

**Pendleside
Hospice**

Care, compassion and support



JOB VACANCY

Health, Wellbeing & Rehabilitation Manager

www.pendleside.org.uk

AWARDS & ACCREDITATIONS



Inspected and rated

Outstanding ★

Care Quality Commission



HEALTH, WELLBEING & REHABILITATION MANAGER

37.5 hrs per week – Salary £51,944 pro rata

Thank you for your interest in the position of **Health, Wellbeing & Rehabilitation Manager** at Pendleside Hospice. I hope you find all the information you need in this pack, to help you decide if you are the right person for this inspiring and exciting role.

Due to a retirement, we have an opportunity for a qualified Health or Social Care professional (registered with a UK regulatory body e.g. NMC, HCPC, Social Work England) to join our Health, Wellbeing & Rehabilitation service.

Our Health, Wellbeing & Rehabilitation service (including Family Support) is a multidisciplinary team which includes:

- Physiotherapy Team Leader (1.0wte)
- Health & Wellbeing Practitioner (0.8wte)
- Occupational Therapists (0.6wte)
- Assistant Practitioner (0.8wte)
- Complementary Therapists (1.45wte)
- Psychotherapist (0.8wte)
- Counsellors (1.6wte)
- Rehabilitation Assistants (2.6wte)
- Plus a number of volunteers

Our Hospice Facebook page shares a lot of the activities that go on in HWR – if you haven't already done so, please have a look on the posts we have recently shared.

This role requires you to have strong leadership skills, a creative mind, be able to think outside the box and deliver holistic care to patients, carers and bereaved service users. You will be an ambassador for the Hospice and network with different community groups to promote Hospice services and collaborate on new initiatives.

There are a lot of benefits working for the Hospice, not only will you be joining **#teampendleside** but you will be part of a really supportive team who focus on supporting our service users to "live well".

Informal Visits: Tuesday 22nd April – 3pm

Wednesday 30th April – 2pm

Closing Date: Tuesday 6th May – 9am

Interview Date: Friday 16th May

This job role is a crucial one for the Hospice and we want to be sure of finding the right person. However, we recognise it is probably also a big step for you, so if you wish to know more, I encourage you to attend one of the informal visits to the Hospice. You can do that by emailing me: anne.huntley@pendleside.org.uk

Thank you,

Anne Huntley
Clinical Services Manager

About Us

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. It costs over £6 million to run Pendleside Hospice of which over £5 million needs to be raised through voluntary donations.

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

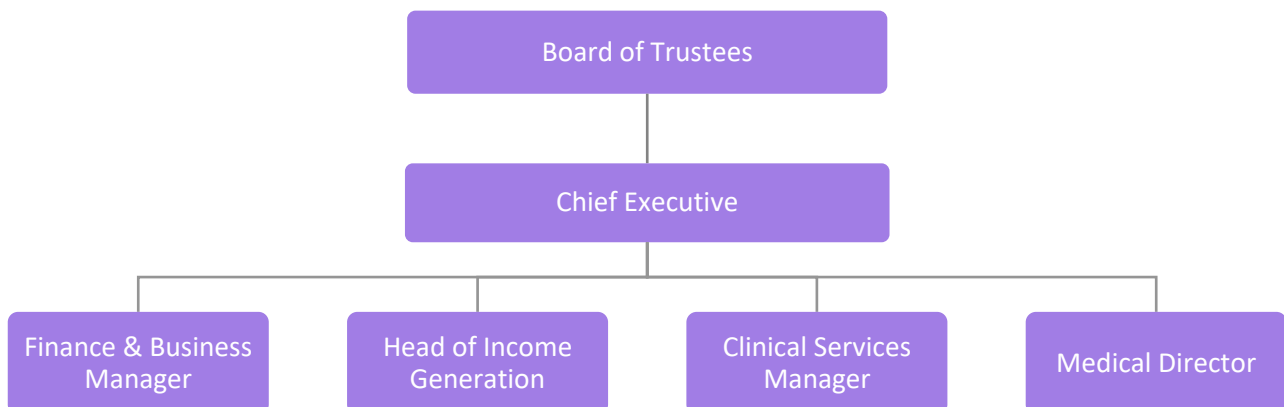
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

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 140 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. The unit is supported by a multi-disciplinary team and holds daily medical handovers, weekly discharge planning and MDT meetings. The unit accepts planned weekday admissions and crisis admissions 7 days per week. In 23/24, the IPU admitted 142 patients of which 92% had a cancer diagnosis. The medical team is currently supported by Consultants in Palliative Medicine employed by East Lancashire Hospitals Trust and the following employed staff in addition to the Medical Director role:
 - Medical Director
 - Hospice Physicians
 - Advanced Clinical Practitioners
 - On call Hospice Physician (GP working 1 in 10 weekends)
 - GP Trainee (6 month rotation)
 - FY1/2 (4 month rotation)
- **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: Health, Wellbeing & Rehabilitation Manager

REPORTS TO: Clinical Services Manager

ACCOUNTABLE TO: Clinical Services Manager

REPORTED TO BY: Family Support Team Leader, Rehabilitation Team Leader

MAIN RESPONSIBILITIES:

- To be an inspirational leader and ambassador who clearly expresses the hospice vision, values and service quality at all times internally and with external stakeholders
- To have overall responsibility for the management, leadership and co-ordination of the Health, Wellbeing and Rehabilitation (HWR) service including Family Support
- Safeguarding Lead for Children
- To ensure high quality, evidence based holistic palliative care is delivered to the patients and their families with care, compassion and dignity.
- To ensure that services and outcomes are monitored and delivered safely and efficiently by a well trained workforce.
- To contribute towards service development across the organisation.

CORE TASKS

Care Delivery

- Manage each department's delivery of holistic care and associated activities in line with appropriate standards and guidelines
- Oversee, plan and conduct effective and responsive holistic assessments for all patients referred to the services, ensuring appropriate care and action plans based on their needs are clearly recorded and documented
- Ensure medicines are managed in accordance with all internal policies, procedures and standard operating procedures and the misuse of drugs act 1971 and the controlled drugs (supervision and management and use) regulations 2013.
- Promote evidenced based practice in order to maximise the patient's quality of life.
- Ensure the efficient and effective implementation of handovers, referrals meetings and weekly Multi-Disciplinary Team meetings
- Facilitate patients to receive the Right Care at the Right Time in the Right Place including Advance Care Planning (ACP) and Advance Clinical Management Planning (ACMP)
- To develop the service to become a community hub, integrated within the community and impacting on the social/public health concerns within Burnley & Pendle.
- Manage the responsiveness and patient throughput of each service (Day Therapy, Rehabilitation, Psychotherapy, Complementary Therapy, Family Support), maximising appointment/group availability to facilitate equitable access to services
- To ensure that patient electronic records and documentation is completed accurately and fully in line with the professional guidance (e.g. NMC/HCPC/Social Work England) on documentation and Hospice policy

Management and Leadership

- To plan, co-ordinate, direct and manage HWR teams (employees and volunteers) and resources so that the Hospice's strategic vision and operational objectives for the delivery of specialist palliative care to patients and their families are achieved
- Work closely with the Hospice Senior Management Team (SMT) and all relevant professionals in ensuring that their team of staff and volunteers deliver high levels of service and care at all times
- Contribute to the on-going development of operational policies, procedures and clinical guidelines ensuring their implementation, review and monitoring.
- To foster and maintain effective communication within HWR and teams across all departments of the Hospice and external stakeholders
- To ensure service sustainability through facilitating integrated team working across all departments
- Empower staff within the HWR teams to lead on projects and evidence based innovation, acting as an expert resource and role model.
- Review key performance measures, activity and outcomes for both departments, in collaboration with the SMT, and use the information to support service improvement and activity monitoring.
- Accept accountability for own actions and areas of responsibility
- Involve others in decision making and empower where possible
- To ensure effective implementation of HR procedures including staff recruitment and selection, management of sickness/absence and performance management in accordance with Hospice policies, procedures and employee guide
- To act as a Hospice ambassador promoting the work the Hospice does and identifying PR opportunities for promoting Hospice services, including being involved in fundraising activities
- To provide out of hours' management on call cover (approx. 1 week in 5)

Communication Skills

- Foster good working relationships and effectively communicate with members of the multidisciplinary team, users of the service and other healthcare professionals working externally
- Act as a resource of knowledge for Hospice staff and external agencies
- Communicate information to distressed and/or bereaved people in a sensitive manner
- Manage situations where people are distressed or angry in an effective, safe manner
- Have excellent telephone communication skills, taking calls from patients, carers and Professionals in the community managing their concerns effectively and sensitively
- Manage complaints in a sensitive manner ensuring that the Hospice policy and procedure is adhered to
- Ensure accurate and contemporaneous documentation of patient care both personally and by other members of staff inputting into the patient electronic system
- Identify methods to improve communication both within the Hospice and in dealings with external agencies, reporting these promptly
- Advocate for patients and other service users ensuring their views are known to the team including in the case of advance care planning and occasions where offered care is declined
- Be able to communicate effectively with people exhibiting challenging behaviours, ensuring they are respected but expectations are made as clear as possible
- Work in accordance with Hospice policies to ensure that confidentiality is maintained at all times.

Personal and People Development

- As Children's Safeguarding Lead, ensure appropriate training (Level 3) is maintained.

- Accept responsibility to maintain and update own skills to facilitate the delivery of high quality specialist palliative care
- Ensure staff members (employees and volunteers) attend mandatory training and competency assessments are undertaken as required
- Monitor Mandatory training, appraisal and supervision (1-2-1) completion rates to ensure compliance at all times
- Promote the value of active participation in annual appraisal, probationary reviews, planning, and personal development ensuring all staff members take part
- Share knowledge and experience with other staff to improve and enhance patients' care. Encourage other staff to share good practice and knowledge
- Identify poor practice / attitudes and take a proactive approach to resolution
- Ensure that professional requirements for clinical revalidation are fulfilled both personally and by other registered Health & Social care professionals within the teams e.g. HCPC, NMC, Social Work England
- Oversee the placement of students within HWR teams, ensuring that they are correctly mentored and evaluated

Quality and Service Improvement

- Ensure the effective outcome monitoring of service provision to maximise quality and effectiveness of patient care
- Encourage and oversee prompt reporting of adverse incidents, accidents, near misses, and errors
- Oversee, and contribute as necessary, to the investigation of incidents, accidents, near miss reports
- Oversee, and lead as necessary, the completion of Root Cause Analysis, safeguarding alerts, CQC notifications
- Oversee the HWR input to the Hospice audit programme
- Maintain a working knowledge of safeguarding (children and adults) to support staff in this regard, ensuring that any safeguarding incidents are appropriately dealt with and reported on
- Ensure that all relevant information is cascaded to team members e.g. MHRA alerts, patient satisfaction, learning outcomes from incidents, outcomes from meetings
- Ensure medicines and medical equipment are managed in accordance with Hospice policies, procedures, protocols and the national guidance
- Work with the PR & Marketing Manager and Clinical Services Manager to identify individual patient stories that can be used in connection with publicity for the Hospice.

Health, Safety and Security

- Ensure the completion of risk assessments and implementation of appropriate actions as necessary
- Ensure new risks identified are added to the organisational risk register
- Lead on the implementation of safeguarding policies, the Mental Capacity Act and Deprivation of Liberty Safeguards within the HWR teams
- Ensure that the off-duty rota meets the requirements of the HWR teams and organisational requirements for safe staffing

Governance

- Ensure the effective utilisation of the Hospice's electronic patient record system, promoting the use of information technology for recording 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 and medicines management

- Ensure that the HWR teams are compliant with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Ensure effective outcome monitoring of service delivery

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.

JOB SPECIFICATION

Attributes	Essential	Desirable	How assessed
Experience	<ul style="list-style-type: none"> • Minimum of 5 years post registration • Experience of working with those who have a life limiting condition • Leading a team in a first-line management position • Have an in-depth knowledge and understanding of the CQC registered service requirements and how this is applied in a hospice care environment • Experience of undertaking staff appraisals • Mentoring and supporting students 	<ul style="list-style-type: none"> • Managing a professionally similar service • Experience of working across organisational boundaries • Experience of working with patient electronic records • Ability to manage delegated budget responsibility 	<ul style="list-style-type: none"> • Application form • Interview
Education, Qualifications & Training	<ul style="list-style-type: none"> • Qualified Health or Social Care professional and registered with a UK regulatory professional body e.g. HCPC, NMC, Social Work England • Evidence of CPD • Degree or equivalent 	<ul style="list-style-type: none"> • Formal qualification in palliative care • Management qualification 	<ul style="list-style-type: none"> • Application form • Professional registration confirmation • Certificates • CPD file / portfolio
Practical & intellectual skills (including any specialist knowledge)	<ul style="list-style-type: none"> • Leadership / people management • Ability to participate in collective decision-making and responsibility • Understanding and sensitivity to the needs of people with a life-limiting illness • Liaison with other agencies and professionals • Good communication and organisational skills • Full UK Driving Licence & own transport with business insurance • Computer literacy 	<ul style="list-style-type: none"> • Audit • Presentation skills 	<ul style="list-style-type: none"> • Application form • Presentation • Interview
Disposition / attitude / adjustment	<ul style="list-style-type: none"> • Evidence of ability to work independently and as part of a team • Ability to relate positively to peers and members of the MDT • Demonstrate an understanding of confidentiality • Positive attitude to change and flexible work practices • Ability to motivate others and manage change 		<ul style="list-style-type: none"> • Application form • Presentation • Interview

Health & Physical	<ul style="list-style-type: none"> • Good health and attendance record • Ability to move and handle people & equipment 		<ul style="list-style-type: none"> • Interview • References • Medical
Circumstances	<ul style="list-style-type: none"> • Work across all hospice areas as service needs dictate • To participate in the on call management rota (approx. 1 week in 5) • Work shifts over 7 days – the majority of shifts are required Monday to Friday but occasional weekend work or evening work will be required and rota'd between team members. • Work across all hospice areas 		<ul style="list-style-type: none"> • Interview
Equal Opportunities	<ul style="list-style-type: none"> • To have an understanding of, and an ability to promote and implement equal opportunities • To lead on the commitment of individualised care and non discriminatory practice 		<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

Childcare voucher scheme: Pendleside Hospice offers a childcare voucher scheme

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: 3 months

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, either via the NHS Jobs website: www.jobs.nhs.uk or on Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.