

Job Description

Job Title: Interim Head of Supportive Care

Reporting to: Director of Care

Working pattern: Full Time

Contract: 6 Months Fixed Term

Annual leave: 27 days + BH

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

Apply for this role online:

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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

