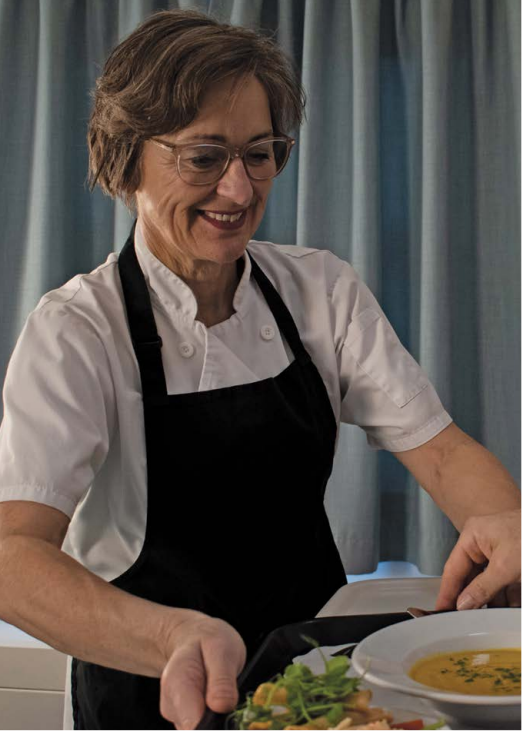











Weldmar Hospicecare

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

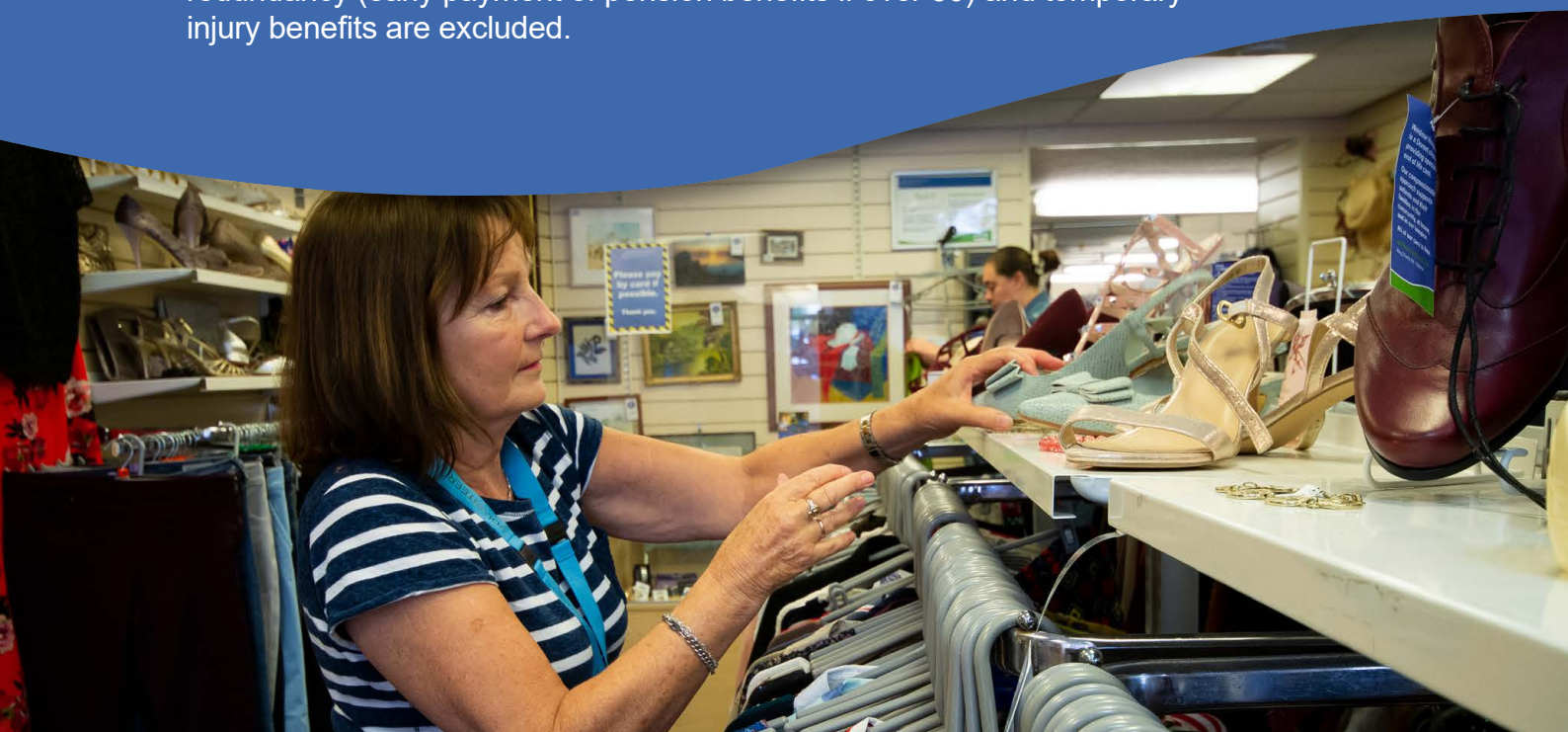
We aim to attract and retain high quality employees with the right skills and experience to fulfil their role and we offer all employees a competitive salary. Pay for retail employees is directly related to the turnover of the shop or outlet. Pay for clinical employees is determined separately and is 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 Clinical 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: Volunteer Services Lead

Location
IPU/Hybrid

Hours
37.5

Pay band
Weldmar Salary Scale

Salary
£39,000

Reports to
Director of People Services

Responsible for
Management of the Volunteer Resource

Job Purpose

Working collaboratively with the People Services Team, employees and managers at all levels to support the creation, implementation and delivery of the Volunteer Strategy:

- To optimise the use of volunteer support to enhance the delivery of services across Weldmar.
- To be the lead specialist on volunteer services and provide guidance, advice and support to managers on all aspects of volunteering at Weldmar.
- To ensure Weldmar is the charity of choice for volunteers in our local community.
- To ensure that volunteers are valued, respected and recognised for their work.
- To be responsible for ensuring volunteers are well managed, supported and developed in order to maximise their contribution.
- To work collaboratively with the Director of People Services and People Business Partners on the design, implementation and embedding of people related projects, applying a Volunteer specific lens.

Scope and Limits of Authority

The role of Volunteer Services Lead is specialist in providing expert guidance, advice and support on all matters surrounding volunteers and their work, including problem solving, and identifying areas for improvement and development in volunteer practice.

Job Description

- Ensuring that we attract the right applicants with the right skills at the right time, as identified through the workforce planning process, in order to support the charities strategy.
- Proactively engaging with managers to determine recruitment needs and how best to address them.
- Working with the Recruitment Advisor to review job adverts and advertising methods to ensure they attract the best talent in line with employment legislation and Weldmar's guidelines.
- Identify and attend Career Fairs, Volunteer Events, Schools, etc. in order to build relationships and raise the profile of the breadth of volunteering opportunities at Weldmar.
- Responsible for creating and implementing, in conjunction with the Senior Leadership Team and People Services Business Partners, a Volunteer Strategy that aligns with the overall organisational five-year strategy.
- Accountable for working with management providing expert support, advice and guidance on utilising volunteers within the workplace.
- Coach, advise and support managers on any workplace issues that may arise involving volunteers. Work with managers and volunteers to seek resolutions which may be of a complex and potentially challenging nature.
- Ensure consistency across all areas of Weldmar relating to policies, procedures and best practice.
- Ensure volunteer accessibility of information both online and way of direct mailing.
- Understand the requirements of Data Protection Act 1998 and General Data Protection Regulations (GDPR) 2018 in relation to information held on volunteers, Work with the Education and Development Team to support the delivery of mandatory and statutory training.
- Analyse potential barriers to volunteering and promote benefits.
- Work with the various departments to promote awareness of volunteering by producing content for adverts, posters and Weldmar's website.
- Proactively identify areas where volunteers could add value and discuss these with the relevant leadership and People Business Partners.
- Coach, guide and support the People Services team on the administration of volunteer services in respect of recruitment, and onboarding processes including pre-joining check.
- Co-design and co-deliver Induction Training including to all new joiners.
- Ability to plan and organise workload, working autonomously or as part of a team, ensuring deadlines are met whilst dealing with frequent interruptions.
- Responsible for financial and material resources, individual records, database, policies, handbook, role guidelines, promotional leaflets.
- Provide expert support and advice on the best use of volunteers, to ensure a consistent approach to the use of volunteers across Weldmar.
- Develop and implement the vision for the future role of volunteers within Weldmar, ensuring volunteers work flexibly and encouraging employees to embrace new ways of working with volunteers, encouraging integration within their teams.
- Lead on developing Weldmar's Volunteer Policy and procedural documents and contribute actively to all policies relating to volunteers.

Job Description

- Lead on developing the Volunteer Handbook, and compiling the Volunteer Welcome Pack.
- Lead on content and delivery of a Volunteer Engagement Survey and Pulse Surveys, and analyse results and trends.
- Maintain an up to date knowledge of legislative and regulatory and professional developments to give line managers and volunteers up to date relevant information.
- Provide expert advice and guidance to line managers on recruitment and retention of volunteers, specifically providing support when dealing with volunteers who do not meet role guidelines or with issues of capability.
- In conjunction with the Education and Development Team ensure training and support is in place for volunteers in line with all relevant policies and role guidelines as set out in the Volunteer Training Programme.
- Attend organisational wide focus groups and meetings as the expert adviser on volunteer issues.
- Provide expert advice and support to the Volunteer Forum, including Terms of Reference and Annual Report.
- Responsible for developing and maintaining good relations with external partners with a particular focus on encouraging more younger volunteers through programmes such as Duke of Edinburgh Award.
- Responsible for volunteer long service awards process, maintain data and arrange for presentations to be made to volunteers at the Annual Volunteer Celebration Event or as appropriate for the recipient.
- Work alongside the Marketing Team during key events to capture stories, photos and film of volunteers at work, and produce publicity material to raise the profile of volunteering.
- Ensure complementary therapist volunteer membership and insurance is current and held on file.
- Support the People Associates to advise applicable volunteers regarding creating and maintaining a DAVIS account (volunteer driver licence and vehicle checks), and monitor compliance.
- Responsible for collecting, analysing and providing statistical information and reports on Key Performance Indicators including volunteer activity, recruitment and retention, equality, diversity and inclusion, complaints and transgressions across Weldmar on a quarterly basis.
- Represent Weldmar as a member of the Hospice Volunteer Managers Network (HVMN) in the South West Region to share information on best practice, problem solving, project management and relevant training.
- Attend in-house and external training in order to develop and maintain own knowledge and ability to provide information and advice to line managers working with volunteers.
- Responsible for editorial production and circulation of the volunteer newsletter, and writing regular articles for the staff newsletter on points of interest surrounding volunteers.
- Support the People Associates regarding Disclosure & Barring Services (DBS) checks on volunteers using uCheck. This includes renewing the DBS checks every three years for applicable roles, and updating the volunteer database.

Person Specification

Qualifications and Knowledge

- The post holder ideally will have achieved the Institute of Leadership & Management Excellence in Volunteer Management Award, or have equivalent extensive experience and proven track record in volunteer management.
- Specialist knowledge of the roles, relationship with, and contribution made by volunteers ideally within a charity setting.
- High level of administration skills, including advanced knowledge of administration systems and procedures and management information.
- Advanced computing skills, including Microsoft Office applications and databases.

Experience

- Extensive knowledge, skills and experience of working with volunteers, to offer specialist advice and support to managers on all volunteer issues.
- Experience of dealing with challenging and sometimes complex people related issues such has mediation, conduct, capability, ill health and having difficult conversations.
- Extensive experience of administration, ideally within a voluntary sector environment.
- Experience of collating and drafting information and report writing.
- Experience of analysing, compiling and presenting statistical information and insights.
- Experience of managing own tasks using judgement when required.

Skills and Abilities

- Excellent interpersonal skills, including networking, influencing and persuasion, and being able to engage with stakeholders at all levels.
- Excellent organisational skills, including planning and prioritising across a wide variety of tasks, including ability to co-ordinate and prioritise complex issues to ensure deadlines and cycles are met.
- Excellent analytical skills and ability to produce statistics and reports.
- Excellent communication skills, including ability to draft correspondence, deliver presentations,and host events.
- Team player and ability to work supportively and collaboratively with colleagues.
- Commitment to the contribution of volunteers within a charitable organisation.
- Respect for professional boundaries and ability to maintain confidentiality at all times.
- Excellent people management skills, and commitment to volunteer development.

Other Requirements

- A Basic Disclosure and Barring Service (DBS) Check which will disclose any unspent convictions or conditional cautions.
- 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