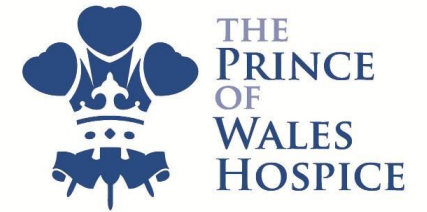


Working at the Hospice

Information pack



Thank you for your interest

in joining the People and Culture Team



I hope that you find the information in this pack helpful.

The People and Culture Team are responsible for developing and implementing the People and Culture Strategy across the Hospice. This includes all aspects of HR, volunteering and administration. As a team we ensure that all aspects of an employee's and volunteer's working relationship are in place and managed in the best way possible to ensure a positive working environment which fits with our Hospice values. Our new and exciting role of Volunteer Officer will enable us to better support the work of our fantastic volunteers as well as working towards increasing the numbers of volunteers we have working with the Hospice.

We welcome applications particularly from individuals who bring experience of working with volunteers and developing processes and systems to support the work of volunteers. However, we're also looking for great interpersonal and communication skills, an organised approach to working and someone who will thrive in a busy organisation.

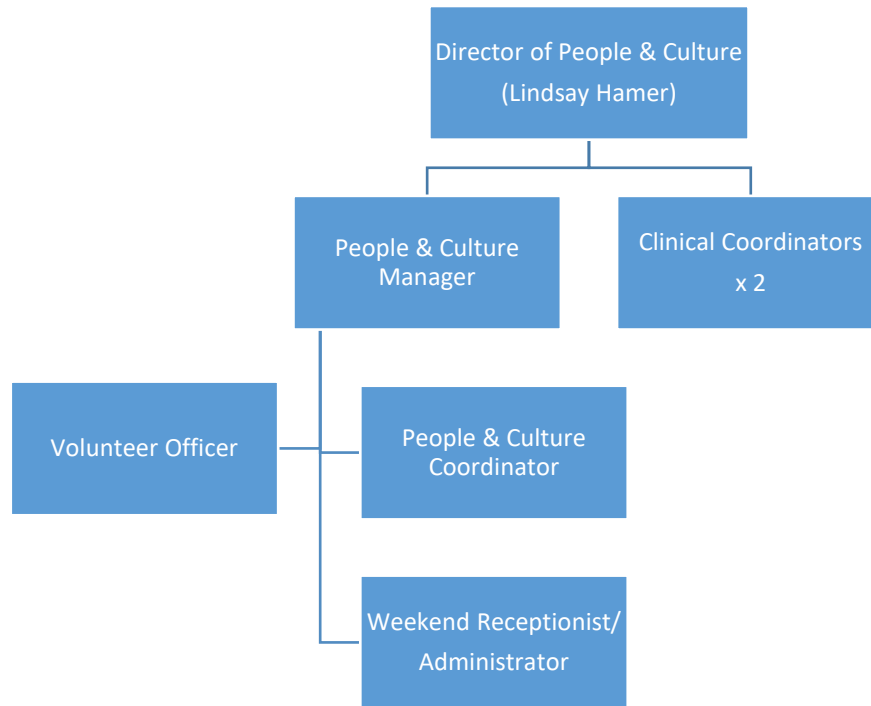
Best wishes



Lindsay Hamer
Director of People and Culture
The Collaborative Chief Executive Office

Our People and Culture Team

A high priority is given to personal development opportunities for individuals and for the team as a whole.



OUR VISION

Our vision is to enable everyone in the community to live well and die well knowing their loved ones are supported.

OUR MISSION

We provide specialist care for adults with a terminal diagnosis. We focus on the person and not just the illness, supporting them and those around them.

OUR VALUES



Loving Care and Dignity



Working Together



Above and Beyond



Quality and Excellence

Our Strategic Ambitions



**The Prince of Wales Hospice
provides specialist palliative care.**

This is the total care offered to a patient with a progressive illness, and to those close to them, when it is recognised that the illness is no longer curable.

Our care concentrates on quality of life and the alleviation of distressing psychological, spiritual, physical and social symptoms. It also includes support in bereavement.

To provide this care, we have a highly skilled team with a wide range of specialisms.



Incare

For people who need to stay a while in one of the Hospice's 14 bedrooms

Patients are admitted for help controlling their symptoms, such as pain, with about half of our patients returning home when they are stronger. We are privileged to be able to provide comfort and dignity to others at the end of their life.

Patients in Incare can benefit from an extensive range of services that respond to their needs:

- pain and symptom control;
- rehabilitation, including occupational therapy;
- therapies, including physiotherapy and complementary therapies;
- spiritual support;
- practical and financial advice;
- pre-bereavement and bereavement support.

Wellbeing

for patients to access out of hospice advice and support

Patients can refer themselves to our Wellbeing service; they don't need to be referred by a professional. Patients and their carers can attend a range of sessions where information and advice is available, and there are opportunities to socialise and gain support from others in a similar situation.

Clinics

for patients with the swelling condition lymphedema

Our clinics at the Hospice and Dewsbury Hospital help patients manage lymphedema, a painful swelling condition which can be genetic or can occur after cancer surgery. We provide information, teach self-management and in some cases, treat swelling through bandaging and the fitting of special garments.

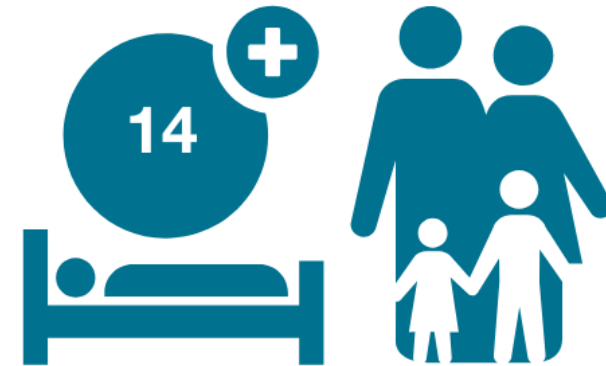
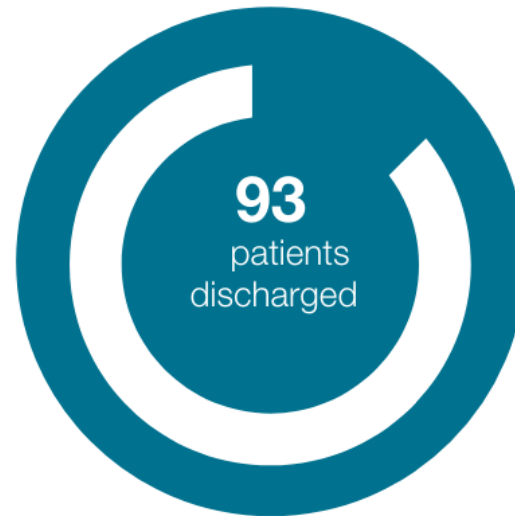
Support

emotional and practical support for carers and the families of patients:

- complementary therapies;
- spiritual support;
- practical and financial advice;
- pre-bereavement and bereavement support;
- consultant-led 24 hour telephone advice.



255 people were
admitted to Incare



14 patient bedrooms

We have provided 24 hour care and support to 255 patients in our 14 patient bedrooms.

Lymphoedema

Lymphoedema is a common condition that many cancer patients experience as a result of their treatment. While there is no cure for lymphoedema, the accumulation of fluid that causes swelling can be managed effectively with specialized care from our clinics.

Last year alone, our team held a total of 1280 appointments, and we issued 374 garments.



1280
appointments



374 garments
issued



Bereavement Services

We provide two services at the Hospice for psychological support: The Hospice After Care Support Service and the Wakefield & District Bereavement Service.

Relatives were supported with bereavement counselling and supported after the death of a loved one.



Support sessions by 1:1
counselling and
telephone support

158

Wakefield District
service appointments

550



Wellbeing

Our care is holistic, looking after the whole person.

Our experienced team includes Wellbeing Lead, Wellbeing coordinator, Wellbeing Support Worker, Social Worker, Complementary Therapy Lead, Physiotherapist, Spiritual Care Lead and Occupational Therapist.

We spent the year finding out what our community needed and wanted from the Hospice and launched our new wellbeing programme at the end of the year.



Wellbeing Community Support

Activities and group sessions

Monday	Family and Friends Support (The Prince of Wales Hospice)	Coffee & Chat Drop-In (Featherstone Rovers stadium, WF7 5EN)
Tuesday	Coffee & Chat Drop- In (Notcutts Victoria Garden Centre, WF7 6BS) 1.00 - 3.00pm	Complementary Therapy Group (The Prince of Wales Hospice) 2.00 - 3.00pm
Wednesday	Wellbeing Information Session (The Prince of Wales Hospice) 10.00 - 11.30am	Bathing service (The Prince of Wales Hospice) Afternoon
Thursday	Walking for Wellbeing (various locations) 10.30am - 12.00pm	Chair Exercises (Your Space Pontefract, WF8 4PR) 1.30 - 2.30pm
Friday	Craft Group (The Prince of Wales Hospice) 10.30am - 12.30pm	

“My treatments received from the Complementary Therapy have been so relaxing and helpful. I have used ideas to help me with sleeping, anxiety etc. Coming here gives me time to talk about how I feel and I don’t have to put the brave face on all the time.”

**Wellbeing
Service User**

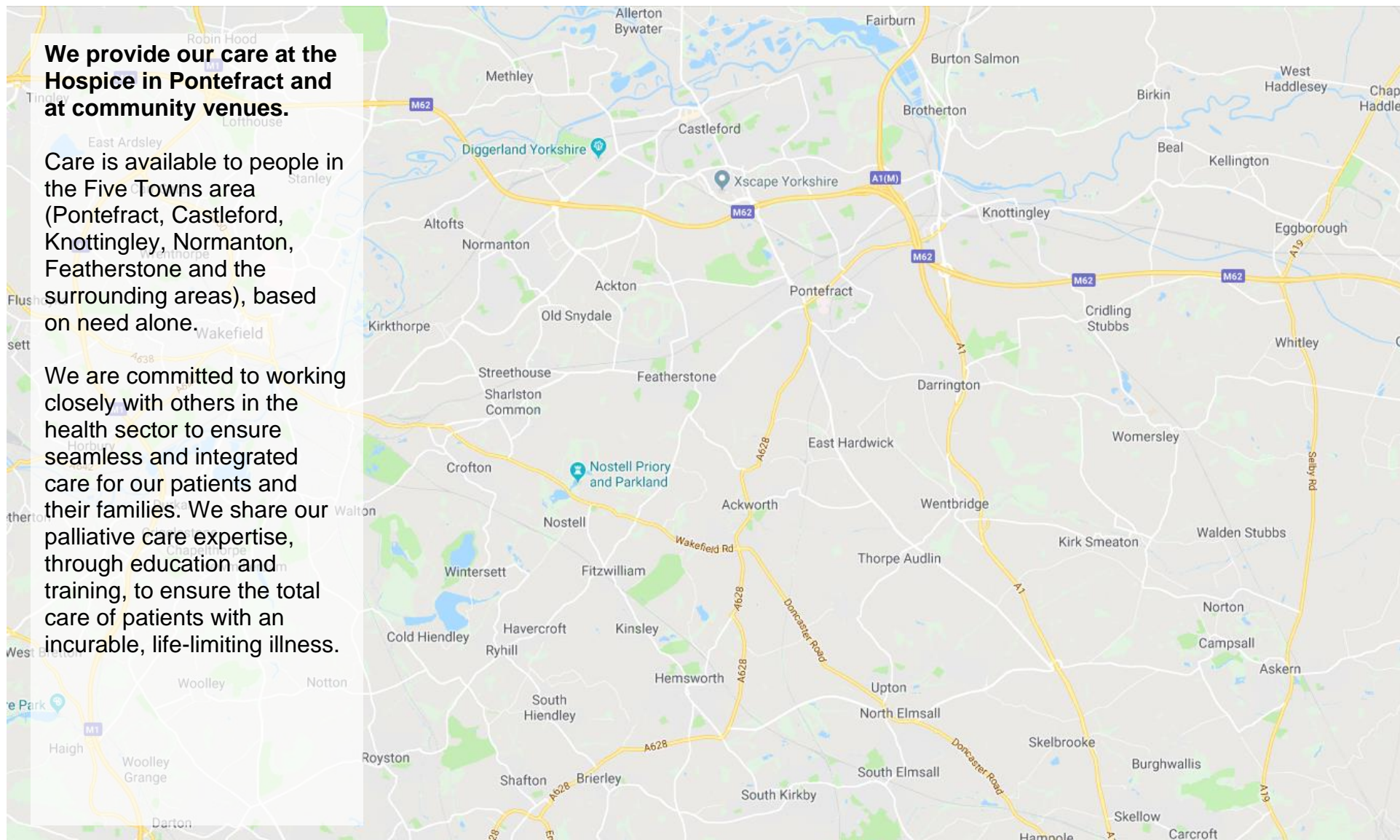
Our community



We provide our care at the Hospice in Pontefract and at community venues.

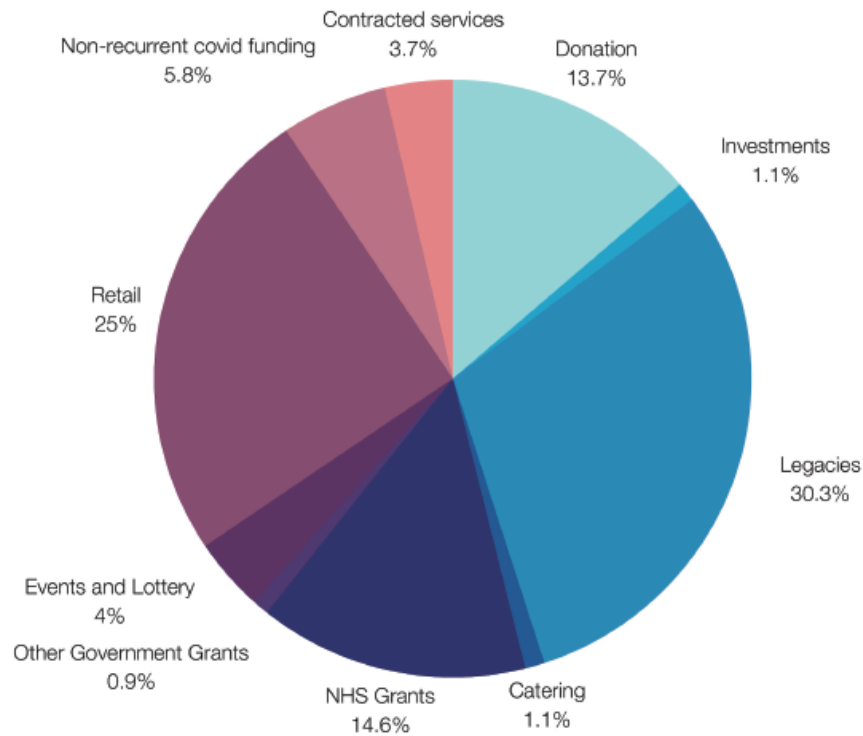
Care is available to people in the Five Towns area (Pontefract, Castleford, Knottingley, Normanton, Featherstone and the surrounding areas), based on need alone.

We are committed to working closely with others in the health sector to ensure seamless and integrated care for our patients and their families. We share our palliative care expertise, through education and training, to ensure the total care of patients with an incurable, life-limiting illness.



Our Finances

Income



The Hospice receives a minority grant funding contribution from the NHS. In 2022-2023 the hospice received inflationary uplifts to its core grant along with £341,8014 of non-recurrent funding. Nationally there is increased pressure on all health and social care providers and we are working hard with system partners and our community to ensure that income keeps pace with demand and inflation

Role profile





levels of engagement and ensure that any issues are supported. You will ensure volunteer information and administration is accurate and organised to ensure timely reporting and you will supervise our reception volunteers in delivering a high quality, professional and safe reception service in the Hospice.

Some Main Responsibilities:

Work with managers to drive and support volunteer recruitment.

Work with others across the organisation to develop and administer a robust and high-quality induction programme.

Develop and implement new volunteer processes and systems.

Provide up to date management information on our volunteer activities.



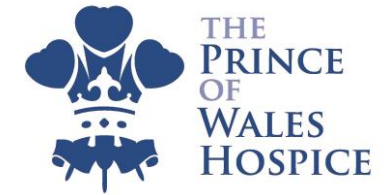
Main Duties



- Be the first point contact for general volunteer related enquiries, escalating to the People and Culture Manager where appropriate;
- Develop all volunteer processes, systems and documentation in line with best practice guidance and ensure this is monitored and updated as required;
- Role model the Hospice's values and promote these across the volunteer workforce;
- Support current and future business needs through the development, engagement and motivation of Hospice volunteers;
- Play a key role in championing volunteering across the Hospice, including through attending volunteer meetings (both internal and external, e.g. AVSM);
- Work with the People and Culture Team to assist the development of our volunteer strategy, to include the review of existing roles, introduction of new roles and the communication and promotion of volunteering opportunities;
- Work collaboratively with others across the Hospice, including the Marketing and Communications Team to promote and communicate volunteering opportunities;
- Work with others to ensure the full and positive integration of volunteers within the Hospice team, to maximise effectiveness and act on concerns;
- Provide advice and support to managers and volunteers in relation to performance and activity;
- Work with volunteers to assess capabilities and ensure a safe working environment is maintained;
- Facilitate appreciation sessions/events for volunteers, including leading on National Volunteers Week;
- Preparing reports and presentations in relation to volunteering as required, including in relation to the contribution made by volunteers;
- Undertaking work in relation to the development of volunteer and the risk management associated with this;
- Working with the People and Culture Manager to undertake any necessary audits in relation to volunteers in the Hospice; and
- Conducting volunteer experience surveys as required.
- practice in fundraising; and
 - o ensuring the legal, accurate and consistent storage and maintenance of personal data.
- To work closely with the rest of the Fundraising Team, sharing leads and knowledge to maximum effect.
- To undertake other fundraising responsibilities as reasonably requested, including supporting fundraising event preparation and on the day support.

Please see the full Role Profile and Specification for further information.

Person Specification



ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<p>EXPERIENCE</p> <p>Experience of Volunteer supervision</p> <p>Successful experience of coordinating volunteer activities</p> <p>Sound experience of HR/volunteer administration</p> <p>Experience of developing processes/procedures and guidance notes</p> <p>Experience of taking accurate minutes at various meetings</p> <p>Voluntary sector or healthcare experience</p>	<p></p> <p></p> <p>√</p> <p></p> <p></p> <p></p>	<p></p> <p>√</p> <p></p> <p>√</p> <p>√</p> <p>√</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>KNOWLEDGE</p> <p>Up to date knowledge of volunteering best practice</p> <p>Knowledge of recruitment and training</p>	<p></p> <p>√</p> <p></p>	<p></p> <p></p> <p>√</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>QUALIFICATIONS/TRAINING</p> <p>Educated to further education level (or equivalent) plus good Math and English, or equivalent and relevant experience</p>	<p></p> <p>√</p>	<p></p> <p></p>	<p>Application Form/Interview</p>
<p>SKILLS/ABILITIES</p> <p>Excellent interpersonal and communication skills</p> <p>Presentation skills and confidence to speak to groups</p> <p>A strong understanding of confidentiality, GDPR and ability to maintain confidentiality</p>	<p></p> <p>√</p> <p>√</p> <p>√</p>	<p></p> <p></p> <p></p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Ability to effective liaise with others, both internal and external to the organisation	√		Application Form/Interview
Ability to provide advice and guidance to line managers on staffing issues	√		Application Form/Interview
Ability to meet deadlines and deal with conflicting demands	√		Application Form/Interview
Proficient IT skills and experience of using a HR system	√		Application Form/Interview
Problem solving skills and ability to make sound decisions	√		Application Form/Interview
PERSONAL ATTRIBUTES			
Positive professional approach and image	√		Application Form/Interview
Personal drive and resilience	√		Application Form/Interview
Ability to work as part of a team and on own initiative	√		Application Form/Interview
Empathy	√		Application Form/Interview
Full driving license and access to car essential	√		Application Form/Interview

How to apply



 **Funded by
UK Government**

POWERED BY
**LEVELLING
UP**

If you wish to apply to be our Volunteer Officer at The Prince of Wales Hospice please contact: Charlie or Leanne at Charity Horizons on either:

charlie@charityhorizons.co.uk or leanne@charityhorizons.co.uk



This post is part funded by the UK Shared Prosperity Fund (UKSPF). In West Yorkshire the West Yorkshire Combined Authority leads the implementation of the Fund as part of the Mayor's ambition to make West Yorkshire the best place to work, learn and live.



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