



*Celebrating Life,
Dignifying Death*

Associate Director Children's and Young People Services

Candidate Information Pack

May 2024



Welcome

Thank you for your interest in this exciting leadership role for Hospice in the Weald

The goal of Hospice in the Weald has always been and will always be to ensure that those living in our community are able to access the hospice care they need and that the care provided is safe, effective, and responsive to their needs.

Over the last two years we have implemented new ways of working; for example, we have changed and increased our use of technology to provide more flexible access to hospice care. This includes continuing to offer counselling and support via video or phone call, a way of working which became useful during the pandemic but has continued to improve access to support for patients and their loved ones. Our physiotherapists are also working via video call and will continue to do so where this is best for the patient, along with a return to home visits and in-person appointments.

By making better use of technology to ‘work smarter’, we can spend more time with the families who need our care. We will also continue to give patients and families choice in how we work with them, focusing on supporting and empowering adults with terminal illness, who often feel disempowered by their diagnosis or symptoms. We will focus on empowering patients to celebrate life and dignify death.

Since 2022, Hospice in the Weald has provided hospice care for children. Whilst there are some differences involved in providing hospice care for children, there are many similarities too, most importantly a focus on meeting the needs of each child as an individual, and providing safe, effective, and responsive care.

We will offer care for children and their loved ones under three main themes: home visits, emotional support, and a children’s centre which will provide space for activities such as play or sensory work, and family or sibling groups. With the number of children needing hospice care set to grow significantly over the next few years, there is a real and urgent need for this new service.

This is an exciting time to join us at Hospice in the Weald. As a leadership team we ensure that local people have access to safe, effective, and responsive hospice care and we are excited to make this happen.

To learn more please contact our recruitment partners Finn McNulty at fmcnulty@hunter-healthcare.com or phone: 07966 006091.

Nick Farthing
Chief Executive
Hospice in the Weald



“We are proud of our workforce across the organisation. For them we will make Hospice in the Weald a great place to work and volunteer.”

About Hospice in the Weald

Hospice in the Weald is a well-established charity serving the communities in West Kent and northern East Sussex for 40 years.

The people in these communities know that we are an outstanding hospice offering an extensive range of services. Those who know us realise we are, and will remain, outstanding because we continually strive for excellence in all we do.

The hospice movement is a very British success and Hospice in the Weald is the best of the best. We are able to provide world class hospice palliative care because of the people who make up our workforce, our staff and volunteers, who themselves are enabled by the generosity of the people in the communities we serve.

Hospice in the Weald is a registered charity and not part of the NHS. We rely on support from the community we serve, to enable us to develop and deliver our services.

Only 11% of the funding required to deliver our services, comes from the NHS. We measure our success not by the amount of money coming in, but by the high quality of care we are able to provide for everyone in our community living with a terminal illness, and for those important to them.

Our amazing fundraising team work incredibly hard to put on a full calendar of events every year and we will ask you to help out at two events per year. There is something for everyone and helping out is a great way to meet other staff and volunteers from across the organisation, but above all it is fun!

Our team are dedicated to providing a range of care and support for people with life-limiting conditions, ensuring that they receive the care they need, when they need it, within their community.



Our Mission

Our mission describes what we do. It underpins all actions that we take across the organisation, and it is at the core of everything we do. It can be considered in three parts:

Hospice in the Weald strives to provide care, advice, and support for everyone in our community living with terminal or life-limiting illness

When we say we “strive”, this reflects the reality that we cannot yet directly provide hospice care to all the people – adults and children – in our area we would like to reach. It is widely recognised that within a given population, slightly less than 1% will die within the next year, of which approximately 76% would benefit from palliative care. With circa 360,000 people living in our notional catchment area, the number in the last year of their life who could potentially benefit from our care is around 2,500 people every year.

Together with their loved ones

Providing advice, support and hope for patients is central to what we do, and we will always provide the same for the loved ones of patients too. A death will not just affect the person that is dying but also those around them.

We empower people to celebrate life and make the most of precious time they have for living

For all of us our time is limited and precious; death is a certainty. For our patients and their loved ones this is brought into sharp relief. Adjusting to a terminal diagnosis is hard and, in their distress, sometimes people retreat into themselves and may stop living. We work with patients and their loved ones to overcome this in all aspects and help to ensure that both adults and children have opportunity to make the most of the precious time they have for living.

“Hospice in the Weald strives to provide care, advice, and support for everyone in our community living with terminal or life limiting illness, together with their loved ones. We empower people to celebrate life and make the most of the precious time they have for living.”



Our Values

Our organisational values are effectively a code of conduct which, together with our culture of empowerment, guide our decision making and our behaviours, making it clear how people working and volunteering at Hospice in the Weald should behave.

- **Honest** – we are a trustworthy and reliable organisation that treats people with respect and candour.
- **Kind** – kindness is central to the compassionate care we provide and is evident in all of our daily interactions.
- **Learning** – we strive to learn continually in all aspects of our work and embrace the changes needed to become even better.
- **Ambitious** – we will never stop working to provide people with access to the care they want and need.

- **Sustainable** – meeting the needs of the present without compromising the ability to meet future needs. There are three aspects to our approach to sustainability – environmental, social, and economic.
- **Effective** – enabling adults and children in Kent and Sussex to access the most effective hospice care, celebrate life and have a dignified death.



Our strategy 2020-2025

In 2022 we created a three year strategy, which can be downloaded [here](#). Our Strategic Aims represent the goals which we want to achieve through this strategy.

- Grow our reach and improve earlier access to hospice care for people of all ages.
- Plan and provide care in a safe and responsive way that meets the needs of each individual and the communities we serve, working with our system partners to plan care.
- Ensure that our care is safe and effective, having meaningful impact for patients and their loved ones.
- Develop reliable sources of income so that current and future expenditure is sustainable.
- Make best use of resources, maximise capacity and utilisation, and operate cost effectively.
- Build our social and environmental sustainability.

The first three of these aims relate to the care that we provide to people living with terminal illness and their loved ones. We want to grow our reach and provide hospice care to more people and sooner after their diagnosis. We know that the earlier we are involved the greater impact we can have for patients and their loved ones, providing greater opportunities to celebrate life and achieve a dignified death.

The final three aims are primarily concerned with ensuring that Hospice in the Weald continues to be the sustainable, well-run organisation that people across West Kent and East Sussex have come to rely upon.

We could not achieve any of what we do without our hardworking staff and volunteers. We are proud of our workforce across the organisation, in every service and department and in every role.



Job description

Job title Associate Director – Children’s and Young People Services

Accountable to Director of Care Services.

Location Based at the Hospice buildings in Pembury, Kent, or Five Ashes, East Sussex, with potential requirement to work at other locations within West Kent and East Sussex.

Direct Reports Head of Children’s and Young People Service

Scope & Job Purpose:

- As part of our hospice for everyone you will provide strong leadership in developing the Children and Young People Service. You will be the strategic lead, liaising closely with our neighbouring children’s hospices providing seamless care for children and young people. Whilst reporting to the Director of Care Services you will work closely with the Directors of Quality Governance and Clinical Excellence in providing safe, effective, responsive personalised care for the children, young people and their families.

KEY RESPONSIBILITIES

Deliverables/Outcomes

- Be the strategic lead for the Children’s and Young People Service.
- Oversee the development of the Children’s Service including for those children of our adult patients and the children’s centre.
- Ensure the strong, provision of expert clinical leadership is available to the Children and Young People’s Service in line with organisational, local, and national strategies.
- Implement competencies within the team for all grades of staff.
- Embed a culture of learning and development within the team ensuring professional accountability and use of evidence-based care.
- Ensure the safeguarding of all children and young people accessing our services, responding to concerns in a timely manner and escalating in accordance with policy.
- Be the lead for mental health, autism and learning disability across the organisation.
- Lead on transition pathways in collaboration with our adult services. Ensuring service specifications and operating policies are in place.

Management & Leadership

- Provide direct line management for the Head of the Children’s Service and strong leadership to the whole team including volunteers.
- In partnership with the Head of Service, network with external palliative care services to participate in the advancement of the national strategy for paediatric palliative care, for example the managed clinical network.
- Be an active member of the Hospice Leadership Team.
- Work with the Directors of Quality Governance and Clinical Excellence to ensure that the professional development, education and workforce development are appropriate to facilitate the achievement of Hospice in the Weald’s clinical and organisational strategic objectives.
- Accountable for ensuring robust CYP service governance arrangements are in place. This includes, but is not limited to, the identification and management of risks relating to the Children’s Service; the timely review of incidents, complaints, adverse comments; ensuring clinical audits are undertaken in light of risk and to ensure compliance with policies, procedures and best practice guidance; ensuring policies and procedural documents are up to date and reflect best practice; and action plans and reporting into the governance structure.
- Chair the CYP Quality Governance Group and attend groups, committees and subcommittees as required.
- Ensure the performance management of the CYP service, acting to both identify relevant key performance indicators and ensure achievement of agreed measures, identifying actions to address any shortfalls.
- Represent children and young people with palliative care diagnoses and the registered nurses who work with this patient group professionally at local and national level, contributing to the strategic development of paediatric palliative care.
- Be part of the on-call rota for the Hospice Leadership Team.

Communications & Teamwork

- The post holder will report to the Director of Care Services and will directly line manage the Head of the Children’s Service.
- They will provide strong leadership to the Children’s Service team and be a link between children and adult services by being an integral part of the Hospice Leadership Team
- There will be close working with executive team in particular the Director of Clinical Excellence and the Director of Quality and Governance.
- An important aspect of this role is the communication and collaboration with other children’s palliative services locally and nationally with the aim of establishing this new service as part of the local care for children, young people, and their families.

Working with due diligence

- Working with the Director of Clinical Excellence, ensure that all clinical practices are evidence based and that care is personalised.
- Ensure the Service complies with meeting the relevant regulations and the requirements of CQC, working closely with the Director of Quality Governance ensuring that all practice within the service evidence how it meets regulatory requirements.
- Ensure that all documentation is contemporaneous and of good quality and enables the collection of activity and quality markers and other metrics as required.

Training and Development

- Ensure all staff within the CYP service undertake statutory and mandatory training as required by Hospice in the Weald and participate in additional required training and development activities.
- Take an active role in identifying gaps in knowledge and skills and how to address these.
- Take responsibility for setting own goals and achieving them.

General

- Maintain professionalism through adherence to recognised codes and guidelines and work within the boundaries of Hospice in the Weald policies.
- Maintain personal development through the Hospice Annual Review process, continuously updating and improving knowledge and skills and applying that knowledge.
- Engage in the use of information and communication technology (ICT) and achieve the required level of competence.
- Recognise the growing need for 24/7 working patterns and flexibility.
- Demonstrate Our Values through day-to-day interactions between colleagues as well as patients and those important to them.
- Always strive for excellence.
- Any other duties that may be reasonably requested.

Person Specification

CRITERIA	<ul style="list-style-type: none"> • NMC registered Child, Learning Disability or dual registered adult/ children’s nurse working at experienced band 7 or 8a. • Have experience of working in children’s palliative care and or with children who have complex needs. • Significant experience in leadership, service development and networking. • Excellent communication skills.
QUALIFICATIONS	<ul style="list-style-type: none"> • NMC registered. • Educated to degree level in a relevant subject. • MSc/ MA in relevant field or equivalent experience • Mentorship/ teaching qualification or equivalent experience.
EXPERIENCE	<ul style="list-style-type: none"> • Recent clinical practice. • Leadership at band 7/8a grade or equivalent. • Mentor/ preceptor. • Working as part of a multidisciplinary team. • Leading change management. • Leading quality improvement. • Networking locally, regionally and nationally.
ESSENTIAL SKILLS	<ul style="list-style-type: none"> • Evidence of effective leadership. • Evidence of practice development and innovation in clinical practice or care delivery. • Working effectively in a multidisciplinary team • Excellent written and verbal communication skills with the ability to negotiate and influence others. • Ability to motivate and develop staff. • The ability to promote equality, diversity and inclusion with fairness and respect. • Good IT skills • Evidence of experience in quality improvement skills. • Insight into the current health policy and funding issues for children’s palliative care.
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Reflective. • Enthusiastic and motivated. • Willingness to work flexibly. • Willingness to travel. • Forward thinking and creative. • Committed to striving for excellence.

How to Apply

The closing date for applications is **26 May 2024**.

Applications should be made by submitting:

- A full and updated CV, which includes your contact details and email address.
- A personal statement of no more than one side of A4, which should explain why you are interested in applying for the role and what you believe you will be bringing to it.
- Contact details for three referees (who will not be contacted without your permission).
- A completed **Diversity Monitoring Form** and **Fit and Proper Person Monitoring Form**.

All applications should be sent to: **apply@hunter-healthcare.com**. All applications will be acknowledged.

For an informal conversation about the post, please contact Finn McNulty at our recruitment partners, Hunter Healthcare by email: **fmcnulty@hunter-healthcare.com** or phone: **07966 006091**

Key Dates:

Application Deadline	26 May 2024
Shortlisting	w/c 27 May 2024
Interviews	w/c 3 June & 10 June 2024





**HOSPICE
IN THE WEALD**

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