



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.

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Caroline

About Weldmar Hospicecare

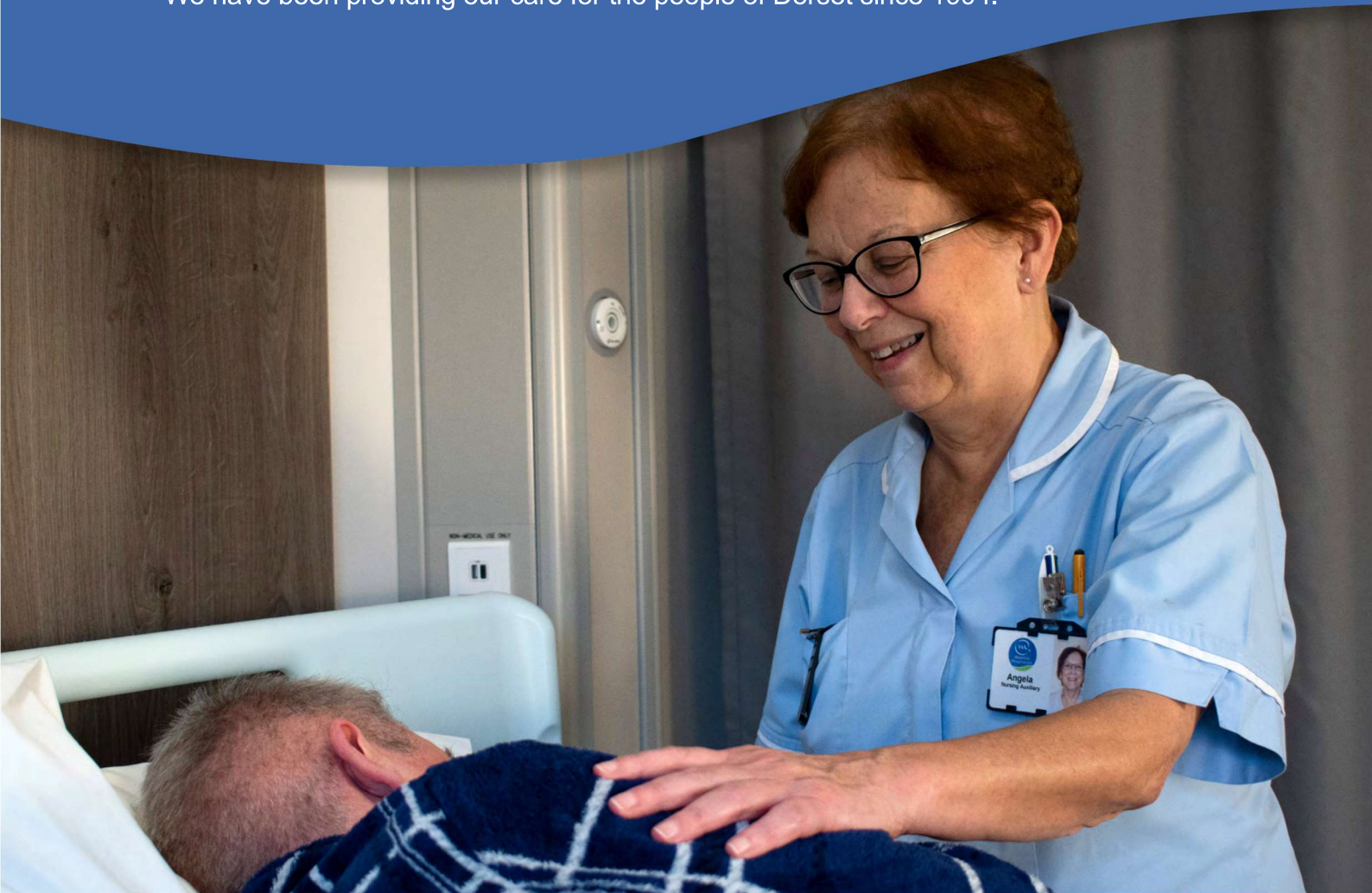
Weldmar Hospicecare is an independent local charity that cares for people living with a life limiting illness, such as cancer, heart disease, or motor neurone disease. We also support the loved ones of our patients. Our individually tailored care – where we focus on the person, not just their symptoms 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: Specialist Hospice at Home Administrator

Location

Dorchester

Hours

26

Pay band

Weldmar Scale

Salary

£19,588 pro rata

Reports to

Clinical Administration Manager

Responsible for

n/a

Job Purpose

To provide full administrative support to the Weldmar Specialist Hospice at home service:

Liaising with patients and health care professionals in a sensitive and professional manner, ensuring information is passed on to all concerned, and data is kept up to date and accurate.

To provide specialist administrative support to the triage function across Weldmar Hospicecare liaising with referring agencies.

Scope and Limits of Authority

Reporting to the Clinical Administration Manager, the Specialist Hospice at Home Administrator will provide general and specialist administrative support to enable the smooth running of patient services. They will have their own delegated lead areas but will also provide cover for other team members of the clinical admin team.

The Specialist Hospice at Home Administrator is responsible for providing a confidential administration service to the Specialist Hospice at Home service. They will also be required to provide additional support to other specialist clinicians as appropriate.

The post holder is responsible for prioritising and managing their own workload, ensuring deadlines are met whilst dealing with conflicting priorities and frequent interruptions. Each post holder will be expected to work to the full job description and systems in place for prioritisation and equity of workload. Some areas of work are highly complex, for example administration support to triage, rota management and in liaison with the senior clinical team, ensuring the reallocation of staff resources according to the patient & service need.

Job Description

The post holder is responsible for the following resources:

Information systems, documentation and patient records
Referral & triage related systems and records
Planning and organising resources

Job tasks

Administration support to the Weldmar Specialist Hospice at Home service

Work closely with the Head of the Specialist Hospice at Home service to establish the effective administration, coordination and documentation to support the service.

Support the Weldmar Community Nurse Specialist to effectively plan, prioritise and re-allocate resources in area hubs according to patient need, staff availability and service requirements.

Act as first point of contact for all referrals to the service, documenting on the electronic patient database and ensuring the triage process is followed.

Liaise with GPs, acute hospitals and other external agencies to ensure that up to date patient information is added to the patient record.

Act as first point of contact for all enquiries, receive and record messages ensuring all calls are handled sensitively and appropriate action taken.

Maintain up to date caseloads, discharge patients from the service and ensure all patients deaths are recorded on the patient database.

Co-ordinate departmental meetings, prepare agendas and produce accurate minutes.

Produce monthly/annual statistical information and reports.

Send out questionnaires to evaluate the service.

Maintain and order clinical stocks supplies via the NHS supply system.

Support and provide cover for members of the clinical admin team as required.

Coordinate the Specialist Hospice at Home staff rota liaising closely with the head of the department.

Maintain and reconcile weekly and monthly records of staff absence (holidays, sickness, study, TOIL) ensuring that all information is recorded on electronic systems.

Book mandatory/other essential training for team members and update staff rota accordingly.

Set up meeting times, dates and venues for 1:1s, group supervisions and annual performance reviews. Typing of annual performance review forms and other personnel records as required.

Assist the Head of Specialist Hospice at Home with processing monthly mileage claim forms.

Assist in the planning of staff inductions.

Provide administrative support to the specialised clinicians including preparing reports, educational materials and presentations.

To work within process of handover from Weldmar Volunteer Services Advisor in order to provide administration support to placement of volunteers within Community Services, including liaising with senior clinicians and organising Community volunteer rotas.

Support the Head of Specialist Hospice at Home in monitoring staff vehicle compliance on electronic systems.

Job Description

Triage administration

Work closely with senior clinicians to establish the effective administration, coordination and documentation to support the triage provision. Liaise with the appropriate clinicians in each hub and ensure any tasks are completed post triage.

Act as first point of contact for patients and families and referring agencies, in writing, by phone and in person, ensuring that all contacts are handled sensitively and that all essential details are obtained for initial referral records.

Administration Support to Specialist Clinicians

Provide administrative support on a rota basis to MDT meetings, including setting up cycles of meeting dates, ensuring all relevant documentation is available, taking accurate records of clinical decisions and updating the electronic patient record.

Provide administration support to the MND service, including setting up clinics, typing up clinic letters and supporting the MND MDT meeting.

Clinical Governance and Audit

Provide support in collation and preparation of documentation and reports for audit, regulatory and compliance purposes relating to the service and triage process.

Work under the guidance of the clinical admin manager to provide secretariat support to delegated clinical governance working groups, coordinating agendas, ensuring good quality minutes and records of discussions.

Communications and Working Relationships

Use sensitivity, empathy and discretion in communication with patients, families, the multi-disciplinary team, other agencies and other external callers.

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.

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 work in positive manner with colleagues and patients.

To foster an open honest culture within the team and raise any concerns promptly.

Person Specification

Qualifications and Knowledge

In depth knowledge of a full range of administration systems and procedures.

Excellent secretarial skills including minute taking, diary management and meeting organisation.

Knowledge of medical terminology and some knowledge of regulatory requirements within a healthcare environment is desirable.

Excellent understanding of patient confidentiality, GDPR and Information Governance

Advanced IT skills, including Microsoft Office applications (Word, Excel, PowerPoint, Outlook) and of bespoke/tailored databases

Good standard of numeracy

Experience

High level secretarial/administration experience within a relevant environment (e.g. healthcare, hospital, palliative care)

Experience of managing own tasks using judgement and initiative when required

Experience of collating and preparing reports or other management information

Experience of dealing directly with patients or service users in sensitive and emotionally demanding circumstances

Skills and Abilities

Ability to plan and organise a range of complex administration responsibilities.

Ability to work to deadlines and under pressure, working on own initiative.

Good written communication skills, including minute taking, summarising information.

Excellent interpersonal skills, including ability to liaise with patients, carers, health professionals and colleagues, including good listening and empathetic skills

Team player and ability to work supportively and collaboratively with colleagues

Excellent keyboard skills

Other Requirements

A Standard Disclosure and Barring Service (DBS) Check: which will disclose any spent or unspent convictions and cautions (subject to filtering).

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

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.





Thank you for **your application.**

Keep up to date with our latest
news on social media



weldmarhospicecare.org

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