

**Pendleside
Hospice**

Care, compassion and support



JOB VACANCY

Maintenance Person / Driver

www.pendleside.org.uk

AWARDS & ACCREDITATIONS



Inspected and rated

Outstanding ★

CareQuality
Commission



Maintenance Person / Driver

17 hours – To work flexibly over 5 days Monday until Friday according to a two week rolling rota and including participating in a weekend on call rota

Annual Salary £12,032 (WTE £26,543)

Thank you for your interest in the post of Maintenance Person/Driver at Pendleside Hospice. We hope you find all the information you need in this pack, to help you decide if you are the right person for this role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. This financial year it is expected that Pendleside's running costs will exceed £6.5 million and less than 20% of those costs will come from government funding. Due to the expansion of our retail operation and future planned growth we are looking for a dedicated individual with a proven track record of success to help us achieve our goals at this very exciting time.

We have an opportunity for a Maintenance Person/Driver to join our team. You will be responsible for maintenance of Hospice properties to a high standard and also transporting patients and their families and carers to and from the Hospice (further information can be found in the job description found within this pack).

The position is required to work between 8am and 5.30pm Monday and Friday, including participating in a weekend on call rota. Flexibility will be essential, as will the ability to apply your skills along with positivity and enthusiasm and to have excellent communication and interpersonal skills that enable you to thrive in a friendly working environment.

At Pendleside Hospice, you will find a fantastic team spirit and a commitment to personal development and training. There are also a number of great employee benefits too.

This appointment is a crucial one for the Hospice and we want to be sure of finding the right person. If you wish to know more about the role you can email helen.mcvey@pendleside.org.uk or phone 01282 4401500.

Thank you for your interest in Pendleside Hospice.

Thank you,

Helen McVey
Chief Executive.

About Us

Our Mission

Pendleside Hospice exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

Our Vision

Every adult with advancing long term and life limiting illnesses, and those most important to them, within our community, will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

Philosophy of Care

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

Our Aim

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

We achieve this through the five pillars of Pendleside:

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

Our Values

Our values underpin everything that we do:

Care

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect.

Compassion

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services.

Support

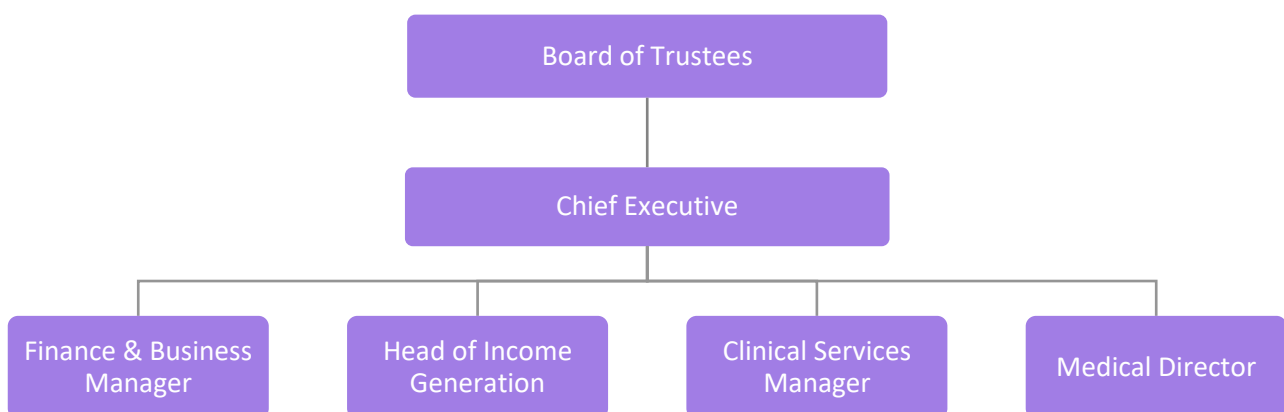
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

Our People

Pendleside is governed by a Trustee Board that takes overall responsibility for its work, and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 130 employees across the organisation, which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Healthcare Assistants.

Volunteers are an integral part of the Hospice Team with over 600 active volunteers, each one playing an invaluable role within either the Hospice and/or our local community.

Our Services

Pendleside cares for over 1500 people each year, across a number of services, including:

- Inpatient Unit
- Hospice at Home
- Health, Wellbeing and Rehabilitation
- Outpatients
- Family & Bereavement Support
- Spiritual Care and Psychological Support
- Complementary Therapy
- Meals on Wheels

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

Description of Hospice Services

- **Inpatient Unit** – Pendleside Hospice has a 10-bed inpatient unit for the short-term assessment of patients for symptom management, end of life care and rehabilitative for those with palliative care needs. The IPU provides care for patients residing in Burnley, Pendle and Rossendale.
- **Hospice at Home** – The service is one of the largest Hospice at Home services in the NW region, with a caseload of c. 120 patients and approx. 600 referrals per year. The team consists of specially trained Registered nurses and Health Care Assistants who provide palliative and end of life care to patients residing in Burnley and Pendle localities. Services include specialist Nursing assessment, emotional support, respite care, night sits and extended service (24hr care for patients in the last days of life who's preferred place of care is home). The H@H service is also the single point of access

for the co-ordination of District Nurse fast track applications and co-ordination of Marie Curie and domiciliary care night sits.

- **Health, Wellbeing and Rehabilitation** – The multidisciplinary team provides support to patients with palliative and rehabilitative needs. Services are offered either within the community, as an outpatient or by attending group sessions within the Day Services unit. Groups include Living with Dementia, Breathlessness, Fatigue Management, Exercise sessions, creative therapies, peer support, specialist palliative sessions. Complementary Therapy treatments are also available for patients and their carers.
- **Family Support & Bereavement** – The Family Support team provide pre and post bereavement counselling to adults and Children residing in the Burnley and Pendle localities. Sessions are either individual or through specialist groups.
- **Consultant-led Medical Outpatient Clinics** – these are currently delivered twice a week by Palliative Care Consultants employed by East Lancashire Hospitals Trust

Job Description

Job Title: Maintenance Person / Driver

Reports To: Chief Executive

Main Responsibilities:

- The maintenance of Hospice premises, plant and equipment where trained and/or competent to do so
- Driving duties in the Hospice vehicles to support the delivery of clinical services, the maintenance of Hospice premises and the delivery and collection of goods and other miscellaneous items
- Active involvement in the management of fire, health and safety in all Hospice premises
- Participate in an emergency call out service as required

Core Tasks (Maintenance):

- Plan and execute the Hospice's annual care and maintenance plan
- Undertake routine planned and reactive maintenance services
- Complete annual Portable Appliance Testing on all Hospice electrical equipment and maintain appropriate records
- Regular testing of the fire alarm, emergency lighting and water temperatures, including replacing faulty smoke and heat detectors
- Monitor all oxygen supplies within the Hospice, replenishing and changing cylinders when required and liaising with inpatient and day services staff as necessary
- Undertake general internal maintenance duties, including minor repairs to appliances and equipment (e.g. replace damaged leads, plugs, sockets, switches, etc.), replace bulbs/fluorescent strip lights and change door locks
- Undertake decorating, repairs and general building work, including minor electrical and plumbing jobs, carpentry, plastering, tiling and other similar work
- Maintain the external fabric of Hospice premises, including clearing gutters and down spouts, unblocking drains, replacing broken paving slabs and maintaining external lighting
- Undertake general gardening work, assisted by the volunteer gardeners, ensuring safe practices are maintained
- Maintain garden tools (i.e. lawnmowers, strimmer's and general garden tools)
- Clean and inspect Hospice loan equipment to ensure safe condition before its return to the loan store
- Prepare the seminar room as required for internal and external meetings

Core Tasks (Driver):

- Collect and return Hospice patients and where appropriate their families and carers to their homes and associated duties, including:

- Assisting patients and escorts at the beginning and end of the journey, ensuring appropriate safety precautions are taken with wheelchairs, oxygen and any other associated items or activities
- Ensuring patient comfort during journeys
- The carriage of patients' drugs
- Acting as a point of contact between patients, clinical staff and other services (e.g. reporting on patient physical and mental health)
- Coordinate the daily provision of patient transport using the electronic data base
- Maintain the Hospice vehicles, including regular checks of oil, water levels and tyre pressures and routine servicing and repair as appropriate
- Washing / cleaning of the vehicles
- Transport of miscellaneous items as required

Core Tasks (General):

- Purchase sundry items to support maintenance duties within authorised spending limits
- Attend relevant meetings (e.g. Health and Safety Committee)
- Provide weekend on-call cover with maintenance colleagues
- Work with colleagues and volunteers throughout the Hospice to ensure that policies, procedures and standards are maintained
- Provide support for Hospice organised fundraising events when required

Management and Leadership:

- Coordinate oversee external maintenance contractors
- To support the recruitment, coordination, supervision and training of volunteer maintenance workers, drivers and gardeners
- To ensure the provision of safe, effective, high quality, caring and responsive supportive care services with the needs and choice of the client placed at the centre of care
- To act as an Ambassador for the Hospice

Communication Skills:

- To communicate effectively with other team members
- To communicate effectively with other Hospice departments
- To liaise with external contractors

Personal and People Development:

- Attend organisational mandatory training as required
- Maintain own professional development, committing to such courses of training or study as may be appropriate for the job role
- To maintain personal and professional development to meet the changing demands of the job
- To participate in 1-1 supervision with own line manager

Quality and Service Improvement:

- Work with other members of the maintenance team to prioritise workload
- Maintain effective logs of work undertaken ensuring that they are completed in a timely and accurate manner
- To ensure compliance with CQC regulations and other relevant legislation
- Ensure prompt reporting of adverse incidents, accidents, near misses, and errors
- Take an active role in departmental meetings, highlighting areas requiring quality improvement

Health, Safety and Security:

- Identify risks as they arise and carry out risk assessments, taking immediate remedial action as required and updating risk assessments regularly
- Encourage others to consider risk-reduction measures when completing incident reports
- Recognise risk as covering all aspects of the Hospice including patient welfare and care, facilities and estates and finances
- Be familiar with and support implementation of safeguarding policies, the Mental Capacity Act and Deprivation of Liberty Safeguards
- Promote an environment that supports infection prevention and control policies and procedures
- Ensure you have the correct training and competency to use equipment safely and that equipment is issued in accordance with instructions and departmental procedures, reporting faults as necessary
- Complete and update COSHH safety sheets for hazardous substances
- Complete regular health and safety surveys of all Hospice premises
- Act as a Hospice First Aider

Governance:

- Ensure the effective utilisation of the Hospice's computer based patient record system, promoting the use of information technology for recording accurate patient information, communication and information sharing; implementing procedural change as necessary
- Ensure that Hospice policies, procedures and standards are adhered to at all times with particular regard to those concerning confidentiality, information governance, health and safety, prevention and control infection
- Ensure that the Maintenance Team are compliant with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Ensure effective outcome monitoring of maintenance provision

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role. It will be reviewed on an annual basis.

Job Specification

Attributes	Essential	Desirable	How assessed
Experience	<ul style="list-style-type: none"> General maintenance work: from decorating to basic electrical repairs and plumbing Minimum of 3 years driving experience, including experience of driving vans/minibuses/ambulances 	<ul style="list-style-type: none"> Previous experience working within a buildings maintenance environment Experience in a health care setting Experience of project management 	<ul style="list-style-type: none"> Application form Interview
Education, Qualifications & Training	<ul style="list-style-type: none"> Relevant course of study or equivalent experience Full UK Driving Licence 	<ul style="list-style-type: none"> Health and safety qualification PAT testing qualification Asbestos awareness 	<ul style="list-style-type: none"> Application form Interview
Practical & intellectual skills (including any specialist knowledge)	<ul style="list-style-type: none"> Understanding and sensitivity to the needs of people with life limiting illness's and their family/carers Practical skills relating to internal and external building maintenance Basic vehicle maintenance Knowledge of general health and safety issues Ability to communicate with team colleagues, managers, external contractors and patients and their families Ability to problem solve and work from own initiative Ability to record information clearly and effectively Excellent IT skills 	<ul style="list-style-type: none"> Experience working with people with life limiting illnesses 	<ul style="list-style-type: none"> Application form Interview
Disposition / attitude / adjustment	<ul style="list-style-type: none"> Caring attitude/interest in people 		<ul style="list-style-type: none"> Interview References

	<ul style="list-style-type: none"> • Evidence of an ability to work independently or as part of a team • Ability to set priorities and manage time effectively • Flexible approach to working across multiple disciplines • Versatile – can turn hand to (almost) anything • Professional and client focused 		
<i>Health & Physical</i>	<ul style="list-style-type: none"> • Good attendance record • Ability to manual handle people and equipment • Ability to wear company issued PPE at all times 		<ul style="list-style-type: none"> • Interview
<i>Circumstances</i>	<ul style="list-style-type: none"> • Monday to Friday working week, weekend on call according to an on call rota • Willingness to work additional out of hours, including weekends on occasion 		<ul style="list-style-type: none"> • Interview

Main Benefits and Terms & Conditions

Annual leave: the annual leave entitlement for a 37.5 hour a week post is 262.5 hours (27 days plus 8 public holidays), pro-rated according to number of hours worked

DBS: appointment is subject to an enhanced disclosure and barring check

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme www.benenden.co.uk

Meals and drinks: all employees and volunteers at Pendleside Hospice can access subsidised meals if working over a mealtime and drinks

Notice period: 1 month

Parking: all employees and volunteers can park free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme. **Employees joining Pendleside Hospice from the NHS may continue with their NHS pension.**

Sick pay: if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

How to Apply

If you are interested in this position, please complete and submit the on line application form on the Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.

For further information please contact Helen McVey, Chief Executive
E: helen.mcvey@pendleside.org.uk **T:** 01282 440 100.