



**St Joseph's
Hospice**
Serving East London
and the City

Head of Supportive Care Services

Vacancy Information Pack



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St Joseph's Hospice
Your local hospice.
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Founded in 1905 under the patronage
of the Right Reverend Bishop of Chelmsford
Charles Thomas F.C. 1922
St Joseph's Hospice
RECEPTION


CCTV
WARNING

St. Joseph's Hospice

Welcome to
St Joseph's
Hospice
Supporting the people of
East London since 1905
Quality
Committed to celebrating and
promoting diversity and inclusion
St Joseph's Hospice

↑
This way to
Reception

CLOTHING BANK

A Message from Our CEO

Hello,

I'm delighted that you're interested in joining our team at St Joseph's Hospice. Founded in 1905 by the Sisters of Charity, St Joseph's is one of the oldest and largest hospices in the UK. We're proud of our long history and the vital role we play in providing specialist palliative care and support to people in our community who are living with life-limiting illness, all completely free of charge.

Working at St Joseph's means being part of a compassionate and dedicated team who care deeply about making a difference. Every person here plays a vital role in helping us deliver our exceptional care - not just to our patients, but their loved ones too. St Joseph's Hospice is committed to celebrating and being diverse and inclusive and maintaining a culture of equity.

Our Hospice is constantly evolving and adapting to meet the changing needs of our core boroughs, City and Hackney, Tower Hamlets and Newham. Having new people see us through fresh eyes always provides a welcome opportunity to reflect on our work and culture. We'd be thrilled to have you on board, helping us continue the important work we do for the people who need us long into the future.

Warm wishes,



Dr Rachel Black,
CEO



Our Mission

Our Mission is to provide compassionate, specialist palliative care to people in the diverse community of East London who are living with life-limiting illness.

We treat each person as unique, encouraging and enabling them to reach their full potential until the end of life.

Our care is provided free of charge to those who need it, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, religion and belief, sex and sexual orientation.

We listen to the patient and their family so that we can work together to manage pain and distress whether physical, mental, social or spiritual.

We encourage openness and honesty in communication to create an atmosphere of comfort and safety whether in the Hospice, in the patient's home or in the community.



Our Core Values

Our five Core Values are fundamental to how we live and work at the Hospice. We constantly strive to improve by using our Values for guidance with regard to decision-making, ensuring quality, justice, compassion, advocacy and respect for all in relation to our patients and each other.



Respect for Human Dignity

We respect human dignity when we:

- Respect the sacredness of life
- Care for the whole person
- Demonstrate unity of purpose, while recognising individual differences
- Value each person's contribution
- Act in a culturally appropriate manner

Service/Quality

We provide service when we:

- Create an environment of welcome and hospitality
- Promote quality care and excellence
- Encourage and demonstrate team spirit
- Recognise the value of individual initiatives and ideas
- Show openness to constructive criticism and feedback

Care of the Poor and Vulnerable/Advocacy

We care for the poor and vulnerable when we:

- Listen attentively to identify unmet needs
- Respond in a practical way to those in need
- Collaborate with others to share resources
- Create access to needed services
- Provide basic resources for daily living to those in need

Compassion

We show compassion when we:

- Act with understanding and sensitivity
- Work cooperatively with others
- Are available to those we serve and to each other
- Respect and nurture the environment

Justice

We promote justice when we:

- Act with integrity
- Respect the rights of others
- Take responsibility for our actions
- Preserve resources
- Provide quality without extravagance
- Demonstrate fairness in decision making

Job Description

Job Title: Head of Supportive Care

Reporting to: Director of Care

Working pattern: Full Time

Contract: Permanent

Annual leave: 27 days + BH

Salary: Band 8B £73,474.49 - £83,959.64 pa

Apply for this role online:

[Click Here to Apply](#)

Job Purpose

As a key member of the Hospice leadership team, you will lead the development and delivery of our supportive care strategy in line with the Hospice Strategy 2026–2031. You will drive service transformation, develop innovative models of care, strengthen community partnerships, expand volunteer-led services, reduce health inequalities and improve outcomes for patients, families and carers.

You will work collaboratively across the Hospice, the North East London Integrated Care System, voluntary sector partners and local communities to ensure our services remain accessible, responsive and sustainable.

A significant aspect of the role is leading engagement with diverse communities, increasing awareness of hospice services, developing strategic partnerships and supporting the ambitions of compassionate communities across East London.

The post holder will also act as the Hospice's Designated Safeguarding Lead for Adults and Children, providing organisational leadership and assurance on safeguarding practice and governance.



Key Responsibilities

Strategic Leadership

- Lead the development and delivery of the Supportive Care Services Departmental Plan in line with the Hospice Strategy 2026–2031.
- Develop innovative approaches to supportive and rehabilitative palliative care that increase reach, accessibility and impact.
- Contribute to organisational planning, governance, quality improvement and business development initiatives.
- Ensure services support the Hospice vision that everyone with a life-limiting illness is supported to live well until the end of life.
- Champion the Hospice values of compassion, advocacy, justice, quality and respect for human dignity.

Service Development and Community Engagement

- Lead the development and transformation of integrated supportive care services across inpatient, outpatient, and community, virtual and volunteer-led settings.
- Drive innovation, service redesign and the expansion of supportive care, rehabilitation and wellbeing services to improve access, outcomes and sustainability.
- Ensure services are responsive to the needs of diverse and underserved communities, reducing health inequalities and improving equitable access to hospice care.
- Develop strategic partnerships with healthcare providers, commissioners, community and voluntary sector organisations to strengthen service delivery and community engagement.
- Lead initiatives that raise awareness of hospice services and support the co-production of services with patients, carers, volunteers and community stakeholders.
- Provide strategic leadership for volunteer services, expanding volunteer-led programmes and demonstrating their impact through measurable outcomes.
- Identify opportunities for service growth, research, external funding and new models of care that extend the reach and impact of hospice services.
- Represent the Hospice at local, regional and national forums, promoting excellence in supportive and rehabilitative palliative care.

Safeguarding

- Act as the Hospice's Designated Safeguarding Lead for adults and children.
- Provide strategic leadership and expert advice on safeguarding across all Hospice services.
- Lead the development and implementation of safeguarding policies, procedures and governance frameworks.
- Ensure effective management of safeguarding concerns, working closely with statutory and partner agencies.
- Promote a culture of safeguarding, dignity and inclusion across the organisation.

- Monitor safeguarding compliance, training, audits and organisational learning, providing assurance to senior leadership and the board.
- Ensure safeguarding practice supports the Hospice's commitment to quality, equity of access and protecting vulnerable people.

Research, Education and Innovation

- Provide strategic and operational leadership for supportive care services, ensuring safe, effective, compassionate and high-quality care.
- Lead and develop managers, multidisciplinary teams and volunteers, promoting a positive, inclusive and values-driven culture.
- Lead workforce planning, recruitment, succession planning, staff development and wellbeing to ensure services are sustainable and responsive to future needs.
- Promote continuous learning, innovation, quality improvement and reflective practice.
- Ensure effective governance, safeguarding, risk management, quality assurance and regulatory compliance across all services.
- Monitor performance, outcomes and key indicators, using data, audit and feedback to drive improvement and demonstrate impact.
- Manage budgets, resources and workforce utilisation effectively, ensuring value for money and financial sustainability.
- Lead the development of volunteer contributions across supportive care services, maximising engagement and impact.
- Produce assurance and performance reports for the Senior Management Team, Committees and Board.
- Participate in the Hospice Manager On-Call rota and contribute to organisational leadership and strategic development.

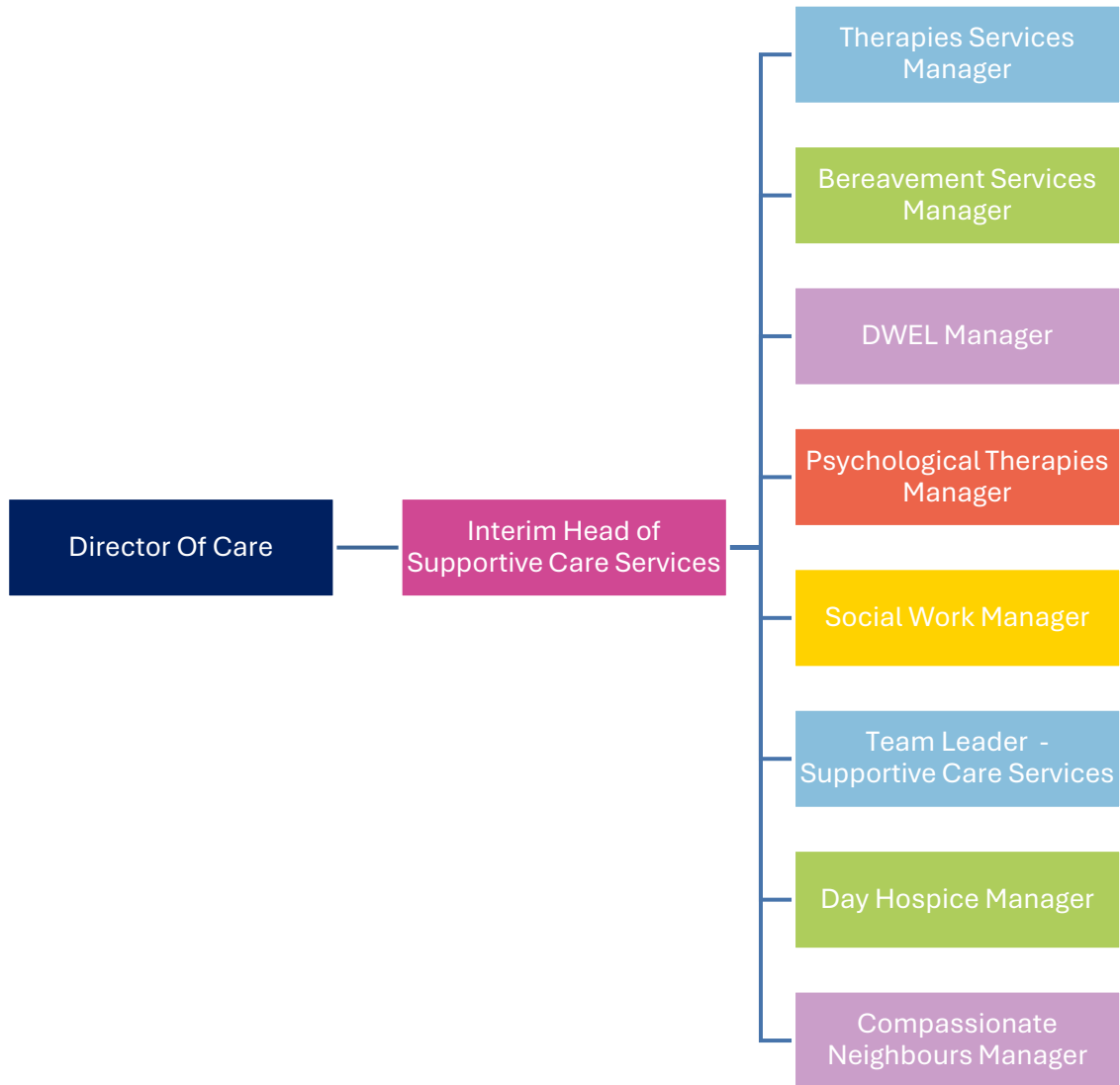
Management and Workforce Development

- Promote evidence-based practice across supportive care services.
- Support research, innovation and service evaluation activities.
- Develop partnerships with education providers and clinical networks.
- Ensure learning from research and best practice is embedded across services
- Participate in the hospice education programme.

Person Specification

Criteria	Essential	Desirable	How Tested
Professional registration in a health or social care profession	✓		Application Form/
Master's degree in a relevant subject or equivalent experience	✓		Application Form/
Leadership or management qualification.		✓	Application Form/Interview
Significant senior leadership experience within palliative, community or social care services	✓		Application Form/Interview
Experience of partnership working across health, social care and voluntary sector organisations	✓		Application Form/Interview
Experience of leading large multidisciplinary teams	✓		Application Form/Interview
Able to conduct oneself in accordance with the Core Values and of St. Joseph's Hospice	✓		Interview
Significant knowledge of adult and children's safeguarding legislation & procedures	✓		Application Form/Interview
Experience of budget management and resource planning	✓		Application Form/Interview
Strong communication and stakeholder engagement abilities	✓		Interview

Department Structure



Employee Benefits

Employee Assistance Programme

The Employee Assistance Programme is a free, confidential helpline giving staff unlimited access to advice, information and support to deal with a variety of personal, domestic or professional issues that may be impacting you at work. The service is available 24/7, 365 days a year. Simply call **0800 028 0199** or download and sign up for the Wisdom app, using the organisational code MHA089998.

It helps you in tracking your health, includes fitness programmes, meditation, recipes, breathing exercises and much more.



Freedom to Speak Up

Speak up – we will listen.

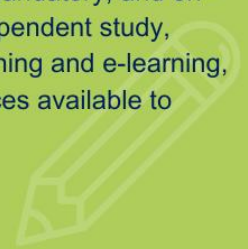
In accordance with our values as a Hospice and our duty of candour, our senior team and entire board of trustees are committed to an open and honest culture. We will investigate what you say and you will always have access to the support you need.

You can contact The Freedom to Speak Up Champions or send an email at freedomtospeakup@stjh.org.uk

Education and Learning

Your training and development is a high priority for us; we want to make sure you are confident and competent in providing the best possible service and playing a vital role in the organisations success.

We provide induction, statutory and mandatory, and on-the-job training. We also support independent study, coaching and mentoring, external training and e-learning, and we have a wide variety of resources available to assist your development.



Pension

We currently offer a private pension with Standard Life. This operates on a salary exchange basis, which means your contributions will be taken out before tax so you will therefore be paying less tax at the end of the month. If you contribute the minimum of 5% then we will contribute 3%. If you contribute 6% or more we will contribute 7.5%. Speak to Payroll for further info.

If you opted out of the pension scheme during your on-boarding, you may be auto-enrolled after 3 months of service as this is a legal requirement. Once you get auto-enrolled you will have 30 days to opt-out in order to get back your contribution the following month.

BHSF Health Cash Plan

BHSF is a health cash plan designed to help you reclaim money towards everyday healthcare costs, such as prescriptions, dental treatment, eye care, and complementary therapies.

When you start your employment, you'll receive an email containing your BHSF policy number and instructions on how to set up your account. If you've misplaced your policy number, please contact HR for assistance. You can also find full details about the plan on the Loop, just search for "BHSF".



Benefit Hub

- We have a Benefit Hub with a wide range of discounts for many different products
- For quick access to the Benefit Hub go onto the Loop, toggle over the coloured squares on the left hand side and click on the pink square named "Benefit Hub"
- To sign up please fill in your details and the organisation referral code which is 83UX5A

Loans

- Travel, Season Ticket Loan

Free Santander Bike Hire

50% discount on annual subscription.

Ride to Work Scheme

Save up to 42% on your new bike.

Life Assurance

Pays 2x salary to your nominated beneficiary on death in service.

Occupational Health

Prestige provide Occupational Health services for the hospice. The purpose of Occupational Health is to protect you, our staff, and ensure that the work you do does not in any way damage or compromise your health.

Blue Light Card

Access to all staff to the Blue Light Card discount scheme giving you big savings on the brands you love and more.

Accommodation

Affordable on-site accommodation available.



Keep Up to Date

You can stay up to date with all our current vacancies on our jobs page and discover how you can make a real difference to the lives of people affected by serious, long-term illness by joining the St Joseph's team.

Visit our website for the latest job opportunities:

www.stjh.org.uk/jobs

Get in Touch

If you have any questions about your application, please contact our Recruitment Team at Recruitment@stjh.org.uk

You can also keep up with the latest news and updates from the Hospice on our website and social media channels:

Website: www.stjh.org.uk



Facebook: @StJoHospice



Instagram: @stjohospice



LinkedIn: St Joseph's Hospice



X (Twitter): @StJoHospice



YouTube: St Joseph's Hospice London

Contact Details

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020 8525 6000



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Advocacy **Compassion** **Justice** **Quality** **Respect**

Charity No. 1113125



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