










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: Fundraising and Supporter Care Assistant

Location
Hybrid

Hours
32 per week

Pay band
N/A

Salary
£23,465 FTE

Reports to
Fundraising Lead - Data and Supporter Care

Responsible for
N/A

Job Purpose

As a key member of the fundraising team, you will act as the main point of contact for supporter enquiries, information and supporter care within the team.

You will act as a champion for data entry, to ensure we maintain data integrity by achieving a high level of attention to detail.

To support the ongoing stewardship of our supporters to encourage long-term support.

To record data for our supporters and their donations onto the database, producing acknowledgment correspondence and ensuring that deadlines and standards for response rates are met.

Scope and Limits of Authority

To accurately record financial donations onto the charity ' s database ensuring that all donors are thanked in a courteous and sensitive manner within a given time schedule. The post holder will be responsible for their own delegated tasks including supporting the wider fundraising department with administration tasks

Job tasks

- Be the first point of contact by telephone, email and in person at the Hospice and Trimar House, for donations and general fundraising enquiries

Job Description

- To be responsible for the checking and counting of cheques and cash received in the daily post, recording all donations and associated information on the charity ' s specialist database and cashbook, maintaining these to a high standard
- To share the inputting of appeals and events data and the production of queries and data exporting
- To manage daily workload and preparation of acknowledgment and renewal letters or phone calls to donors and record correspondence on the database
- To support ongoing stewardship of supporters, by making welcome and thank you phone calls to new and existing supporters
- To undertake specific tasks on Raiser ' s Edge including printing off renewal forms, running reports, generating mailing lists and preparing labels and freepost envelopes.
- To undertake general office admin duties
- To be responsible for the Fundraising Department ' s outgoing post being franked and dispatched
- To work as a member of the Fundraising team and help out colleagues with other duties reasonably requested when appropriate and required
- Work closely with the Finance Department to ensure that income is correctly allocated
- Work with the Fundraisers to ensure that all events are processed and assist with running queries and providing reports, figures and necessary paperwork for events.
- Follow the GDPR regulations ensuring that we are only contacting supporters how, when and about what they have agreed. This will include ensuring that supporters records are accurately up to date with their latest communication choices

In addition, you will work as part of the overall team and be given your own delegated tasks which may include:

- Ensuring all gift Aid information is entered correctly and assist with the production of the HMRC Gift Aid claims on a monthly basis
- To be responsible for entering the Gift Aid details from the Weldmar Hospicecare retail sites onto Raisers Edge database on a regular basis
- Liaison with legacy correspondence with the Finance team, ensuring that donor records are up to date
- Ensuring the bankers orders and direct debits are set up and marked correctly on the database
- Processing of ticket sales, timesheets, licenses, and hospice merchandise
- Ensuring that notified deceased supporters are marked on the system
- Processing Weldmar lotteries including the raffle
- Monitor external platform data reports and input data into the fundraising database accurately and in a timely manner
- Regularly cleansing the data on the system and ensuring data is correct and up to date

Person Specification

Qualifications and Knowledge

- Good knowledge and IT skills, including bespoke/tailored databases, Microsoft Office applications (Word, Excel, Access, PowerPoint, Outlook.)
- Knowledge of a full range of administration systems and procedures.
- Experience importing and exporting data in a CRM
Knowledge of data protection and confidentiality (including the Code of Fundraising Practice, the Data Protection Act 2018 and Fundraising Regulator and the new FPS).
- Sound understanding of patient/donor confidentiality, data protection and Information Governance
- Understanding fundraising and the requirement for good quality management information
- Understands and conforms to the charity ' s infection prevention, confidentiality and health and safety policies and actively promotes best practice and awareness at all times.

Experience
- Experience of providing database support within an office environment
- Previous exposure working with databases, including high volume data-inputting and contributing database administration, either in the charity sector or similar
- Experience of managing own tasks using judgement and initiative when required
- Experience of collating and preparing information required for reports or other management information

Skills and Abilities
- Communicate effectively (both orally and written) to a variety of audiences and demonstrating effective interpersonal skills
- Effective time management and prioritising skills and ability to work as member of a small team and on own initiative
- Ability to work to deadlines and under pressure
- Excellent interpersonal skills, including ability to liaise with a wide range of people on behalf of members of the Fundraising Team with good listening and empathetic skills and the ability to handle potentially difficult or sensitive situations
- Team player and ability to work supportively and collaboratively with colleagues
- Excellent keyboard skills
- To be physically able to lift, carry and move items such as event equipment and office items referring to the manual handling guidelines when necessary

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