

Promotion and acceptance of Lottery for self and volunteers
Implementing the payment service/opportunities for increased sales with the effective use of electronic sales

In the Managers absence, to monitor sales from the windows, display areas and sales floor so changes and replenishment can be made

To unpack and sort donated goods, ensuring the quality and pricing of stock is maintained within the Charitys guidelines

To support the Manager to promote goods in a way that will attract the expectations of the customer

As part of the Management team keep the Shop well presented, clean and tidy and the clearing of rubbish

In the Managers absence to be responsible for overstock situations and highlight concerns to Area Managers

As part of the Management team maintain good and effective stockroom control

To demonstrate good customer service

The day to day tasks outlined above will require the post holder to routinely undertake physical work involving lifting, handling and moving donated stock items. The physical aspects of the work are an integral part of the job and require the post holder to be fit and able to carry out tasks at all times

To maintain knowledge of health and safety requirements, ensure own team and area are complying and in the Manager' s absence take responsibility for all areas of Health & Safety

To complete RADAR forms as required
To operate Fire Evacuation procedure
To comply with Weldmar Hospicecare Moving & Handling Policy
To maintain knowledge of security requirements, ensure own team and area are complying and in the Managers absence take responsibility for all areas of Security

To participate in Deputy Managers forums as required and Charitys Training programmes

To work as part of the Retail Team and provide support and assistance to other shops as requested by the Director/Area Managers

Person Specification

PERSON SPECIFICATION

Qualifications and Knowledge

Knowledge of retail, including stock display and promotion, and ideally a background at Supervisory level
Good knowledge of customer service orientation
Understanding of the role and contribution of volunteers
Understanding of administration within a retail environment

Experience

Previous experience in retailing, including being accountable for attaining targets, ideally at supervisory level
Sound Customer Service

Skills and Abilities

Good planning and organising skills and ability to prioritise the extremely varied workload of a Charity Shop
Good people supervision skills and the ability to motivate and help lead a team of volunteers
Ability to take part in the training and development of a team of volunteers
The need to have a good visual and presentation skills
Basic administration skills in order to support the record keeping, financial recording, monitoring and banking within the shop
Ability to support a Manager in their role to create a welcoming Charity Shop, with Customer Service and goodwill as a priority
To be fit and able to undertake Moving & Handling on a regular basis of all donated goods including boxes and other awkward packages

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 (if applicable)

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