

The Kirkwood

Equity, Diversity
& Inclusion Lead

Role
Pack

**THE
KIRKWOOD
SUPPORT
LIFE[®]**



04 Introducing
The Kirkwood

16 Benefits of Working
with The Kirkwood

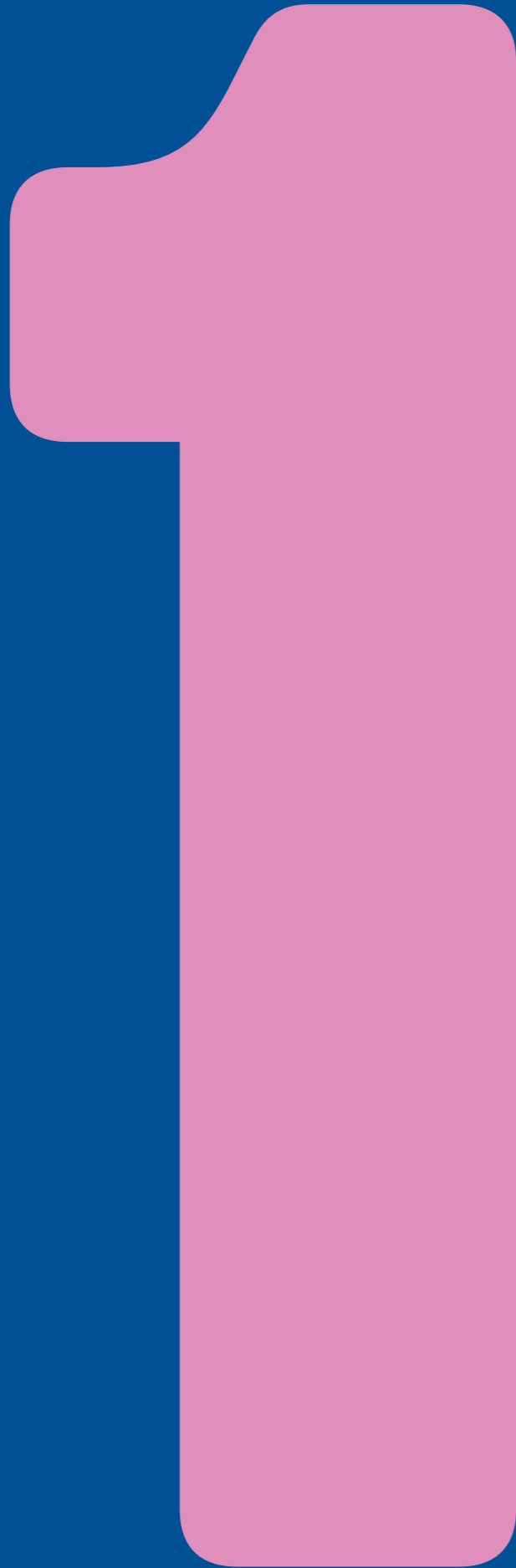
22 The Role

26 Role
Responsibilities

30 Person
Specification

**SUPPORT
LIFE**

**THE
KIRKWOOD
SUPPORT
LIFE.**



Introducing The Kirkwood



HERE FOR ANYONE AFFECTED BY A LIFE LIMITING ILLNESS

The Kirkwood are here to support anyone affected by a life limiting illness, **every step of the way.**

Right now over 3,000 people in Kirklees are living with an illness from which they will not recover. Many of them are approaching the end of their life. The reality is that there are not enough services to help these people to live the best quality of life they can. We want to change that.

We have set ambitious goals for the future. The patients and families that could benefit from our services deserve nothing less. We owe it to all the people who are part of The Kirkwood movement across Kirklees, and beyond, to never stop until everyone affected by a life limiting illness has access to the best possible care and support.

In the next ten years we want to double the number of people we care for. We also want to become the 'go to charity' for anyone affected by a life limiting illness so that everyone who needs our support reaches out early enough for us to make a positive impact on their quality of life.

We will raise awareness about who we are and what we do and we will work hard to improve the understanding of The Kirkwood within our local communities. And we will continue to provide the best possible care for our patients, their families and those that care for them.

NEEDED MORE THAN EVER BEFORE

The Kirkwood currently support around half the people affected by a life limiting illness here in Kirklees. The stark reality is that the others who may benefit from our care don't reach out soon enough, if at all.

Perhaps it's because they aren't aware of all the ways we can help. Perhaps they think we only care for people at the very end of life. Or perhaps it's because they simply don't think we are right for them. We need to change that. We want everyone who might benefit from our services to reach out early enough for us to make a positive impact on their quality of life. And to do it, we must be bold.

We need to challenge the perception that The Kirkwood is a building in Dalton; a place where people are cared for in their last few days; that our focus is on death. Whilst it's true that those things are part of our important work – it is not all we do.

We're here for local people across our community whenever they need us. We help them to improve their quality of life and make the most of the time they have left.

Our patients, their carers and those closest to them all have their own needs, aspirations and expectations. So our support is built around their personal wishes and goals. Our focus is on quality of life for everyone in our care.

We believe that the impact of our care is profound, but that the limited understanding of our vital, life-changing work hampers our ability to reach more people who might benefit from care. It leads to confusion, and a misconception that other charities are providing the community services that, in reality, The Kirkwood are.

Too many people tell us the same thing; "I wish I'd known about all the different services you offer sooner." With your support, The Kirkwood will reshape opinions and reach more people than ever before.



SHABANA'S STORY

“Before I accessed The Kirkwood’s support I was scared just hearing the name. I hadn’t shared details of my condition with my friends or family because I didn’t just want their sympathy. I have a condition which isn’t going to get better, and as a single mum I have had a lot of anxiety about the future.

“I have been supported by the Care Co-ordination team who have helped me access equipment, specialist care, organise adaptations to my home and give advice on benefits. I’ve been able to contact them on my own terms, whenever I have needed support and the fact there is no time limit means I have been reassured that the support is there for me as long as I need it.

“Being able to talk to someone who understands my cultural values, and is able to relate to my experiences means that I’m comfortable asking for help. Someone knowing your ups and downs and being able to give you advice to improve your day to day life has been fantastic.

“When you are going through a difficult time you need someone who stands alongside you, with support and encouragement. It’s so reassuring to know that whenever I have had a problem I’ve not known how to handle, I’ve been able to call someone who can talk through and make me feel like I am not alone. Many people from our community think that asking for help is a weakness but if there is support out there to manage your health we should take it.

“I want to make sure people know that no matter their background, The Kirkwood are here for you. It’s not just for those with cancer, they are here for people with so many conditions; illnesses such as dementia, heart failure and COPD, and for people who are caring for someone with these conditions.

“Thinking back, I had a completely different idea of The Kirkwood. These misconceptions meant I was scared to accept help.

“Thank you to everyone from The Kirkwood for listening and offering guidance and support with such dedication – there are no words to adequately thank you.” such a massive shock. I’ve never been that low in my life and I just thought – that’s it, I’m going to die. But the nurses and the doctors from The Kirkwood brought me back to life and reminded me that I have a lot more living to do. ‘You’re not going to die, Maurice,’ they said. ‘You’re here so we can help you get back home.’ And that’s exactly what they did.

MOZ'S STORY

I knew about The Kirkwood from my days as a Yorkshire White Knights biker. I used to do runs out there regularly – dropping off blood and collecting tests and what not. But I never in a million years imagined that I would end up being a patient there.

“If it wasn't for them I'd be curled up in a ball somewhere thinking about what's coming. Now I'm making the most of the time I've got left. The Kirkwood is part of our family now.”

One evening I was doing a drop when the roads were pretty icy. I was just coming up to the roundabout that leads to the hospice when the bike skidded out from under me.

I put my foot down to steady myself and that's when I felt the pain shooting up my spine. I thought I'd just put my back out, but it turned out it was a lot more than that.

When I found out that I had cancer in my spine, my liver and my lungs it was such a massive shock. I've never been that low in my life and I just thought – that's it, I'm going to die. But the nurses and the doctors from The Kirkwood brought me back to life and reminded me that I have a lot more living to do. 'You're not going to die, Maurice,' they said. 'You're here so we can help you get back home.' And that's exactly what they did.

I ended up staying in the In-Patient Unit for five weeks and being away from your family for such a long time is hard.

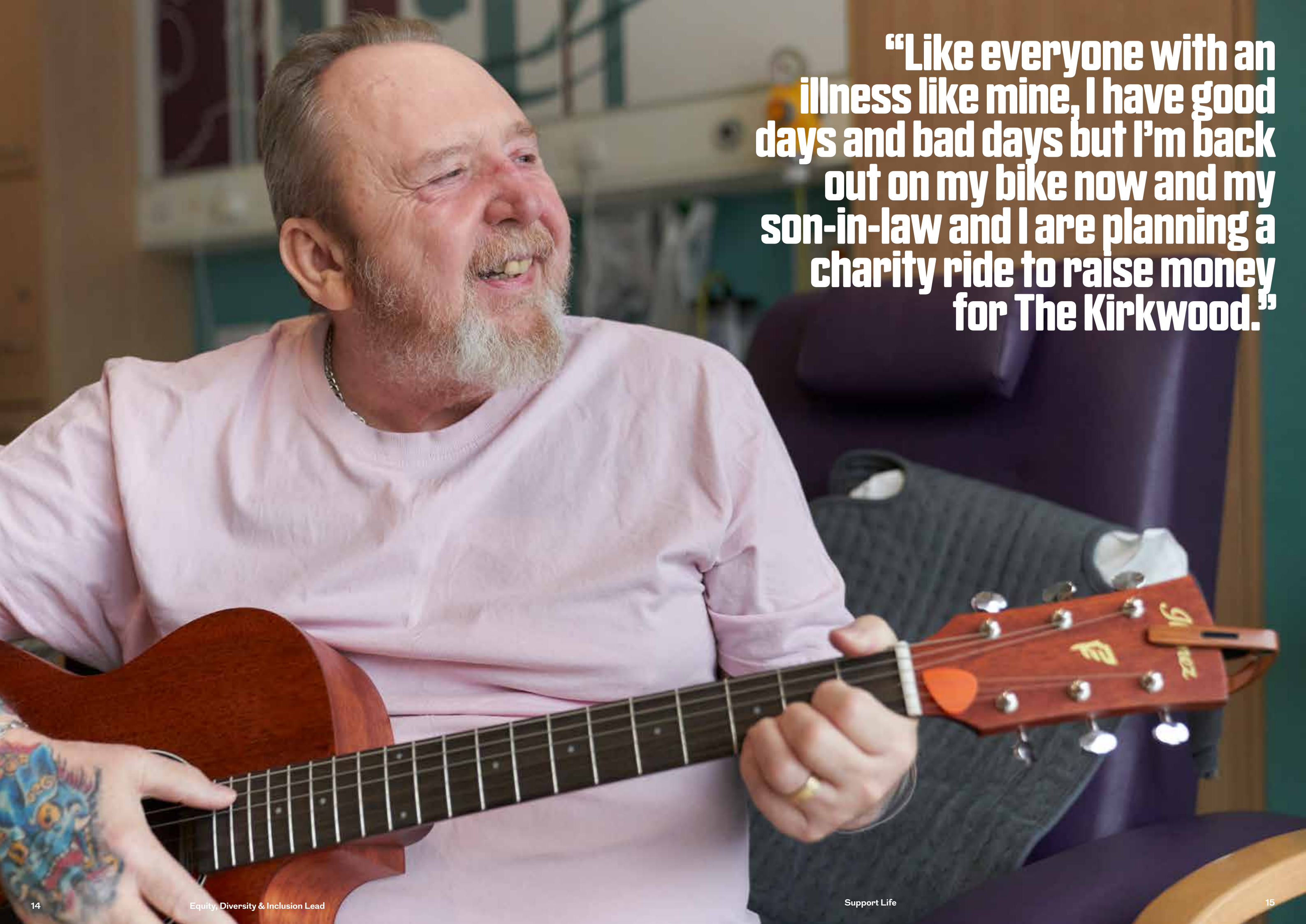
You start to feel a bit isolated and alone, but the nurses and doctors and even the cleaning staff make you feel like you're part of one big family. I used to get all the local chat from the cleaner and it's the only time in my life I've ever called a doctor by his first name.

There are angels everywhere you go but there are a lot of them in The Kirkwood. I'll always remember one nurse in particular, Esther. I had just come back from radiotherapy and was waiting to be picked up and taken back home. I was in a waiting room by myself and I was in pain. She came and sat with me and just held my hand for such a long time. She didn't have to do that.

And the support doesn't stop when you go back home either. They've helped me with all sorts of things. They call me up every two weeks to see how I'm doing, and I know that there's someone at the end of the phone if I'm worried about anything or need to ask a question. They've been brilliant to my family as well. My wife and my daughter have both spoken to the counsellors there and I know it's helped them a lot.

Like everyone with an illness like mine, I have good days and bad days but I'm back out on my bike now and my son-in-law and I are planning a charity ride to raise money for The Kirkwood.

I can never thank them enough for everything they've done for me. If it wasn't for them I'd be curled up in a ball somewhere thinking about what's coming. Now I'm making the most of the time I've got left. The Kirkwood is part of our family now and we do all we can to raise money for them.

A middle-aged man with a grey beard and a tattooed left hand is smiling while playing an acoustic guitar. He is wearing a light pink t-shirt. The background is a blurred indoor setting, possibly a community center or a home. The text is overlaid in the top right corner.

“Like everyone with an illness like mine, I have good days and bad days but I’m back out on my bike now and my son-in-law and I are planning a charity ride to raise money for The Kirkwood.”



Benefits of Working with The Kirkwood



The Kirkwood is a great place to work, but don't just take our word for it, here are some of the things our patients and their families say about us.

"To all the lovely people who looked after my husband. Thank you all so much for the loving care and kindness given to him. You made his last days so comfortable and peaceful. We cannot thank you enough. We will never forget your kindness, enabling him to spend his last days in such an amazing place."

"Thank you so much for all the help and support you've given my mother. You don't realise how much your help has meant to us and how much it's appreciated. We are humbled and grateful to you all at The Kirkwood."

"I would like to say a massive thank you to one and all. Words do not do justice to the work you all do here."

WHAT PEOPLE SAY ABOUT US

"Thank you for your kindness which can never be repaid, and your understanding, and the difference it made to our mother. Thank you once again."

THE BENEFITS

There are lots of other benefits of working with The Kirkwood.

Being able to spend time with our service users is all part of the role. It's incredibly fulfilling to see and experience the difference The Kirkwood makes to people's lives.

Our employees and volunteers help to make The Kirkwood such a great place to work. Their care, compassion and commitment to go the extra mile for our patients is amazing. It is great to be a part of a team who really pull together.

We have an excellent workplace pension – and if you are already paying into a NHS pension this can be carried across with you.

We regularly showcase our achievements at Hospice UK Conferences and often have several posters accepted each year – so there's plenty of opportunities to share your innovations.

We are exceptionally proud that our volunteers were awarded the Queen's Award for Voluntary Service in 2021; a real accolade for The Kirkwood (it's the equivalent of an MBE for volunteer groups).

We provide a range of service to support employee wellbeing such as Complementary Therapies, an Employee Assistance programme and paid carers leave, as well as generous leave entitlements.

We provide lots of opportunities for professional and personal development. We enjoy close links with the University of Huddersfield and excellent relationships with our neighbouring hospices.

The gardens at our Dalton site are beautiful and peaceful, and they have been recognised with numerous awards, including the Gold Award from Yorkshire in Bloom. We have our own vegetable patch which our very talented Chef uses to create fresh, high quality meals – presented as if you were in a fine dining restaurant.

And of course there is Kirklees itself, a diverse and vibrant area, with breath-taking scenery, super walks, quaint villages and good transport links to Leeds and Manchester.



THE ROLE

Job Title	Equity, Diversity & Inclusion Lead
Salary	£51,426 – £57,860 (pro rata)
Reports to	Executive Director Lead for Equity, Diversity & Inclusion
Accountable to	Executive Director Lead for Equity, Diversity & Inclusion
Hours	37.5 per week, normally Monday to Friday, but some flexibility will be required to meet the needs of the service and fulfil the role. This role has the potential for job sharing or flexible working.
The Kirkwood Support Life	<p>The Kirkwood have been providing high quality care and support to local people since 1987. Our mission is to support anyone affected by any life limiting illness, every step of the way.</p> <p>Our vision is a world where no-one needs to face a life limiting illness alone and everyone has access to the support they need to live the best quality life they can.</p>
The Kirkwood Values	<p>All employees are expected to work in accordance with the values of The Kirkwood. Patients, Families and Carers are the focus of everything we do. Our values are what we live and work by. We are:</p> <hr/> <p>Respectful and Inclusive</p> <hr/> <p>Passionate and Determined</p> <hr/> <p>Open and Honest</p> <hr/> <p>Kind and Compassionate</p> <hr/> <p>Forward-thinking</p> <hr/> <p>We strive for Quality and Excellence</p>
Role Purpose & Summary	<p>The purpose of this role is to provide leadership and lived experience to support the The Kirkwood in our journey to become more diverse and inclusive in everything we do, whilst continuing to deliver the best possible experience for those in need in every community across Kirklees.</p> <p>The successful applicant will provide strong leadership to the Equity, Diversity, and Inclusion (EDI) journey, whilst bringing a personalised approach to the role. The postholder will ensure inclusive values and behaviours are adopted across all aspects of the charity including in policy and practice, through Investors in Diversity (IID) and in every department across the organisation.</p>

As a social movement of people, we are passionate about delivering outstanding and compassionate care to those in need. We also strive to ensure our patients and families, employees, volunteers, supporters and donors have a positive experience.

We are seeking a passionate, motivated and innovative individual with lived experience who can help The Kirkwood to forge strong, long-lasting relationships with the communities we are proud to serve.

In order to reach more people who might benefit from The Kirkwood's services in the future, we need to evolve the way we interact with individuals, groups, local services and partners to change the way we are viewed by our diverse communities and make sure we are here to offer support in the ways that are right for them.

We believe that the successful candidate should be representative of our community, and be able to share their lived experience and apply it to help us engage and co-design our services to make sure they are reflective of the diverse communities we support.

The Kirkwood have a strong reputation for our progressive approach and commitment to addressing inequalities that contribute to poor population health outcomes. The successful applicant will play a major role in building on the progress we've made and driving our objective forward to ensure everyone affected by a life limiting illness in Kirklees has access to the very best care, every step of the way.

The postholder will:

Further develop and implement The Kirkwood's EDI Strategy, ensuring EDI committee and Board level support and engagement.

Be accountable for the overall delivery of the EDI Strategy, developing and delivering our workplan for the organisation and working with everyone in The Kirkwood movement.

Be accountable for transparent reporting and delivery of improvements against Key Performance Indicators outlined in the EDI action plan.

Ensure a strong profile and visibility for EDI throughout The Kirkwood. You will work with the EDI Committee and Working Group to develop expertise and support and ensure innovation in all that we do.

Provide EDI expertise and advice and raise awareness to all in The Kirkwood.

Work with the team to identify gaps in expertise and identify ways to fill these through education, revised recruitment approaches (where opportunities arise), professional development and networking.

Forge strong connections with national, regional and local EDI experts.

Work in partnership with colleagues to ensure EDI is embedded within The Kirkwood.

Undertake EDI audit activity linked to service improvement and involving a range of complex data and information.

Link with partners, hospices and other voluntary sector organisations to learn, develop, share good practice and innovate.

As the EDI Lead, the postholder will:

Ensure that the EDI agenda is recognised as positive, proactive and influential in contributing to the organisation's strategic and operational planning process.

Support the development and implementation of EDI policies, procedures and guidelines, practices and behaviours to improve outcomes for our workforce, stakeholders and communities.

Provide advice and support the development of workforce policies that promote fairness and embed diversity in the workplace.

Provide relevant EDI training as part of the The Kirkwood Induction programme.

Develop and lead an integrated approach to EDI in line with the organisation's values, behaviours and best practices.



Primary Responsibilities

To support the development of The Kirkwood's EDI delivery group, as well as being an integral member of internal working groups and workforce development projects.

To uphold organisational policies and principles on the promotion of equality.

To create an inclusive working environment where diversity is valued, everyone feels able to contribute and everyday actions ensure we meet our duty to uphold and promote equity.

To work closely with colleagues to address inequalities and ensure it is a key part of all strategies, plans and programmes.

Communication

Highly developed communication skills, with the ability to communicate effectively on complex matters and in difficult situations essential to this role.

Ability to engage in a culturally diverse way across local communities.

Have bilingual skills and abilities in communicate in a south Asian language.

Ability to communicate effectively with colleagues, stakeholder and members of the public.

Demonstrate leadership, vision, strategic thinking and planning and implementation.

Knowledge

A proven and significant leadership experience, with EDI knowledge gained through experience and/or relevant training.

An understanding of the background, history and aims of The Kirkwood, and an appreciation of the EDI subsequent implications.

Specialist knowledge, experience and expertise of working with and leading in roles within the health or care sector (either in statutory or voluntary care) to ensure equality and inclusion is embedded in all aspects of The Kirkwood's work.

Comprehensive understanding of EDI and health inequalities – specifically in relation to the local Kirklees population.

The postholder will act as a resource for the organisation, sharing information about relevant national policy and best practice drawn from multiple sources.

Analytical and Judgement

Ability to analyse highly complex numerical and written data, assess verbal, written and numerical material and draw appropriate conclusions and recommendations that inform and influence policy and delivery.

Planning and Organisation

Work closely with stakeholders to ensure our priorities and projects are delivered.

Ensure relevant projects, pilots, services and initiatives are delivered on time, to quality standards and in a cost-effective manner, adjusting plans as required.

Develop an accessible approach to analyse and report EDI and health inequalities impact for assurance and decision making.

Determine short, medium and long-term projects which will help The Kirkwood to achieve our quality outcomes.

Digital skills and ability to communicate effectively

Undertake relevant training and continuous development of knowledge and skills.

Use IT equipment to process documents, perform analysis and provide reports.

Utilise online systems such as Microsoft Teams, Zoom etc. to carry out your duties

Policy Development

Support the identification and sharing of best practice from a lived experience to inform and deliver the EDI and IID strategies.

To take responsibility for and proactively lead the design, implementation, and evaluation of policies as appropriate.

Freedom to Act

Is guided by organisational policies and strategies, seeking advice if necessary.

Ability to work autonomously on own initiative and organise workload, allocating work as necessary and working to tight and often changing deadlines.

Physical Effort and Working Conditions

The postholder will be required to use VDU equipment, including typing for significant ongoing periods of time every day, meeting with colleagues, responding to workload demands and producing information for stakeholders and the wider team. The postholder will need to be competent in using software to analyse data and produce reports.

Mental Effort

The postholder will need to respond to frequently changing situations and potential changing delivery demand at short notice.

The postholder will be required to concentrate regularly for extended periods in order to coach, persuade, assist colleagues, analyse and report data and devise solutions to challenges that may arise.

Emotional Effort

The postholder is expected to support EDI in their work and development. This work may involve a higher than normal emotional context.

There may be occasional exposure to distressing or emotional circumstances.

Partnership and Cross Boundary Working

To work collaboratively with colleagues across the health and social care system to proactively deliver on EDI priorities.

To connect with colleagues nationally and regionally to learn from best practice and promote the work of The Kirkwood.

To work in a way that ensures the health, safety, and wellbeing of all staff.

To work in a way that is compliant with all confidentiality and governance requirements.

To ensure regular, productive and open communication with all staff in a variety of ways.

The postholder will

Promote a culture of equity, diversity, and inclusion.

Ensure the values of The Kirkwood, the principles of openness, transparency and candour are observed and upheld in all working practices.

Be mindful of safeguarding and follow safe practice.

General Responsibilities

Ensure compliance with all mandatory and statutory training relevant to the post.

Be required to participate in the provision of out of hours cover on a rota basis, as part of the Business Continuity plan. This will amount to 2.5 weeks per annum. Details will be provided to you.

Key Relationships

The Kirkwood Council and Trustees

All members of the EDI Committee

All Internal stakeholders

All Partners

All members of The Kirkwood movement as applicable.

This job description is not exhaustive. The the employer and employee will share responsibility to review and amend this job description to reflect any changes in and/or development of the role.

PERSON SPECIFICATION

Requirements	Essential / Desirable
Qualifications	
Degree in a relevant subject area or equivalent experience.	Desirable
Qualification in management and/or leadership or equivalent experience.	Desirable
Experience	
Ability to communicate effectively in a variety of styles including media presentations, publishing literature.	Essential
Experience of utilising lived experience perspectives and experience of operating at a leadership level.	Essential
Experience of leading programmes.	Essential
Experience of training and awareness raising.	Essential
Cultural awareness and ability to communicate at all levels.	Essential
Evidence of utilising evidence-based practice including promoting evaluation, delivery and audit in the field of EDI.	Essential
Experience of leading and developing EDI initiatives and change.	Essential
Previous involvement in the voluntary, health or social care sector.	Desirable
Evidence of developing innovative practice and being proactive in managing change.	Essential
Understanding of health inequalities agendas and how to support change.	Essential
Ability to build trusted stakeholder relationships across organisations and communities.	Essential
Knowledge and understanding of EDI and wider health inequalities agenda.	Desirable
Knowledge & Skills	
Demonstrates awareness and understanding of current developments in inclusion and diversity.	Essential
IT and computer skills, including the ability to create PowerPoint presentations and data analysis tools.	Essential
Ability to implement a personalised approach to all.	Essential
Demonstrable leadership skills. Be a confident, competent, compassionate and resilient individual.	Essential

Knowledge & Skills (continued)	
Able to demonstrate sound, up-to-date knowledge including the ability to share and communicate.	Essential
Excellent verbal and written communication skills and be bilingual – with the ability to interpret and translate into other language and formats.	Essential
Demonstrable organisational skills and ability to prioritise competing demands.	Essential
Autonomy to undertake actions based on own interpretation of policy and guidance and an ability to offer expert advice to the organisation.	Desirable
Personal Attributes	
Excellent interpersonal skills, motivational and a team player.	Essential
Innovative, creative and assertive.	Essential
Flexible and adaptable.	Desirable
Ability to recognise stress in self and others and utilise resilience approaches to wellbeing.	Desirable
Sensitive and non-judgmental approach to service users and colleagues.	Essential
Emotionally resilient to work in the hospice environment.	Essential
Evidence of alignment with our values: Respectful and Inclusive; Passionate and Determined; Open and Honest; Kind and Compassionate; Forward Thinking; We strive for Quality and Excellence.	Essential



Getting in touch

**Connect with The Kirkwood &
24/7 Specialist Advice Line**
01484 557 910

The Kirkwood Main Reception
01484 557 900

Fundraising
01484 557 911

Website
www.thekirkwood.org.uk

Email
info@thekirkwood.org.uk

Address
The Kirkwood
21 Albany Road
Dalton, Huddersfield
HD5 9UY



Kirkwood Hospice is a Company Limited
by Guarantee in England (No. 1645888)
and a Registered Charity (No. 512987)