










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: AHP Assistant Practitioner

Location
IPU and Community Settings

Hours
37.5

Pay band
4

Salary
£26,153 - £28,700

Reports to
Specialist Physiotherapist or Specialist Occupational Therapist

Responsible for
N/A

Job Context

The role of AHP Assistant Practitioner is to support the Weldmar Allied Healthcare Practitioners (AHPs) in Central, South or North Dorset in the delivery of high quality and palliative care to patients and their families predominantly in their own homes, at Wellbeing Support Services, on the Inpatient Unit or as out patients.

Job Purpose

- As a key member of the AHP Team, work closely with the team providing a high standard therapeutic intervention to enable patients to maintain and or improve their quality of life.
- To assist AHPs to deliver specialist therapy in the IPU, community and outpatients as required. This may be supporting rehabilitative techniques and activities that support independence and empowerment.
- To provide feedback using accurate documentation and accurate observations to AHP, on assessments and treatments undertaken.
- To be a key member of the team in the day to day organisation of AHP team work and service provision.
- To co-ordinate and facilitate discharges from the IPU in a timely, appropriate and professional manner.
- To liaise with the Multidisciplinary Team (MDT) and all relevant external agencies in order to plan complex transfers of care from the IPU.
- To participate in the IPU MDT meeting in order to identify the need for care provision and the means whereby care provision can be accessed.
- The post holder will be required to work in patient ' s homes, the inpatient unit in Dorchester or outpatient clinics and be expected to work flexibly across care settings when this is conducive to meeting the holistic needs of the patient and their family.
- The post holder to be able to lead group therapy sessions, or have a willingness to do so.

Job Description

Scope and Limits of Authority

The post holder will be an experienced Allied Health Professional Assistant Practitioner who has the ability to:

- Deliver therapy with minimum direct supervision within the Inpatient Unit, patient ' s own home, or Wellbeing Support Service.
- To ensure all relevant professionals are updated and aware of current discharge plans for patients on IPU via discharge update, handover sheet, MDT meetings and SystmOne
- In liaison with the whole MDT proactively identify, report and manage delayed transfers of care and delayed transfer of care records and participate in audit as stipulated by Clinical Governance Steering Group
- Promote a holistic and individualised approach to care.
- Attain full competence in the knowledge and skills outlined in the Band 4 Skills Profile associated with this role.
- Recognise their own limitations and know when to refer onto a senior health care professional.
- The post holder has no direct budget responsibility but must be aware of cost implications and make effective use of resources.

Job tasks

- To deliver quality therapy according to the therapy plan to a diverse caseload of patients, as delegated by AHP or Weldmar Community Nurse (WCN) working with minimum direct supervision.
- To be able to recognise and appropriately report changes in a patient ' s condition or symptoms that requires the input of a senior registered health care professional.
- To co-ordinate the timely and effective transfer of care of patients from the IPU to an agreed destination. To communicate effectively with the patient and families, MDT members and relevant external health & social care providers to ensure the relevant care package is in place.
- To attend Take 5 every day and update the wider MDT concerning relevant changes in various funding application and discharge process.
- To maintain accurate, legible and contemporaneous records on all patients, to ensure documentation meets agreed standards and adheres to Caldicott guidelines and Weldmar Policies and standards.
- To communicate with AHP colleagues regarding changes and ongoing therapy and care needs of patients and their families on a regular basis.
- To establish and maintain effective communication with other members of the multi-disciplinary team and members of the wider health and social care community teams such as Adult Social Care (Community Rehabilitative Teams), DAIRS and Orthotics.
- To provide emotional support allowing patients and families to express their feelings/ concerns utilising listening and empathetic skills.

care packages or carers support.

Job Description

- To undertake and record on Weldmar's electronic patient database system (SystmOne) clear and precise notes of observations and therapies conducted.
- To contribute to symptom management through the utilisation of appropriate assessment tools, observation, monitoring or patient feedback, reporting the outcome to the appropriate registered professional.
- To alert a senior member of the AHP or MDT if patients or their family ' s behaviour causes concern and merits referral onto Weldmar Patient and Family Support Services.
- To initiate appropriate action in the event of an emergency situation

Organisational and Administration Responsibilities

- To ensure that appropriate accurate and up to date records are documented according to Weldmar policies and procedures.
- To ensure all other information, documentation and reporting requirements are completed including service related communication e.g. VANTAGE (Weldmar ' s accident and incident reporting system)
- To work flexibly to provide cover for absent colleagues when required
- To participate in supervision and performance review processes

Communications and Relationships

- To establish and maintain effective communication with other Weldmar team members and members of the wider health and social care community team.
- To communicate relevant information to patients and families whilst maintaining confidentiality.
- Communicate effectively with patients, carers and HCPs. Be able to communicate effectively with the AHP, extended MDT and outside agencies such as Social Services, CRT, DAIRS and Orthotics ensuring and facilitating continuity of delivering AHP care across the different care settings i.e. IPU, community, and outpatients.

Personal and Professional Development

- To act in a manner to safeguard and promote the interests of individual patients.
- To practice safely according to all Weldmar Hospicecare policies, procedures and competencies ensuring no action or omission within the sphere of post holder responsibility is detrimental to the interests, condition or safety of the patient or their family.
- To continue own personal and professional development within palliative and end of life care and the provision of integrated services to patients and families.
- To proactively participate in opportunities for shared learning and personal and professional development

Person Specification

PERSON SPECIFICATION

Qualifications and Knowledge

- Knowledge of a range of patient care requirements within a specialist healthcare environment and ability to apply this within own work, including care plans
- Understanding of the physical, emotional, psychological and spiritual needs of patients and their families/carers
- Knowledge equivalent to NVQ 4 (either gained through qualification or several years effective experience)
- Foundation degree in health and social care or working towards

Experience

- Experience of working in palliative care or a related specialist area
- Experience of working collaboratively with professionals from other health and social care providers
- Experience day to day organisation of AHP team work and service provision.
- Experience of working in a patient ' s own home and / or community setting

Skills and Abilities

- Ability to act as a mediator facilitating a smooth transition of care, whereby conflict arises
- Ability to practice as a proficient practitioner
- Ability to manage time effectively
- Excellent interpersonal skills, including ability to provide non-judgmental and empathic emotional support to patients/carers & family members whilst maintaining safe and appropriate boundaries
- Excellent communications skills to be able to liaise with relevant internal and external health professionals. To including listening, negotiating skills, communication of ideas and ability to provide advice to other health professionals with regard to discharge planning.
- Ability to work without direct supervision in a patient ' s home
- Ability to use own initiative and organise own workload
- Good organisational skills e.g. organising activities, groups, delivering a programme of care
- Ability to work effectively within an internal and remote team
- Ability to induct and mentor newer members of staff
- Possess good IT skills i.e. ability to utilise a range of software including word, outlook and electronic patient record databases
- Flexible approach to working arrangements
- Flexible positive and proactive approach to work

Other Requirements

An Enhanced plus barred list Disclosure and Barring Service (DBS) Check: which will disclose any spent and unspent convictions and cautions (subject to filtering), as well as any relevant police information plus a check of the relevant Barred List/s. It may disclose other information that the police consider is relevant to the role and level of check applied for

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