










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

Contents

3 – About Weldmar Hospicecare

4 – Our Vision, Mission & Values

5 – Income generation

6 – Working at Weldmar: Pay & Employee Benefits

8 onwards – Job Description, Person Specification, How To Apply

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: Welfare Support Worker

Location
IPU

Hours
17

Pay band
Weldmar Salary Scale

Salary
£12,434 Pro-Rated

Reports to
Patient & Family Support Lead

Responsible for
N/A

Job Purpose

Reporting to the Patient & Family Support Lead, the post holder will work as a member of the multi-disciplinary team, participating in assessment of the patient and/or family member ' s needs and is responsible for the implementation of programmes of support, to ensure delivery of the highest standard of emotional support., and access to benefits and financial support.

The Welfare Support Worker will be required to build a rapport with patients, listening to them, and supporting them to explore their feelings in relation to their diagnosis and prognosis, and any issues that may be causing them emotional distress.

The Welfare Support Worker will be required to build a rapport with family members and carers, both in pre-bereavement and bereavement, providing a high level of emotional support, ensuring a space for them to explore their thoughts, feelings and emotions around their loved one ' s illness, prognosis and ultimately their death.

The post holder will maintain contact using the patient or family member ' s preferred communication method (including telephone, video calls and face to face sessions).

The Welfare Support Worker will provide an advice and support service to patients and family members, regarding matters such as finances and benefits, housing and other welfare and benefit issues, signposting to external agencies as appropriate.

Although the post holder will be predominantly working at the Inpatient Unit in Dorchester, they will be expected to work flexibly across care settings when this is conducive to meeting the holistic needs of the patient or family member. The post holder will also be expected to make home visits when appropriate, to ensure the needs of the patient or family member are met.

Job Description

Scope and Limits of Authority

- The Welfare Support Worker will support patients and their families by providing reactive emotional support.
- The post holder will provide advice and information regarding a plethora of welfare and benefit issues, signposting to external agencies as appropriate, and actively making referrals on a person ' s behalf where they are unable to do so independently.
- The post holder will develop in-house systems that support such workload processes and will develop effective links with statutory and voluntary agencies that ensure seamless signposting and appropriate support.
- They will liaise with members of the wider multi-disciplinary team to ensure that the needs of patients and their families/carers are fully supported.
- The Welfare Support Worker will refer patients and family members to Adult Social Services teams as appropriate, where there are complex social circumstances requiring Social Work input.
- The postholder will build and retain professional relationships with external agencies such as the Citizens Advice Bureau and Age UK.

Provision of Patient and Family Support Services

- To be a safe practitioner and work within Weldmar Policies, Procedures and Guidelines.
- To be a part of the Patient & Family Support team daily triage process; assisting the Lead in allocating incoming referrals to appropriate professionals.
- To prioritise all incoming referrals for emotional support and welfare advice, managing own caseload accordingly.
- To deliver high quality emotional support to a diverse caseload of patients and those important to them, as delegated by the Patient and Family Support Lead; working with minimum direct supervision, across a variety of environments including in the community, at the Inpatient Unit, both face to face, via the telephone or video call.
- To provide advice and support regarding benefit and welfare issues, signposting to external agencies for their specialist support as appropriate.
- To provide ad-hoc support to patients and their loved ones on the Inpatient Unit as appropriate.
- To refer to other members of the Patient and Family Support Services team as appropriate, for example, when it would be beneficial for the individual to receive formal counselling.
- To record on SystmOne (patient electronic data system) summary of contacts and interventions with patients/family members, to ensure documentation meets agreed standards and adheres to Caldicott guidelines.
- To communicate with the Patient and Family Support Lead and other professional colleagues regarding changes and ongoing care and support needs of patients and their carers/families on a regular basis.
- To act as a representative of the Patient and Family Support Services team in Multidisciplinary Team meetings.

Job Description

- On a rota basis, to make bereavement calls to relatives of those who have died at the Inpatient Unit.
- To build relationships with external agencies to ensure seamless support and up to date knowledge on benefits and welfare information.

Organisational and Administrative 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.
- To participate in agreed audit, research, surveys or other clinical governance activities as appropriate.
- To ensure the efficient and cost-effective utilisation of all resources (workforce, physical and financial).
- To participate in supervision and performance review processes.
- To understand and adhere to Weldmar Infection Prevention & Control and Health and Safety Policies.
- To retain annual localised records of the value of benefits claimed via the clients you have supported.

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 work collaboratively with colleagues across all areas and departments in order to support and enable cross department working and provision of best practice.
- To act as an ambassador for Weldmar.
- To build and retain positive professional relationships with external organisations, such as Citizens Advice Bureau, participating in local forums and meetings.

Personal and Professional Development

- To act in a manner to safeguard and promote the interests of individuals.
- To practice safely according to all Weldmar 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 carers/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
- To remain regularly updated with changes to benefits and welfare eligibility and process

Person Specification

Qualifications and Knowledge

- Understanding of the physical, emotional, psychological and spiritual needs of patients and their carers/families
- Knowledge equivalent to NVQ III (either gained through qualification or several years effective experience)
- Level 3 QCF award in End of life care or willing to undertake
- Willingness to undertake specified education and training programme for this role.
- Awareness of the protection of vulnerable adults legislation and local procedures
- Up to date knowledge of accessing benefits and external support available for patients and their carers.

Experience

- Experience of working in palliative care or a related specialist area
- Experience of working in a multi-disciplinary team and collaboratively with professionals from other health and social care providers
- Experience of working with patients, carers and bereaved relatives in a variety of settings, providing emotional support during challenging circumstances.
- Experience of managing a busy and potentially complex caseload
- Experience of coordinating and arranging a number of benefits and support for patients and carers during crisis

Skills and Abilities

- Excellent interpersonal skills, including listening, empathy, and advocacy
- Ability to work independently and be able to evidence self-motivation.
- Demonstrable interpersonal skills, including great listening and negotiating
- Excellent verbal, non- verbal and written communication skills, with high accuracy
- Excellent time management skills and the ability to work flexibly ensuring the provision of an easily accessible and responsive service that is respectful of patient, carer and family member ' s needs.
- Confidence and ability to use initiative and creative problem solving.
- Good organisation skills with the ability to lead on activities and events, and delivering programmes of care alongside a high caseload

Person Specification

- Good team working skills and commitment to working effectively within a multi-disciplinary /multi agency community.
- Ability to recognise personal limitations and identify appropriate support mechanisms
- Ability to engage with volunteers across the charity
- Possess good IT skills i.e. ability to utilise a range of software including word, outlook and patient data base systems
- 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.

- 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 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