Nottinghamshire Hospice
adding life to days

JOB DESCRIPTION

SECTION IDENTIFICATION	
Job Title:	Head of Community Services
Responsible to:	Director of Care Services
Salary:	£54, 961 per annum
Hours:	37.5 per week
Contract Type:	Permanent
Team:	Hospice in Your Home
Location/Base:	Woodborough Road, Mapperley Park, Nottingham

SECTION 1 – JOB SUMMARY

The Head of Community Services is a Hospice leadership role responsible for the operational, and clinical leadership of Nottinghamshire Hospice's community-based services. The postholder will ensure the delivery of high-quality, safe, responsive, and compassionate palliative and end-of-life care services, enabling people to live as well as possible in the place they call home.

As a member of the Hospice Leadership Team, the Head of Community Services will provide visible leadership across community services, driving excellence in care delivery, service performance, workforce development, and stakeholder engagement. The role combines operational management with professional clinical leadership and requires a highly experienced registered healthcare professional with a strong understanding of palliative and end-of-life care.

The postholder will oversee the management and development of:

- Hospice in Your Home (24-hour community service)
- Wellbeing Day Services

The role requires regular travel across Nottinghamshire and participation in the Hospice's Clinical on-call rota (approximately one week in every five weeks).

SECTION 2 - ORGANISATION CHART/ ACCOUNTABLITY

Chief Executive

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Director of Care Services

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Head of Community Services

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Hospice in Your Home Registered Nurse leads/Wellbeing Registered Nurse, Care Admin Team Leader

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Hospice in Your Home Registered Nurses

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Hospice in Your Home Palliative Care Assistants/Healthcare Assistants (Wellbeing and Bank)

SECTION 3 - MAIN DUTIES AND RESPONSIBILITIES OF THE POST

- Ensure Nottinghamshire Hospice's commitment to equity, diversity and inclusion is embedded in all areas of people practice.
- Act as a champion for equity, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to the Hospice in Your Home team.

Hospice Leadership

- As a member of the Leadership Team, you will attend meetings and take an active role in supporting and delivering actions from the Senior Leadership Team departmental and organisational strategies.

Clinical Leadership

- Provide professional and clinical leadership across community services, ensuring care is delivered in accordance with evidence-based practice, national guidance, and Care Quality Commission (CQC) regulatory requirements.
- Promote a culture of excellence, safety, learning, and continuous quality improvement.
- Maintain oversight of clinical governance, risk management, safeguarding, incident reporting, and quality assurance processes within community services.
- Ensure patients and families receive person-centred, equitable, and compassionate care.
- Act as a senior clinical resource and expert advisor for complex clinical situations as required.

Operational Management

- Provide overall operational leadership for Hospice in Your Home and Wellbeing Day Services.
- Ensure services are appropriately staffed, resourced, and managed to meet operational demands and service objectives.
- Monitor service performance, activity, quality indicators, and outcomes, taking action where improvements are required.
- Lead workforce planning and service delivery models to ensure sustainable and effective services.
- Manage budgets and resources responsibly in collaboration with senior colleagues.

People Leadership

- Line manage and support Lead Nurses and the Care Administration Lead.
- Foster a positive, inclusive, and high-performing culture that reflects the values of Nottinghamshire Hospice.
- Lead recruitment, retention, performance management, supervision, and professional development within the teams.
- Ensure staff receive appropriate support, training, and opportunities for growth.
- Promote staff wellbeing and engagement across community services.

Partnership and Stakeholder Engagement

- Build and maintain strong relationships with external stakeholders including NHS organisations, Integrated Care System partners, primary care colleagues, care providers, commissioners, voluntary sector organisations, and community partners.
- Represent Nottinghamshire Hospice at external meetings, networks, and partnership forums.
- Promote the role and impact of hospice community services across Nottinghamshire.
- Work collaboratively with stakeholders to improve patient pathways and access to palliative and end-of-life care services.

Governance and Quality

- Ensure compliance with all relevant regulatory, professional, and organisational standards.
- Lead quality improvement initiatives and contribute to service evaluation and audit programmes.
- Monitor risks and implement appropriate mitigation strategies.
- Lead on investigations and responses to service feedback.
- Support organisational readiness for inspections and quality reviews.

Education and Professional Development

- Champion learning and development across community services.
- Support the development of palliative and end-of-life care knowledge and skills within the workforce.
- Contribute to the design and delivery of education and training programmes internally and externally where appropriate.
- Promote a culture of reflective practice, professional development, and evidence-based care.

Values and Behaviours

The postholder will demonstrate and promote the values of Nottinghamshire Hospice through:

- Compassion
- Trust
- Ambition

On-Call Responsibilities

- Participate in the Hospice's Clinical on-call rota (approximately one week in every five weeks).
- Provide operational and clinical leadership support outside normal working hours as required.

SECTION 4 - THE PERSON SPECIFICATION

ESSENTIAL

- Able to demonstrate how you meet the Hospice values of Compassion, Trust and Ambition.

Essential Qualifications

- Registered Nurse, Allied Health Professional, or other Registered Healthcare Professional with current professional registration.
- Degree-level qualification in a relevant healthcare discipline (or equivalent experience).
- Evidence of continuing professional development.
- Leadership or management qualification, or willingness to work towards one.

Essential Experience

- Senior management experience within healthcare, hospice, community, or palliative care services.
- Experience of leading multidisciplinary teams and managing managers.
- Experience of operational and clinical service management.
- Experience of quality improvement, governance, risk management, and service development.
- Experience of managing change and driving service improvements.
- Experience of building effective partnerships with external stakeholders and healthcare organisations.

Essential Knowledge and Skills

- Strong understanding of palliative and end-of-life care principles and practice.
- Excellent leadership, communication, and interpersonal skills.
- Strong organisational, and resource management skills.
- Ability to analyse data, monitor performance, and implement improvements.
- Commitment to person-centred care and the hospice values.

DESIRABLE

- Specialist qualification or significant experience in palliative and end-of-life care.
- Experience of delivering education, training, and workforce development programmes.
- Experience of working within hospice services.
- Master's degree or equivalent advanced study.

SECTION 5 - WORKING CONDITIONS / EFFORT

- Working at a VDU/PC for a large part of the role.
- Constant interruptions with staff enquiries, telephone calls and emails.
- Communication within team and other agencies as necessary.
- Sitting in same position for periods of time.
- Exceptionally busy workload.
- Based in historic building therefore lift not available.

- Ability and willingness to travel across Nottinghamshire on a regular basis.
- Ability to work flexibly to meet service needs.
- Participation in the Hospice Clinical on-call rota.
- Travelling is a requirement of the job role and therefore it is essential to hold a Full UK Drivers' licence, have access to a vehicle and to be able to provide evidence of 'Business use' motor insurance, purchased at the postholders' expense. In addition, Care roles will be required to drive Nottinghamshire Hospice vehicles during roaming shifts.

SECTION 6 - COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITIES

HEALTH AND SAFETY / SECURITY

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

INFORMATION GOVERNANCE

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

INFECTION CONTROL

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice.

All staff must contact their Line Manager if they are suffering from any form of infection with may put patients and other staff at risk.

NO-SMOKING POLICY

Nottinghamshire Hospice has its own smoking policy which details the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

DIVERSITY, INCLUSION AND BELONGING

Nottinghamshire Hospice is committed to fostering a culture of equity, diversity, inclusion and belonging across our workforce and in the way we care for our patients, families and communities. We are continually learning and evolving to create a working environment in which people belong and thrive. We actively challenge discrimination and work together to create an environment where all voices are heard, and everyone has a genuine sense of belonging.

We warmly welcome people from all backgrounds, recognising that diverse experiences, identities and perspectives strengthen our organisation and enrich the services we provide. We particularly encourage applications from people within minoritised ethnic communities, people with disabilities, and men, as these groups are currently under-represented within our workforce.

Our Diversity, Inclusivity and Belonging Policy is available on the Hospice's Intranet. It applies to all Nottinghamshire Hospice staff, and we rely on each member of our team to champion these principles in their everyday work—treating all individuals with dignity and respect, and reporting any behaviour that does not align with our values or that discriminates on the basis of protected characteristics.

PERFORMANCE REVIEWS

The Hospice is committed to regular Progress & Achievement Conversations (PAC), including setting and reviewing objectives and developing/implementing personal development plans for all staff to enhance and support their ability to fulfil the requirements of their post.

SECTION 7 - CONFIDENTIALITY AND FREEDOM OF INFORMATION

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time. All information held by Nottinghamshire Hospice is subject to the UK General Data Protection Regulations 2021. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements. Breaches of the regulations or any aspect of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact. In addition to the above confidentiality requirements, you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

SECTION 8 - JOB DESCRIPTION AGREEMENT

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.