



Rotherham
Hospice

Head of Hospice at Home



About Us

At Rotherham Hospice, we provide exceptional care for all those affected by terminal illness and are the only adult hospice in Rotherham for the people of Rotherham and surrounding villages.

We began offering Day Hospice services in 1994, and have grown over the years to now provide a 14 bed Inpatient Unit alongside our Hospice Community Team who provide care in the community. Our dedicated team of staff and volunteers work together to provide palliative care that incorporates psychological, physical, social and spiritual support to help patients and their families achieve the very best quality of life, both at home and in the Hospice.

We believe in making a meaningful difference to the lives of patients and their families. As a member of our dedicated team, you'll have the opportunity to contribute to a community of care that goes beyond the ordinary. We value innovation, teamwork, and a commitment to excellence in all that we do. Join us in creating a compassionate and supportive environment where every team member plays a vital role in enhancing the quality of life for those we serve.



Our Hospice is located here but our care covers all of the areas in green and everywhere in between!

About the Role

This is a new role being introduced within Rotherham Hospice which will provide expert operational leadership and clinical/professional accountability across all elements of the Hospice at Home Services. The operational remit of the role includes:

- Daily operational oversight of clinical service provision ensuring business continuity
- Working clinically a minimum of two days each week
- Specialist Palliative Care Nursing (planned and responsive) for patients in their own homes 24/7
- Hospice advice & guidance line 24/7
- Specialist Palliative Health Care Support Worker provision 24/7
- Line management and supervision of the Hospice at Home Team (Excluding medical staff)
- Responsibility for all areas of clinical governance and risk management of the service
- Team integration and cross cover for the Head of the Inpatient Unit
- Team integration and partnership working across the Rotherham Place

The role holder, working closely with our clinical and non-clinical teams, patients and loved ones will be responsible for the ongoing development of the clinical services. These will be aligned to the Hospice strategy, ensuring the needs of the patients and their loved ones are at the centre of the provision of high-quality services that deliver clinical excellence in line with CQC standards.

Benefits



Holidays.

A work-life balance is important for everyone, which is why we offer all employees 30 days annual leave per year (plus bank holidays), plus an additional day's leave in every 5th year.



A supportive & comfortable working environment.

Our Hospice is a calm and compassionate place to work, full of inspiring people who support one another.



Hassle-free parking at no cost.

No one is more than a couple of minutes' walk from the Hospice.



Great meals & drinks.

Because our culinary team prepares food for patients 24/7, they cook for us too. Buy a lovely lunch with 50% off without even leaving the building.



Reassurance.

Whilst the here and now is important, we all think about the future. We offer employees a 6% pension after probation and a Life Assurance scheme which will pay 2x your annual salary should you die whilst working in our service.



Training & development.

Every employee will be supported with their training and development needs and will be regularly supported by their line manager.



Role Details

Job title:	Head of Hospice at Home
Responsible to:	Director of Clinical Services
Line management:	The role holder will have line management responsibility for all staff within the Hospice at Home team.
Salary	c£50,638-£61,890 dependent on experience
Hours of work	Up to 37.5 hours/week worked across 7 days to meet service requirements with some out of hours working aligned to quality assurance. The role holder will participate in the Hospice Leadership Team on-call processes.
Contract type	Permanent
Location	This role will be based at the Hospice's main site with regular community outreach working integrally with all Hospice service areas across the Rotherham geography.
Probation period	3 months



Key Responsibilities

Operational

- Has day to day operational oversight of all elements of the on-site and community delivered Hospice at Home services ensuring business continuity is maintained across the 7-day period.
- The role holder will work clinically a minimum of two days each week, seeing patients or working alongside staff to develop and gain assurance of clinical practice.
- Ensures that delegated supervisory responsibility is in place for the services across the 24/7 period.
- Ensures workforce and clinical skill mix is maintained to always meet the needs of the service, with appropriate systems and processes in place.
- Undertakes required workforce planning and role development to meet the needs of the services delivered. Undertakes recruitment and retention activities to ensure that safer staffing numbers are maintained.
- Ensures regular and effective team communication.
- Works in partnership with the wider MDT and other Hospice clinical teams to ensure a seamless service provision for patients and their loved ones.
- Works collaboratively with the Head of the Inpatient Unit (IPU) to ensure there is cross cover in place across both services at times of leave or absence.
- Works collaboratively with the wider palliative and end of life services across the Rotherham Place including District Nursing, GP Out of Hours, TRFT Palliative Care Team and Community Matrons.

Leadership & Management

- Acts as a positive professional role model at all times.
- Has line management responsibility for all staff within the Hospice at Home team/services.
- Is responsible for ensuring that robust arrangements are in place for delegated team supervision daily.
- Provides professional leadership and supports the supervision and mentoring of clinical staff. Supports the development of the Hospice at Home multi-disciplinary team members.
- Promotes a culture of safety that encourages transparency, incident reporting and continuous learning and improvement.
- Is a member of the Hospice Leadership Team. Participates in the Hospice on-call processes.

Professional & Workforce Development

- Ensures that the education, training, and professional development needs of clinical and nursing staff are identified, and appropriate plans are in place to meet these needs. Participates in the training of staff as appropriate.
- Works in collaboration with the Training & Development Manager to monitor and assure compliance with all mandatory training requirements for the Hospice at Home team.

Key Responsibilities (cont.)

Professional & Workforce Development (cont.)

- Supports the Hospice at Home team to maintain their awareness of professional standards and developments within their area of clinical practice.
- Proactively works to identify and promote sustainable workforce strategies, ensuring that team recruitment and retention levels are good, that robust induction and ongoing support is in place and that clinical and nursing morale remains high.
- Develops and facilitates training for the Hospice at Home team empowering clinical and nursing staff to take on a wider range of clinical/non-clinical activities that meet the needs of patients who needs specialist palliative and end of life care.

Patient Experience

- Acts immediately appropriately when discovering professional standards of care are below acceptable levels.
- Works collaboratively with the Head of Patient Experience/Deputy Director of Clinical Services to ensure the delivery of safe and effective Day Services through a community-based outreach model that is responsive to the identified needs of patients and their loved ones.
- Undertakes and leads projects relating to continuous improvement of patient experience and/or clinical effectiveness including devising and monitoring service/project outcomes for the Hospice at Home services working with and engaging the clinical teams.
- Works with the clinical team to manage the workload and develop and refresh the service models to meet patient need in line with evidence-based practice and patient experience feedback safely and effectively.
- Develops, leads and evaluates the service through engagement with patients and families to gather feedback and insights into their care experiences. Prepares user and patient experience reports including themes, trends and risks to inform continuous improvement.
- Leads the team to implement new ways of working through innovation and the management of change to improve patient experience.
- Takes the lead and co-ordinates action on standards of cleanliness and infection prevention & control across the areas of responsibility. Ensures the Hospice environment always meets IP&C standards.
- Is responsible for clinical governance within the Hospice at Home services, investigating incidents, completing risk assessments, and maintaining service risk registers. The role holder will also ensure that shared learning from incidents and risks are effectively communicated to all team members.
- Chairs one of the Hospice Clinical Forums (Falls, Pressure Ulcers, Medication Management, or Safeguarding).
- Will complete local investigations and responses to formal and informal complaints in line with the Hospice policy. Working collaboratively with the Director in ensuring that learning is identified and shared.

Key Responsibilities (cont.)

Patient Experience (cont.)

- Maintains the delivery and assurance required for CQC standards for all Hospice at Home services. Ensures that evidence for each quality statement is assured and uploaded into the QUIQ system every month.
- Undertakes investigations (safety or human resource) as delegated.

Learning and Development

- The role holder will participate in any training and development programme identified as required by Rotherham Hospice as part of their employment.
- Participates in individual performance reviews, maintains professional portfolio. Develops and utilises a written personal development plan.
- Maintains and participates in continuous professional development, ensuring that has an up-to-date evidence base of knowledge and competence in all aspects of this role.
- Accesses clinical supervision through internal and external sources as required.
- Works with the Learning & Development Manager to develop and deliver the Hospice internal and external training programmes as required.
- Participates in the Hospice audit programme, completing agreed audits and disseminating learning to share good practice and inform continuous improvement.

Team Working

- This role is an integral part of the clinical team and the Hospice leadership team.
- The role holder will contribute to team effectiveness through reflection on own and team activities, identifying and delivering strategies that improve patient and loved ones experiences of Hospice care.
- Actively listens to and communicates effectively with all immediate team members and the wider Hospice teams.
- Supports the team to develop and maintain trust, approach conflict professionally and positively, be committed to each other, be accountable and demonstrate team outcomes.

Other Responsibilities

- Recognise and work within own competence and in accordance with the professional code of conduct of the Nursing and Midwifery Council (NMC).
- Will perform all people management responsibilities on time, supported by Hospice policies and procedures, including absence management, performance management, disciplinary and grievances.
- Will manage delegated budgets in line with Hospice standing financial instructions.

Personal Specification

No candidate will meet every essential and desired criteria. If your experience looks a little different from what we've identified and you think you can bring value to the role, we'd love to learn more about you.

Criteria	Essential	Desired
Qualifications & Training		
Current active registration with the Nursing & Midwifery Council (NMC).	✓	
First degree in nursing.	✓	
Palliative care qualification or equivalent experience.	✓	
Evidence of ongoing professional development.	✓	
Non-medical prescribing.		✓
Qualification in leadership/management or currently working towards.		✓
Professional qualification or significant training in quality improvement methodologies.		✓
Project management qualification.		✓
Experience		
Operational experience of service delivery.	✓	
Caring for palliative and end of life patients, families & loved ones.	✓	
Advanced communication skills.	✓	
Experience of leading staff delivering palliative & end of life care and influencing maintenance and improvement of standards.	✓	
Experience of working in a community environment.	✓	
Experience of working in partnership with patients, families and loved ones to hear experiential feedback and understand the needs of future service provision.	✓	

Personal Specification (cont.)

Criteria	Essential	Desired
Experience (cont.)		
Developing and delivering internal and external training packages/programmes.	✓	
Leading and line management of a multi-disciplinary team.	✓	
Working with and supporting volunteers.	✓	
Receiving and providing clinical supervision.	✓	
Delivery of clinical governance and risk management through frameworks and systems.	✓	
Delivery of clinical audit and effectiveness.	✓	
Successful project management including change and continuous improvement delivery.	✓	
Experience and understanding of demonstrating and evidencing compliance against CQC quality statements and the 2024 CQC framework.	✓	
Community nursing experience.		✓
Operational delivery of Hospice strategy and agenda.		✓
Budget management.		✓
Skills & Abilities		
Understands own accountability as a Registered Health Care.	✓	
Professional.	✓	
Effective time management and the ability to prioritise and organise competing demands.	✓	
Good level of self-awareness and effective team working with the ability to communicate with staff at all levels to promote effective learning and improvement.	✓	
Remains calm in all situations demonstrating emotional intelligence and self-awareness.	✓	

Personal Specification (cont.)

Criteria	Essential	Desired
Skills & Abilities (cont.)		
Ability to communicate complex and highly sensitive information (both verbally and in writing).	✓	
Identify, assess, and minimise clinical and non-clinical risks.	✓	
Competence with clinical IT systems.	✓	
Competence with all Microsoft or other IT systems used within the Hospice.	✓	
Understanding of equality, diversity and inclusion specifically within continuous improvement and access to services.		✓
Personal Qualities		
Approachable, confident, compassionate.	✓	
Professional, pleasant, and friendly demeanour.	✓	
Full clean driving licence and daily access to a vehicle.	✓	
Commitment to professional development of self and others.	✓	
Insight into the wellbeing of self/others.	✓	
Excellent communication and interpersonal skills.	✓	
Able to work effectively and inclusively as a member of a team and autonomously as required.	✓	
Empowering leadership and supervision style.	✓	
Commitment to equal opportunity, diversity and inclusion.	✓	

How to Apply

Please apply by submitting a CV and supporting statement, highlighting your suitability for the position and why you are interested, by email to:
humanresources@rotherhamhospice.org.uk

All applications will be treated in the strictest confidence.

If you would like to request an informal conversation about the role prior to applying, please call the Hospice on 01709 308 900 or email
humanresources@rotherhamhospice.org.uk

Closing date: Thursday 6th June, 2024

