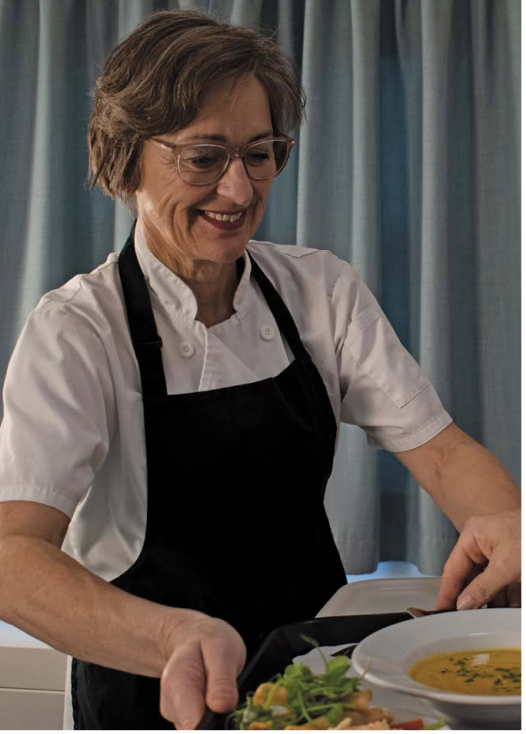











Weldmar Hospicecare

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

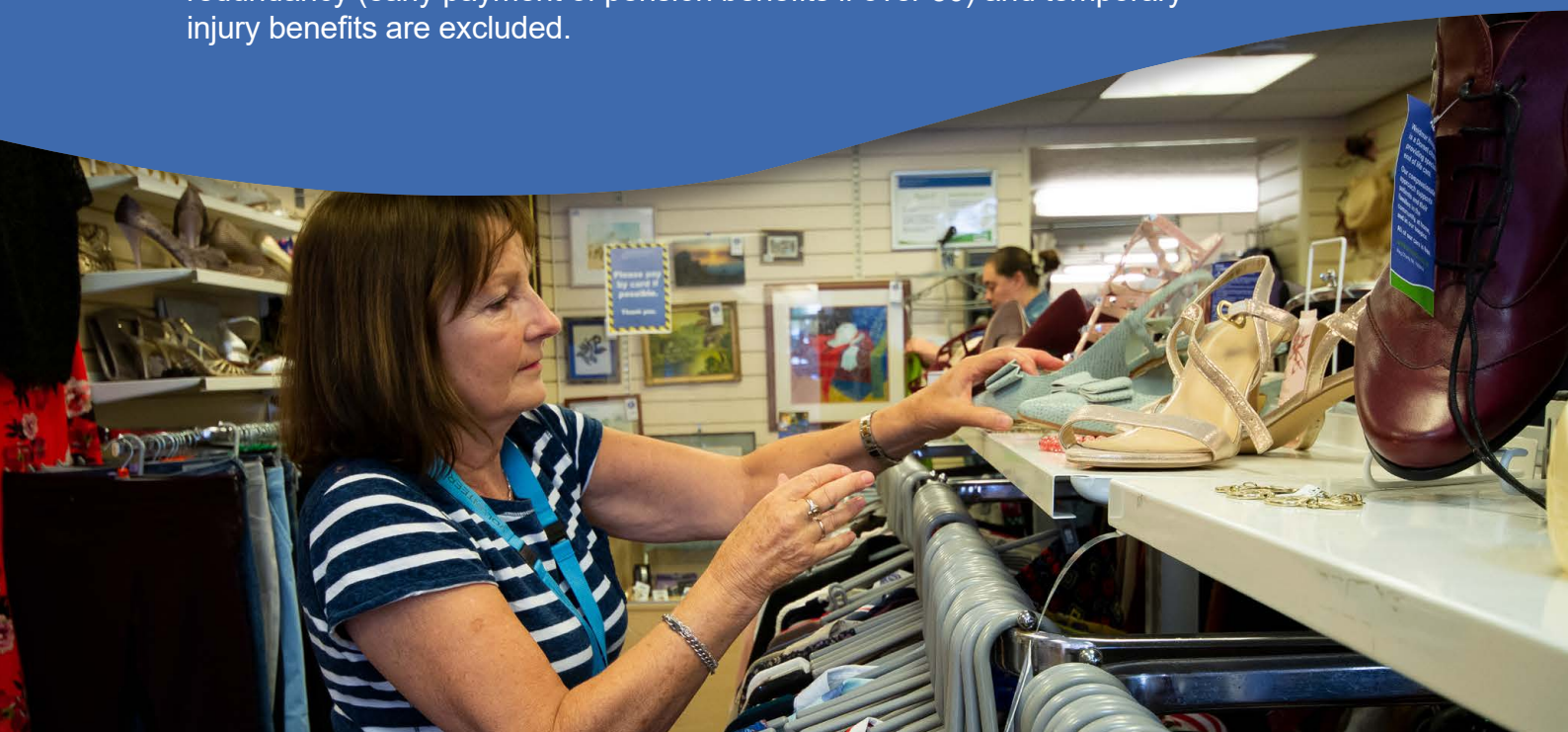
We aim to attract and retain high quality employees with the right skills and experience to fulfil their role and we offer all employees a competitive salary. Pay for retail employees is directly related to the turnover of the shop or outlet. Pay for clinical employees is determined separately and is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

Location
Inpatient Unit/ All Weldmar Sites

Hours
37.5

Pay band
Weldmar Scale

Salary
£39,653 Per Annum

Reports to
Facilities Lead

Responsible for
Maintenance Technicians, external contractors and services

Job Purpose

The Maintenance Manager will oversee the ongoing reactive and planned maintenance programme at all Weldmar sites across Dorset, as well as support specific project work as directed.

This involves planning, triaging, scheduling and overseeing maintenance and refurbishment activities required of the Maintenance Team. To ensure that Weldmar's buildings, grounds, vehicles and equipment, are running efficiently. This includes preventative and reactive maintenance, ensuring compliance to organisational, regulatory and legislative procedures, as well as managing resources and budgets.

The Maintenance Manager will source, develop and maintain relationships with external contractors and support the logistical planning of maintenance, refurbishment and project work. The role is also responsible for the management of the maintenance service and team and will be required to undertake planned preventative and reactive tasks on a daily basis

Scope and Limits of Authority

Reporting to the Facilities Lead, and working in collaboration with the Facilities Compliance Coordinator, the Maintenance Manager is expected to plan and organise all maintenance activities. They will:

- Be responsible for ongoing planned preventative maintenance across all Weldmar sites.
- Develop, implement and oversee maintenance schedules and plans, in line with the requirements of manufacturers recommendations, Health & Safety Regulations, best practice and Health Care Standards.
- Ensure that regular inspections and risk assessments are conducted to identify areas requiring repair and improvement. Proactively raising issues and providing proposed solutions.
- Review completed audits, inspections, or risk assessments (both internal and external), implement and monitor any associated recommendations or action plan.
- Under the direction of Facilities Lead and Project Lead, support with the coordination of refurbishment programmes and project work, including moves, re-fits, transport.
- Contribute to Weldmar's emergency and contingency plans, protocols and procedures.
- Manage the maintenance budget and track costs against budget, highlighting concerns to Facilities Lead.
- Line Manage and develop Maintenance Technicians.

Job Description

Job tasks

Maintenance

In liaison with the Facilities Lead, ensure regular checking of premises and equipment to identify building and plant deterioration, Health & Safety potential concerns and apply corrective action.

- Ensure all repair work undertaken is in accordance with the departments Life Cycle policy (repair vs replacement) and at all times with due consideration of budgetary requirements
- Interpret layouts and drawings and utilise this information to preform fault diagnostics/rectification, planned preventative maintenance and installation of new equipment.
- Work under pressure and to deadlines to ensure plant down time is kept to a minimum.
- Raise purchase orders for required spares and materials and engagement of contractors under limit of authority.
- Take a proactive involvement role in the development of in-house Maintenance Management Systems.
- Triage all maintenance requests, liaise with colleagues as necessary and appropriately assign tasks to the maintenance team.
- In collaboration with the Facilities Lead and Facilities Compliance Officer, produce reports to working groups, committees and to the Senior Leadership Team and inform decision making.
- Consider and report any impacts or implications of strategic plans on logistics, offering solutions when able.
- Contribute to the review and development of policy and procedures in line with relevant legislation.
- Responsible for sourcing the best value and reliable competent contractors, requesting and recording all necessary paperwork including insurances, risk assessments, method statements and certificates. Following best practice by retendering every three years.

Technical

- Understand and work in accordance with the requirements of Healthcare and any statutory technical requirements for the operation and maintenance of plant and engineering services.
- Technical understanding of electrical, mechanic and hydraulic systems for planning and troubleshooting.
- Proficiency in operating modern maintenance technology, including Building heating/cooling/ventilation systems
- Undertaking of minor wood, metalwork, plumbing, electrical and decoration work when competent to do so.

Weldmar Fire Officer:

- Responsible for fire safety and completion of fire risk assessments at all Weldmar sites.
- Ensure that all fire equipment is tested and maintained in line Regulatory Reform Fire Safety Order & Health and Safety regulations.
- Produce and deliver mandatory fire safety training, both theory and practical, to all employees and volunteers, and carry out announced fire drills.
- Advise and support with fire requirements to any building changes across our sites.

Job Description

Authorised Person Piped Medical Gas:

- Maintain the piped oxygen system, manifolds & storage tanks using only approved contractors.
- Ensure sufficient supplies of medical gas cylinders and liquid oxygen supplies are available at all times.
- Laisse with clinical teams, Facilities Compliance Coordinator and technicians to forecast usage, need and coordinate timely deliveries of supplies.
-

Waste Disposal:

- Ensure all maintenance and facilities work including waste disposal is done in accordance with regulation, Weldmar policy and procedures.

Vehicles:

- Oversee basic safety checks on managed vehicles.
- Ensure all vehicles are maintained, inspected and tested in accordance with relevant procedures.

Portable Appliance Testing (PAT):

- Work with the Facilities Compliance Coordinator and other technicians to ensure portable appliance testing of all equipment on all Weldmar sites including shops is carried out to the prescribed schedule.

Leadership and Management

Overall responsibility for the Maintenance Team:

- Recruitment, onboarding and retention
- Line manage Maintenance Technicians to include regular 1:1's supervision, appraisal and ongoing development
- Provide support and guidance in all aspects of service delivery and ensure adequate training as required.
- Proactively participate in opportunities for shared learning, personal and professional development.
- Prepare and participate in on-call rotas and manage absence, to ensure effectively delivery of the provision.
- Responsibility for working with corporate or other volunteers to help with minor on site works such as decorating.

Contractors:

- Manage all contracts and procurement arrangements to maximise cost effectiveness and probity, including negotiating of terms and where appropriate penalty clauses.
- Liaise with external contractors, reviewing risk assessment & method statements RAMS issuing an 'Authorisation to Work' permit before commencement of any works and ensure work is completed to the required standard.
- Coordinate and oversee subcontracts ensuring quality of provision and follow up and resolution of any problems.
- Oversee the management of annual contracts, ensuring that contracts are in place and in date.

Job Description

Monitor and assist employees undertaking fault-finding and maintenance on complex, critical and specialist plant, systems and equipment. Providing technical support and liaising with suppliers as necessary:

- Stand-by generators
- HVAC systems
- Water Systems and Distribution
- Building management Systems (BMS)
- Lifts
- Boiler Controls and associated equipment /services
- Fire alarm Systems
- Fire equipment
- Emergency Lighting
- Nurse Call Systems
- Access Control System
- Control systems of varying types throughout the Hospice sites i.e. catering, Laundry, water treatment etc.
- Plant and associated systems
- Building Fabric internal and external
- Beds and Hoists and associated equipment
- Medical equipment – suction pumps, oxygen concentrators etc.
- Liquid Oxygen system
- Vehicles

Person Specification

Qualifications and Knowledge

- Considerable knowledge and understanding of a wide range of building maintenance, services and facilities including qualifications in a relevant field (e.g. craft C&G/NVQ) or the equivalent level of expertise gained through experience
- Knowledge of medical gas and the commitment to be trained to the required competency.
- Management of Water Systems, with knowledge of (Legionella) and the commitment to be trained to the required competency
- Considerable knowledge, understanding of health and safety matters associated with maintenance activities within a healthcare environment
- Maintain up to date skills and knowledge and maintain an awareness of patient led service issues
- Knowledge and experience of the Fire Regulations and competent in carrying out Fire Risk Assessments or the commitment to be trained to the required competency.
- Good knowledge, understanding of the principles and practice of risk management
- Knowledge and experience of transport support services and regulations.
- Good level of IT knowledge in relation to construction and buildings.
- Knowledge and ability to interpret plans and schematics.
- Good physical fitness for carrying heavy loads and performing other physically demanding tasks

Experience

- Experience in a recognised construction/building facilities maintenance trade such as electrical, plumbing, carpentry, HVAC engineer, general builder.
- Experienced and capable in carrying out a wide range of maintenance tasks, Including basic repairs to plant and equipment, fault finding, analysing and recommending the most cost-effective option for repair and or replacement.
- Experience and a very good understanding of building and fire regulations.
- Experienced in carrying out a wide scope of works i.e. carpentry, plumbing, decoration, equipment repairs and general DIY.
- Experience of line management, including recruitment, performance management, training and development of staff
- Experience in supervising contractors.
- Experience of financial management and of setting, achieving manageable budgets
- Experience of project management, working to a set timeframe and managing multiple planned and reactive works at any one time

Skills and Abilities

- Good analytical thinking skills with a proactive and problem-solving approach to work
- Ability to apply knowledge and skills to a variety of standard and non-standard problems and identify issues.
- Excellent organising and prioritising skills to coordinate and prioritise tasks and ensuring job completion, even during emergencies
- Ability to appropriately delegate tasks and responsibilities to team members
- Ability to work in a healthcare environment
- Ability to work under own initiative, as part of a team and be able to lead and motivate a team.
- Excellent verbal communications, including listening skills and ability to provide advice and guidance to colleagues and contractors.
- Ability to produce and deliver quality training material for mandatory fire training

Person Specification

- Contract management skills, assessing tenders, negotiating terms and managing quality of service to teams
- Strong maintenance and facilities background and prepared to be part of the maintenance on call team working.
- Attention to detail ensuring maintenance tasks are not overlooked and minor site problems do not become major problems
- Reliability
- Good IT skills (e.g. Excel, Word, Microsoft Outlook)
- Understanding of, and contribution to, Budget Management

Other Requirements

- An Enhanced Disclosure and Barring Service (DBS) Check: which will disclose any spent or unspent convictions, cautions, reprimands or warnings the applicant has, as well as any other relevant information held by the police.
- 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.



Weldmar Hospicecare

Thank you for your application.

Keep up to date with our latest news on social media

weldmarhospicecare.org

Registered Charity No. 1000414