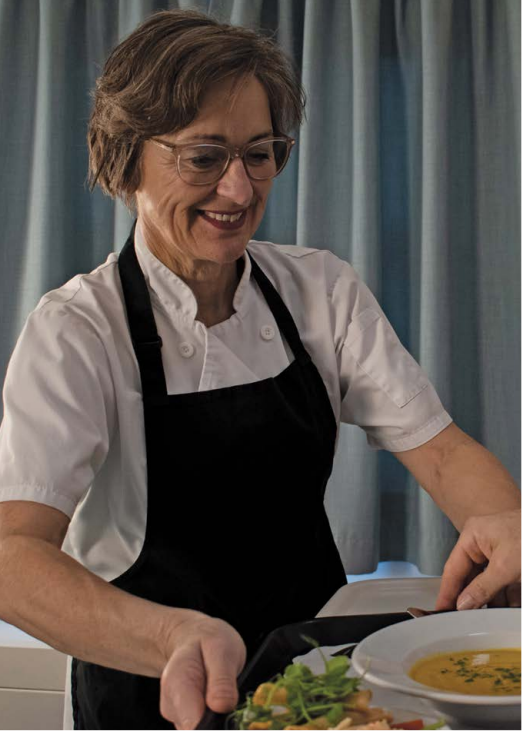











Weldmar Hospicecare

# 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

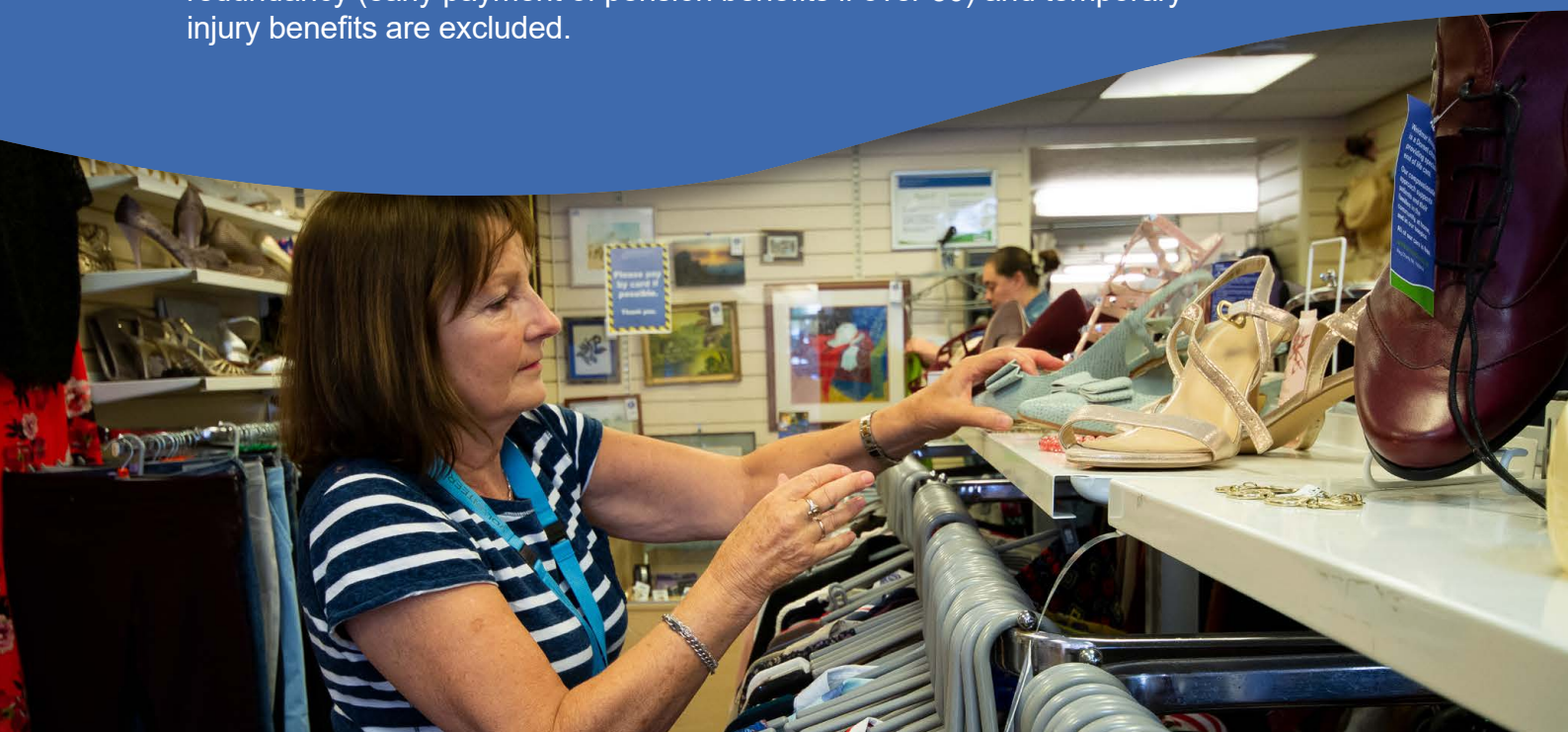
We aim to attract and retain high quality employees with the right skills and experience to fulfil their role and we offer all employees a competitive salary. Pay for retail employees is directly related to the turnover of the shop or outlet. Pay for clinical employees is determined separately and is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

**Location**
Dorchester Superstore

**Hours**
14 per week

**Pay band**
Retail Salary Scale

**Salary**
£9,818 Per Annum

**Reports to**
Store Manager

**Responsible for**
Working with Volunteers

Job Purpose

- To undertake retail goods collections and deliveries as scheduled, ensuring stock is loaded and unloaded safely and in line with procedures
- To maintain good relations with the general public and promote the Hospice within the community
- To ensure the van is maintained and secured
- To support the Retail Operation with Distribution and Stock Management

Scope and Limits of Authority

The Collection and Delivery Driver is responsible for ensuring that all collections and deliveries are actioned as per the programme of agreed arrangements

In addition, they are responsible for the following resources:
- Stock control: The collection of saleable quality furniture – as per the guidelines
- Van: safe use, basic checks and ensuring referral of maintenance needs
- Financial efficiency of vans operation

Job tasks

Drive the van with an Assistant to undertake collections and deliveries in line with distribution schedules, received from the Manager. This includes collections from individual donor's homes and movement of furniture and other stocks between Stores and shops

Implement the Charity's commitment to claim Gift Aid when collecting donated goods, including:
- Ask and recruit for New Donors
- Acknowledge repeat donors
- Ensuring completion of Gift Aid documentation

# Job Description

Ensure effective use of space when packing the Van during collections and deliveries considering the safety of personnel and the care of products

Oversight, guidance and support to any volunteers accompanying collection and distribution runs, including ensuring that lifting, carrying, loading and unloading is carried out in line with health and safety procedures

Maintain the quality control standards of furniture collection, only accepting donated goods that comply with the Trading Standards requirements and are of saleable quality

Work as part of the Retail Operations Team and provide support and assistance to the Stores and Shops, Area Managers and Director as appropriate

Responsible for Van care, ensuring it is roadworthy, clean and maintained in line with health and safety standards at all times. This includes oil and fuel checks, tyre pressure, lights etc.

Refuel the van as required, including ensuring the vehicle is returned with sufficient fuel levels, and providing all receipts

Report any vehicle defects to the Manager promptly. Delivers and collects vehicle to designated repair centre (time scheduled in agreement with Manager)

Ensure the van is parked and secured at end of shift, reporting any problems to the Manager

The day to day tasks outlined above will require the post holder to routinely undertake physical work involving lifting, handling and moving donated stock items. The physical aspects of the work are an integral part of the job and require the post holder to be fit and able to carry out tasks at all times

Overview all areas of Health & Safety as appropriate and required by Transport regulations and ensuring the provision of a safe environment for staff and volunteers at work:

- Report to the Manager any incidents that have occurred and understand the need to complete a Risk Assessment form
- To comply with the Charity's Moving & Handling Policy
- Review/observe/follow the H&S Manual guidelines
- Take special guidance with Manual Handling ref: Furniture moving
- Act responsibly with weight and lifting
- Observe the Charity's Policies
- Wear the Charity's work clothing provided for safety, protection and identification
- Complete daily travel and mileage recording requirements

Ensure that good customer service is provided to both donors and colleagues at all times, including handling the rejection of unsuitable goods from the general public with tact and sensitivity

In the event of the van not being in use the working hours will be allocated to other duties within the retail operation i.e. within the Store or to support the Area Manager where the time can be most effectively used.

# Person Specification

Knowledge

- Knowledge of safe and good practice when driving and maintaining a vehicle for commercial purposes
- Ideally knowledge of relevant Health & Safety requirements relating to commercial driving and manual handling, although training will be provided
- Geographic knowledge of area in order to assist with schedules
- Basic Numeracy and basic literacy skills to the level required to operate the Van for Collections, Delivery and Distribution purpose
- Good knowledge of and commitment to customer service, including understanding of requirement to support a retail operation
- Some understanding of the role and contribution of volunteers

Experience

- Experience of driving for commercial purposes, ideally with a retail, distribution or logistics environment
- Experience of working to schedules in order to meet deadlines
- Ideally experience of working with the general public

Skills/Abilities

- Good team working skills and the ability to work with a team of volunteers
- Ability to prioritise a range of tasks in a very busy and varied business
- Good spatial awareness and ability to pack a van logically and efficiently
- Good interpersonal skills and ability to provide excellent customer service, including ability to say no  with tact and sensitivity when appropriate
- Ability to assess the sales potential when viewing furniture collections to maximise turnover opportunities relating to sales within the Stores

Other Requirements

- A Disclosure and Barring Service (DBS) Check is not required for this role
- Clean driving licence and ability to drive a Van for the movement of furniture and other stock items
- 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.

# 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