



Princess Alice
Hospice

For Excellence. For Living.

**Director of Patient Care,
Community Engagement and Support**

An exciting opportunity



I am delighted that you are interested in becoming Director of Patient Care, Community Engagement and Support. This is a fantastic opportunity to contribute to the success of the Hospice by providing leadership, management and strategic direction for the palliative and end-of-life care services, support and initiatives, provided for patients, their families, friends, carers and our wider community.

This is an exciting time to be joining the Senior Leadership Team of the Hospice as we start to develop our strategic focus for 2022 onwards.

At Princess Alice Hospice, we provide outstanding end of life care both in our Hospice and in our community. You would be joining an amazing organisation that is highly regarded both locally and within the hospice sector – it is the only hospice to have received a rating of ‘Outstanding’ by the CQC against all five domains. You would become part of a team that is passionate and focused but also highly supportive.

We don't take our success for granted and are constantly challenging ourselves to do better, so to fit in you would need to have that same degree of energy and enthusiasm. Informing everything that we do are our I CARE values – Integrity, Compassion, Accountability, Respect and Excellence – we would expect you to live up to them.

If you are excited by this opportunity and think you have what it takes, I would love to hear from you.

Nicki Shaw
Chief Executive Officer



Princess Alice Hospice makes a difference

It costs £10.1 million each year to provide our free, high-quality care.

As a charity, 76% of our income is generated by fundraising, retail operations, donations and legacies and it's only the ongoing, generous support of our community and beyond that makes it possible to do our work.

We provide excellent end of life care in our Hospice and in the community. The members of our team of staff, volunteers and supporters are positive, passionate and professional. We know we can't prevent death, but we do everything we can to make it as good as possible. Because, above all, we believe that hospice care is for living.

Princess Alice Hospice. For Excellence. For Compassion. For People. For Living.

For more information visit: pah.org.uk



3,100

patients cared for by the Hospice last year.



5,965

support sessions were provided by our social work, chaplaincy, bereavement and Children in Need teams.



200

Compassionate Neighbours trained and 260 community members supported.



2,727

patients cared for by our clinical teams in their own homes; 1,283 night response team visits.



379

patients with complex needs cared for on our In-Patient Unit.





Our Vision

Our communities will have the best care and support before, during and after death

Our Mission:

To reach out to more people by delivering outstanding care, nurturing compassionate communities, sharing our knowledge and expertise and influencing the debate around death and dying.

To help us achieve this, we've identified three goals:

1

We will be recognised for the outstanding care we provide

We will use our specialist expertise to develop wide-ranging approaches to end of life care and support to help more people live life to the full, and when the time comes, to have a good death.

2

We will nurture compassionate communities

We will inspire individuals, groups and communities, giving them the skills and confidence to support people through caring, dying, grief and loss.

3

We will share our knowledge and expertise and influence the debate around death and dying

We will raise awareness of high-quality end of life care by sharing our skills, knowledge, research and opinions.

What our staff say about us



*Source: Staff 'Birdsong Survey' Oct 2020.

"I think the values we quote as being organisational values are plain to see every day at work in the way people interact. I value it being a small organisation and it being receptive to new ideas and suggestions. I find a collective 'can do' attitude very supportive and creates a positive work environment."

"I enjoy working for an organisation that is committed to helping people at the end of life and delivers such high quality compassionate care - I am proud of everything we do."

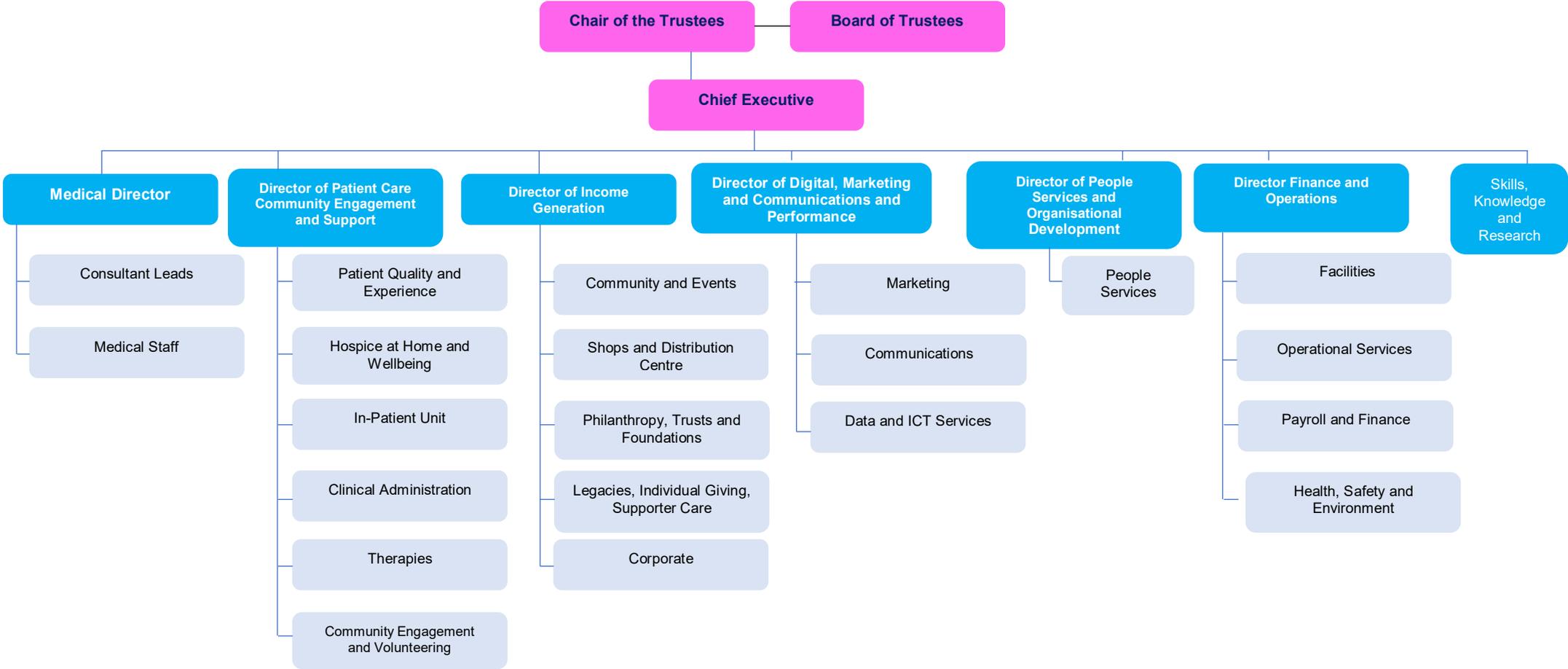
"Everyone I have worked with so far has been willing to go above and beyond in everything they do to make sure that the patients get what they need. They all do their best to make one of the most painful seasons a human being has to go through bearable."

"The organisation is ambitious and wants to be the best at what it does and wants to help families and communities, so not just focusing on the patient. Changing perceptions around death and dying is something that I feel passionate about and I am grateful to work for an organisation that allows me to make a difference in this area and is supportive of this."

"The Hospice is a friendly, supportive place to work. I enjoy being in the team I work with and have been impressed by the quality of the people I interact with."



PRINCESS ALICE HOSPICE ORGANISATIONAL STRUCTURE



Director of Patient Care, Community Engagement and Support

To provide leadership, management and strategic direction for the palliative and end-of-life care services, support and initiatives, provided for patients, their families, friends, carers and the wider community. The post holder will be accountable for the services as defined below, ensuring that these are evidence based and responsive, placing service users at the centre of all we do.

As a member of the Senior Leadership Team (SLT), the post holder will also play a key role in the overall strategic development and success of the Hospice.

The Director of Patient Care, Community Engagement & Support will also deputise for the Chief Executive when required.

Key responsibilities

Responsible for:

The in-patient unit, community care (Hospice @ Home), wellbeing, community engagement and support.

Leading on:

Strategic service development and innovation.

1. Strategy, planning and financial management

- 1.1. To lead on the development of the strategy for the development of our patient care, community engagement and support services;
- 1.2. Together with relevant Heads of Department, to develop the annual Patient Care, Community Engagement and Support business plans in line with the overall Hospice business planning process and timetable;
- 1.3. Together with the Medical Director, to ensure that the financial and staff resources are used flexibly across the Patient Care, Community Engagement and Support Directorate in the most appropriate setting to the greatest effect;
- 1.4. To be responsible for the annual budgets (other than medical), empowering individual Heads of Department to manage their budgets as appropriate;
- 1.5. To define and lead on the contribution of the Patient Care, Community Engagement and Support Directorate to the wider organisational strategic aims;

2. Leading and managing

- 2.1. To provide strategic direction and leadership to staff within the Patient Care, Community Engagement and Support Directorate;
- 2.2. To recruit, manage, develop and motivate staff, setting personal objectives that tie into the business plan and strategic direction of the organisation, and support their delivery via coaching, 1 to 1s, appraisals, etc.;



- 2.3. To ensure ongoing development of staff to achieve their optimum performance, arranging training and development opportunities when appropriate;
- 2.4. To ensure effective cross directorate and cross team working and joint planning through communication of plans, objectives and achievements;
- 2.5. To engage yourself and your teams to support the Hospice in maximising sustainable income streams, and in ensuring all supporters of the Hospice have the best possible journey with us;
- 2.6. To be responsible for the safety of all staff within the directorate/s, service users and patients within the Hospice;
- 2.7. To take on the role of Registered Manager for the purposes of the Care Quality Commission, and to provide leadership, support and direction to the Head of Quality and Patient/Family Experience.

3. Strategic service development and innovation

- 3.1. To maintain and develop effective and responsive partnership working with external health, social care and voluntary sector colleagues to optimize the development of new models of care and support to enable people and their families to have the right care and support in their preferred place;
- 3.2. To develop, pilot and evaluate new models of care and support, ensuring that people and their families can access and benefit from all of our care and support services in ways that are seamless and intuitive to them;
- 3.3. To maximise the use of technology to make our care and support go further;
- 3.4. To research parallel and related activities in the NHS and other charities and other sectors both nationally and internationally;
- 3.5. To work with colleagues in Education to develop new approaches that support the delivery of high-quality palliative and end-of-life care and support in the community and in care and nursing homes;
- 3.6. In collaboration with the Head of Quality and Patient/Family Experience and Head of Community Engagement, ensure that our care and support services are accessible, inclusive and reflect diversity;
- 3.7. In collaboration with the Head of Quality and Patient/Family Experience, lead on quality, audit and effectiveness.

4. Clinical

- 4.1. To determine the correct skill mix in terms of MDT, and level of clinical expertise to provide the most effective care and support across our clinical services;
- 4.2. To establish integrated care and support pathways that are reflective of, and responsive to, patient and user preferences;
- 4.3. To champion evidence based practice.

5. Community Engagement and Support

- 5.1. Together with the Head of Community Engagement, champion a “public health” approach to EoLC and the growth and development of compassionate communities;
- 5.2. Support the development of new initiatives and support services that are community focused and seek



to build confidence and capacity amongst our local communities to care and support those who are dying or bereaved;

5.3. Ensure that there is alignment between clinical and community engagement and support services so that people and their families can access the care and support that is right for them at any stage of their relationship with the hospice;

5.4. Together with the Head of Community Engagement, champion the role and contribution of volunteers both within the hospice and the wider community and in particular existing and new roles that support patients and families who are experiencing death and bereavement.

6. Working in Partnership

6.1. To work collaboratively with the Medical Director and MDT to develop patient and user focused services;

6.2. To work effectively and collaboratively with and across all PAH departments on joint projects, initiatives and funding opportunities;

6.3. Build and maintain effective relationships with a range of external experts, partners and stakeholders;

6.4. To represent PAH on external committees and working groups as required

7. Marketing and communication

7.1. To develop professional links with other local and healthcare organisations in the area;

7.2. To participate in, and where appropriate, to lead the introduction of new marketing and communication initiatives to promote the Hospice as a leading provider of palliative and end-of-life care;

7.3. To actively promote, internally and externally, the Hospice as a charity which receives the majority of its income from the local community.

8. Professional

8.1 To comply with the relevant Code of Professional Conduct;

8.2 To maintain and develop own professional knowledge and awareness

8.3 To participate in national and international fora to enhance PAH's brand and reputation and / or gain knowledge and expertise to improve the care and support we provide.

9. Other

9.1 To work as project sponsor or part of a project group on PAH wide projects as required;

9.2 To produce routine and ad-hoc reports and project updates as necessary;

9.3 To undertake any other such duties or general tasks and hours of work as may reasonably be required and to work in other locations within the hospice organisation.

9.4 Lead by example, exemplifying the Hospice values and behaviours – Integrity, Compassion, Accountability, Respect, Excellence.

A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post. This job description will be reviewed and amended in the light of changing professional demands.



Person specification

Qualifications and Training

- Registered Health Care Professional (E)
- Educated to degree level (E)
- Post-registration palliative care qualification (E)
- Relevant leadership and management training (E)
- Community nursing qualification (D)

Experience

- Continuous period as a senior clinical manager in a healthcare environment (E)
- Demonstrable track records in the successful leadership, management, motivation and development of people (E)
- Evidence of specialist palliative care experience (E)
- Demonstrable ability to formulate, propose and implement strategic developments (E)
- Experience in managing change whilst also maintaining and developing the provision of a high quality, client-responsive service (E)
- Experience of developing and implementing new models of care and support (E)
- Experience of team working and building, and maintaining effective working relationships in a multi-disciplinary environment and across health care boundaries (E)
- Demonstrable commitment to evidence based practice (E)

Particular skills and aptitudes

- Excellent leadership skills
- Strategic and visionary approach to planning user focused services
- Quality focused with an innovative approach
- Confidence, flexibility and decisiveness
- Evidence of effective multi-disciplinary team working
- Team leader and team player
- Able to demonstrate compassion and sensitivity when and where appropriate
- Able and willing to delegate
- An ability to communicate effectively at all levels, both verbally and in writing
- Evidence of providing information that is accurate, to a high standard and on time
- Numerate, and able to manage budgets
- Demonstrable effective presentation skills
- Computer literate



Specialist knowledge

- Knowledge of Hospice and other specialist palliative care service providers
- Knowledge of NHS services and provision of care
- Knowledge and understanding of a public health approach to End of Life Care
- Appreciation of relevant external regulatory systems and processes

Personal qualities and other requirements

- Sociable, approachable, enthusiastic
- Sense of humour
- Ability to work under pressure in a calm and efficient manner
- Ability to focus on priorities, targets and deadlines
- Ability to implement change effectively and convincingly
- Ability to lead and influence others by example, instruction and personal style
- Self-directed
- Friendly and outgoing
- Patience in dealing with people issues
- Effective listening skills
- Positive attitude to change
- Ability and willingness to see the wider picture and make decisions for the “greater good”
- Awareness of, and commitment to the Mission, Vision and Values of the Hospice

Salary & key benefits

Salary: We are offering a salary that is competitive in our sector (circa £80k).

Contract type: Permanent/full time

Base: Princess Alice Hospice, Esher, Surrey, with occasional travel across Greater London and Surrey.

Holidays: Starting at 27 days per year + bank holidays (pro rated for part time working) rising to 33 days after 10 years. Holiday buying/selling scheme.

Pension: We offer a Group Personal Pension Plan provided by Scottish Widows as well as an auto-enrolment pension through NEST. Members of the NHS pension scheme may be able to transfer this to employment with us.

Range of other benefits: including season ticket loan, Cycle to Work scheme, employee discount scheme, occupational sick pay, bereavement leave.



Timetable for recruitment and how to apply

Timetable for recruitment

Monday 18 January Closing date for applications. See below for details on how to apply.
W/C Monday 25 January Interviews at the Hospice

How to apply

Please submit your letter of application and CV by midnight on Monday 18 January to Karen Garforth, Director of People Services & Organisational Development, karengarforth@pah.org.uk

Candidates may request to discuss the role informally with our CEO, Nicki Shaw, please email deescannell@pah.org.uk



Princess Alice Hospice, West End Lane, Esher KT10 8NA

pah.org.uk

