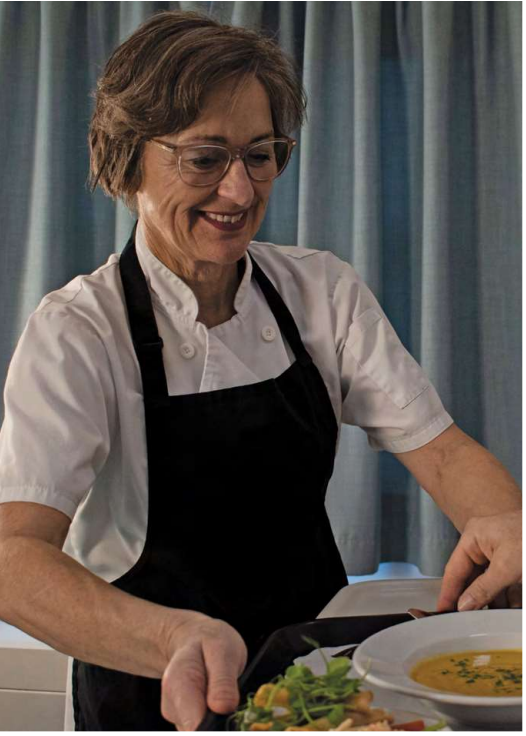











Weldmar Hospicecare

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 17% of our funding is provided by the NHS, and we must raise in excess of £27,500 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 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

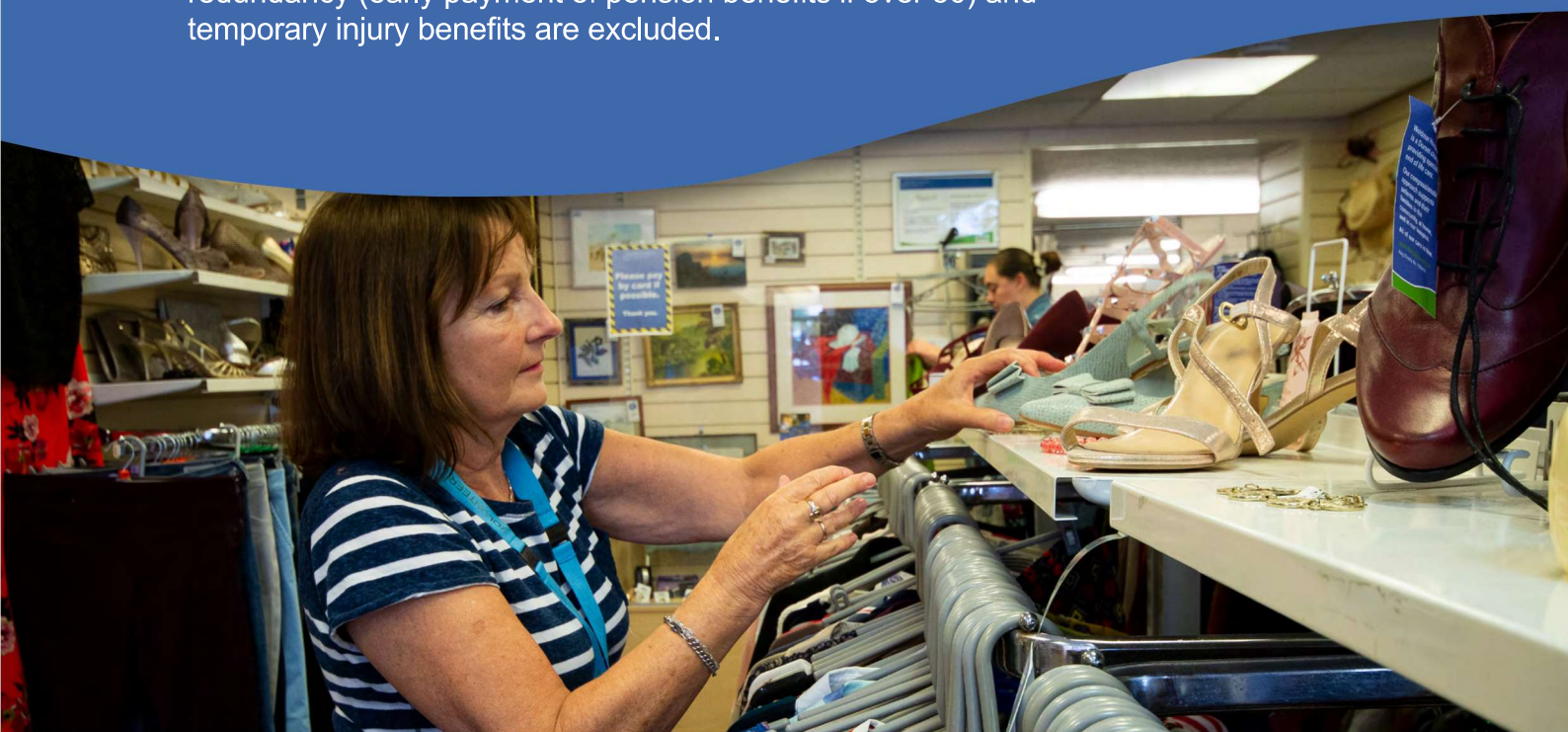
We aim to attract and retain high quality employees with the right skills and experience to fulfil their role and we offer all employees a competitive salary. Pay for retail employees is directly related to the turnover of the shop or outlet. Pay for clinical employees is determined separately and is 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 Weldmar Offices in Poundbury
- 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: Weldmar Community Nurse (SH@H)

Location
North Dorset

Hours
30 hours

Pay band
Clinical Salary Scale

Salary
£37,804 - £46,311 per year FTE

Reports to
Community Nurse Specialist

Responsible for
N/A

Job Purpose
The role of the Weldmar Community Nurse is to work collaboratively with all members of the Specialist Hospice at Home (SH@H) team, working closely with colleagues within the hub and with primary care teams and community hospitals, providing advice and guidance to patients, carers, and professionals in other agencies to ensure the delivery of high-quality integrated services and be responsive and agile in responding to needs of patients.
- The role encompasses clinical, advisory, therapeutic and education functions.
- The Weldmar Community Nurse will be based within a Specialist Hospice at Home hub.
- To practice evidence based expert palliative and end of life care, holding a flexible corporate caseload under the guidance of the Weldmar Community Nurse Specialist.
- To provide guidance, education, mentorship and support to colleagues within the hub and other health care professionals internally and externally in order to develop and improve palliative care practice.
- Act as a resource using clinical knowledge and skills for advice, guidance and support to Health Care Assistants and Assistant Practitioners within the Specialist Hospice at Home team.
- Undertake regular line management with the service Assistant Practitioner and Health Care Assistant team, as per policy and in line with the needs of the individual employee.
- To participate in audit and support service and practice development.
- To be an integral part of the specialist hospice at home service, responding to patients needs as determined on a daily basis.
- To provide support to patients/ families when patient is entering end of life.
- To promote the use of AIRMID/ video technology
- To deliver equitable service to all patients

Scope and Limits of Authority
The job description reflects the skills and knowledge required to work as part of the Specialist Hospice at Home team within the designated area hub. Reporting to the Weldmar Community Nurse Specialist, the postholder will work as part of a team:

Job Description

To provide guidance and advice to other health professionals on the provision of holistic management of patients. Provide evidence based palliative care to patients in the community, (day services, at home, or in other care settings e.g. care homes. To have responsibility for undertaking expert nursing assessments, developing improved and informed palliative care practice within other agencies.
- Line management of Assistant Practitioners and Health Care Assistants within the hub.
- To provide guidance, education, mentorship and support to colleagues within the hub and other health care professionals internally and externally in order to develop and improve palliative care practice.
- Manage allocated patients within a corporate caseload, in a variety of community settings; including patients' homes and clinic settings. Working both in the community without direct supervision and in partnership with other members of the multidisciplinary team, providing advice, guidance, expertise and support.
- Recognise and work within own limits of competency and experience, consulting with other members of the Specialist Hospice at Home team
- Maintain accountability for practice following the NMC Code of Professional Conduct and Weldmar' s policies and procedures.
- No direct budget responsibility but must be aware of cost implications and make effective use of resources

Job tasks
Expert clinical care
- Undertake holistic initial patient assessment using the appropriate tools and highly developed communication skills to discuss diagnosis, prognosis, symptom control and end of life issues sensitively with patients and carers in a variety of settings including clinic, own home, and other care settings.
- Undertake thorough ongoing assessment of patients needs and those of carers and families, and if appropriate other members of the hub team could be allocated to undertake follow up visits.
- Provide knowledge, experience and evidence-based advice on palliative care and end of live care to professionals in all settings. Identify any safeguarding concerns and refer/ escalate as required.
- Empower patients/ families through education to contact Weldmar if any changes to symptoms or new concerns for patient initiated follow up (PIFU)
- Provide emotional support to patients and carers and referring on for specialist counselling, psychological or psycho -social expertise as appropriate.
- Provide patients and carers with appropriate written and verbal material regarding their care.
- Recognise when patient is entering dying phase and ensure care and support is offered.
- Hold a flexible corporate caseload within hub area.
- If required administer prn medication if present in home and patient is distressed.

Job Description

Support Assistant Practitioners and Health Care Assistants
- Undertake holistic patient assessments as required.
- Provide knowledge, experience and evidence-based advice on palliative care and end of life care to professionals in all settings. Identify `at risk' family members and carers and refer to appropriate agencies, supporting with referrals if needed.
- Provide guidance and support to Assistant Practitioners and Health Care Assistants, recognising any gaps in knowledge and skills.
- Ensure all employees are following organisational policy and within their scope of practice.
- Be non-judgemental and empower individuals to find own solutions where possible.
- Provide coaching and leadership, as well as provide informal support to members of the Specialist Hospice at Home team.
- To support the Head of Weldmar Specialist Hospice at Home if required.
- Provide opportunities for professional development and education
- Act as a role model for employees at all times.
- Be patient, kind and respectful to all members of the Specialist Hospice at Home team.
- Be approachable and transparent

Service and team contribution
- Provide out of hours weekend cover for the advice line on a rota basis
- Attend hub base at start of each day to review priorities and agreed work allocations.
- North team to have a face to face meeting in one of the hubs each week, otherwise virtual meetings will be undertaken.
- All hub teams to have ' check in' meeting at the end of each day either in person at the hub or virtually to ensure all staff supported.
- Attend MDT meetings to optimise team working and allow for an effective and seamless patient care
- Support the development and effectiveness of the gold standard framework, attending GSF meetings in local surgeries.
- Together with colleagues, actively seek and identify area where changes to practice will result in quality improvements.
- Abide by all organisational policies and guidance in relation to confidentiality and information governance.
- Work both as an independent practitioner and as a member of a multidisciplinary team, ensuring a seamless service for patients and those important to them
- Supervise and direct members of the multi-skilled hub team to undertake appropriate delegated tasks.
- Develop and maintain knowledge of other agencies and health providers within own hub area
- Undertake triage of new referrals to team in absence of Weldmar Community Nurse Specialist for hub, when required.
Maintain accurate records and ensure confidentiality in line with organisational and NMC requirements
Collect, collate, evaluate and report information according to practice

Job Description

organisational policy
- Provide appropriate cover for colleagues during a period of absence (this may include working in a different geographical area and within any part of the specialist hospice at home service).
- Contribute to service development by identifying and reporting gaps in service
- Attend the daily multi agency huddle as required.
- Act as a clinical supervisor, following appropriate training.

Education, Training, Research and Audit
- Provide advice, coaching and guidance to other health professionals in relation to palliative care, and identify local palliative care training needs
- Participate in the development and delivery of training and education in palliative care
- Develop and maintain own expertise by keeping an up-to-date awareness and understanding of current research, knowledge and practice in order to underpin best practice.
- Undertake quality improvement initiatives such as audit, research and service development projects.

Communication and Working Relationships
- To establish and maintain effective positive communication with each member of the area hub team. Respecting the contribution each member brings, ensure the team works collaboratively and compassionately.
- Undertake ongoing assessments using communication skills to discuss diagnosis, prognosis and end of life issues sensitively with patients and carers. Act with the patients' permission as their advocate empowering them to take control through informed decision making.
- Undertake patient visits with other members of the Specialist Hospice at Home team as required.
- Develop and maintain effective relationships with patients, their carer' s and close family, and professional colleagues.
- Support all members of the Specialist Hospice at Home team as required.
- Line manage direct reports, ensuring regular 1:1 meetings and ad hoc meetings are arranged to ensure they are supported to deliver and their individual needs are considered.
- Develop and maintain productive joint working and advisory relationships with colleagues internally and key contacts within other organisations and agencies
- Proactively participates in opportunities for shared learning and personal and professional development, including clinical supervision and external networks
- To be able, following the necessary specific training, to have advance care planning conversations with patients about their wishes for end of life care and in particular decisions about whether resuscitation is appropriate or not.
Demonstrate skills in conflict resolution and competent negotiation skills when dealing with difficult or challenging situations. Assess for complicated grief and refer families and carers in bereavement to the appropriate professionals for follow up where necessary.

Person Specification

Qualifications and Knowledge
- Registered Nurse
- Post registration qualification in palliative care/cancer/other life limiting conditions at diploma/degree level
- Evidence of continuous professional development
- Understanding of end-of-life care issues
- Knowledge of the pathology of disease processes for life limiting illnesses
- Knowledge and understanding of the management of complex symptoms
- Underpinning knowledge of the end-of-life tools which improve patient care i.e. Gold Standards Framework, ACP.
- Principles of clinical supervision and reflective practice
- Knowledge of principles of research and audit
- Understanding of clinical governance
- Awareness of health and social care agendas

Experience
- Significant post registration experience within one or more relevant clinical fields (end of life, palliative care, life limiting, community nursing etc.)
- Minimum of one year relevant (palliative care or other clinical speciality with significant palliative care input)
- Experience of providing coaching, guidance and support within a clinical environment.
- Previous line management experience desirable.

Skills and Abilities
- Holistic assessment skills for the health and wellbeing of patients with a life limiting/palliative diagnosis and their families
- Able to work out in the community without direct supervision
- Analytic and creative thinking skills and ability to apply these to all areas of own work (e.g. patient assessment, education provision, service development)
- Written communication skills, including ability to write up patient assessments, draft reports and educational materials
- Excellent interpersonal skills, including ability to provide advice, guidance, coaching and education and to influence change
- Ability to plan and organise own workload with varied complexity
- Ability to work alone but also as part of a multi-professional team
- Good time management, prioritisation and organisational ability
- IT competency with email, internet, Word and PowerPoint.
- To be flexible and demonstrate the ability to adapt to the changing needs of the service
- Work positively with all members of the Specialist Hospice at Home team.

Person Specification

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 relevant 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