



Havens  
Hospices



# Candidate Pack

# Nursing at Havens Hospices

Every one of us

**Making every day count.**



Havens  
Hospices

# Welcome to Havens Hospices ...

**“The nursing team at Havens Hospices have helped us come to terms with the realities of my condition. I haven't been given any expectations or prognosis, and the doctors didn't sugar-coat the reality of what lies ahead. But they were gentle, held my hand and explained what was going to happen. They didn't have to do that.”**

Patients and families are cared for by Havens Hospices when they have nowhere else to turn. They've been given a diagnosis of a complex or incurable condition, and curative treatment is likely to no longer be an option. Our job is to help families have a life of quality experiences, using the time they have left to make them comfortable, ease their pain, control their symptoms and help them make memories to treasure.

There are myths around hospice care – we are only here for the end of someone's life where nursing skills are rarely used. Nothing could be further from the truth. Nursing positions right across the organisation – whether that's in adult or children's care, within the hospice or in the community – require a huge amount of clinical intervention, nursing skills and personal attributes based around the Six C's of Nursing.

There is a lot of autonomy for nursing and care staff and the key focus is the patient is at the heart of all we do. We deliver care, free from barriers, where the patient and those important to them always come first.

# Welcome to Havens Hospices ...

The difference at Havens Hospices is that you have time and space to focus on your patients needs and what's important to them. You'll be working within a large multi-disciplinary team focusing on holistic care – physical, social and emotional. In my view the rewards are great. You will know you make a difference every day. A real gift and sense of satisfaction for both the patient and nursing staff.

As head of the nursing profession at Havens Hospices, it is part of my role to inspire and lead innovation in nursing care. There is a personal touch here – I am proud to say that I know every member of our nursing and care teams by name. There are no layers of bureaucracy. If you have an idea that will improve patient care I will support you to bring it to reality. There is no bad idea at Havens Hospices and no failure. We learn from everything we do

My personal drive is the pursuit of excellence in nursing care and the best patient experience – compassionate and patient-focused care, delivered by caring, competent and courageous staff. My focus is quality of the patient journey, with a high focus for detail and strong governance.

I am delighted and extremely proud to be leading a team responsible for the delivery of excellent care to our patients and families at one of the most significant and touching times of their lives. A time when often we have only one chance to get it right. I look forward to you joining the team and 'Making every day count.'

**Ellie Miller**  
**Director of Care and Executive Nurse**  
**Havens Hospices**



Our Vision \ Our Mission \ Our Values

Our Vision \ Our Mission \ Our Values

**Making  
every day  
count.**

To offer the best possible palliative and supportive care, free from fear and barriers, where the patient and those important to them are always put first.





Our Vision \ Our Mission \ Our Values

## 1 Care and Compassion

We are driven by our desire to care for and help people with complex or incurable conditions. We focus on their quality of life, offering choice and support in 'Making every day count'.

## 4 Courage

We listen calmly to others and respect different opinions and beliefs. We reflect and think before we act, seek to understand the consequences, overcome fears in making difficult decisions and accept that we can sometimes make mistakes.

## 2 Commitment

We are committed to putting other people's needs first. We seek to achieve fairness and equality by making our services inclusive and available to all who need them.

## 5 Integrity

Our patients and families are at the heart of every decision we make. We are open, honest and transparent and every action is taken in good faith.

## 3 Community

We work together as a charity and to serve our communities, to ensure everyone feels included, valued and respected for what they contribute.



# About Havens Hospices

Havens Hospices provides palliative nursing and supportive care to adults, young people and children living with complex or incurable conditions across Essex.

Our specialist Care Teams can support them and their family living throughout illness, death and bereavement, in the comfort of their own home and through our hospice services, Fair Havens, The J's and Little Havens.

We focus on their quality of life, caring for individual physical, emotional, psychological and spiritual needs.

Havens Hospices is a registered charity – not part of the NHS – and receives limited government funding. We must raise over £81,000 each week to be there for everyone who needs us.

We don't charge a penny for any of our care services. Our hospice care can only exist because of the support and generosity of the community.

You can look around [Fair Havens](#) and [Little Havens](#) with our 'virtual tours.'

**Together, we're 'Making every day count'.**



# What our employees say.....

**"Our ultimate goal is to offer proper choice to parents and young people about where they receive their care. We want to implement robust end-of-life care planning and not be afraid to have these conversations."**

*Emma, Senior Nurse CYP Service,  
Little Havens.*

**"I feel privileged to be helping lead the Hospice at Home Team. They work incredibly hard and are all dedicated to the role."**

**"As we look ahead to better times, the possibilities of how we can improve and expand our service to the population of Southend, and Castle Point and Rochford is very exciting and I'm delighted and very grateful to be part of it."**

*Denise, Deputy Sister, Hospice at Home*

**"Little Havens is such a special place to work, every day is different and brings new challenges but the team around me are so supportive and are really invested in my development"**

**"My role means I can care for the child, whether that be their medical or holistic care, and their whole family. I'm so proud of team I work with."**

*Lauran, Care Team Nurse, Little  
Havens.*



## Scope of the role

- Havens Hospices provides care for children, young people and adults who are registered with a GP in the county.
- We are dedicated to looking after young people and adults with complex or incurable conditions
- We focus on the individual needs of the children and adults, but also the families of those we care for
- This is an exciting time to join our team as we are currently in the process of redesigning our services to work more effectively with children, young people and families focusing on outcome-based assessments
- Our services are expanding to provide hospice based and community-based services for 0-25 year old's.
- Join our multidisciplinary team and you will discover this is a unique opportunity to provide high-quality respite, symptom management, specialist palliative and end-of-life care and bereavement support in beautiful surroundings.

## Benefits

- 33 days annual leave (pro-rata) rising to 38 days with length of service (Including Bank Holidays)
- Free on-site parking
- Employee Assistance programme
- Salary sacrifice scheme for pension and annual leave purchase
- Competitive pension schemes and NHS pension for continuing members
- Life Assurance
- Employee referral bonus ranging from £125-£500
- Retention bonus for Registered Nurses upon successful completion of probation of £500
- Wellbeing sessions (monthly)





Continuous learning and education for our nursing staff is a priority at Havens Hospices. By ensuring that our Care Teams have the most up-to-date knowledge and skills, we can be sure that our patients and families are receiving the very best that palliative care can offer.

- Learning and Development team committed to personal and professional development
- Dedicated Practice Facilitators for paediatric and adult hospice care
- Journal Club and mentors within Fair Havens In Patient Unit
- On the job training such as: intravenous infusions and transfusions, managing chest drains and ascitic drains, sepsis treatment, bladder irrigation, cannulation and phlebotomy, wound and seizure management, diagnostics
- Opportunities to progress in your career with apprenticeships into nursing for HCA's, preceptorships and rotational posts
- Quality Improvement Project to bring your ideas and suggestions into practice
- Opportunity to contribute to Staff Forum and Steering Groups including Equality, Diversity and Inclusion



<b>Roles required</b>	<b>Registered Nurse for Adult</b> <b>Registered Nurse for Children and Young People</b>
<b>Department</b>	Fair Havens and Little Havens In Patient Units
<b>Location</b>	Across all sites
<b>Key aspects of the role</b>	<ul style="list-style-type: none"> <li>• Responsible for assessing the needs of adults / children and young people, planning, implementing, and evaluating the care provided.</li> <li>• Ensure nursing care is delivered to the highest standard and reflects the needs of the adults / children and young people.</li> <li>• Provide support for families and other carers, prior to and following a death, involving other agencies or disciplines when appropriate.</li> <li>• Foster positive relationships, contributing to the creation of a welcoming, caring, safe and supportive environment for patients, staff, volunteers, and visitors to Havens Hospices.</li> </ul>
<b>Essential Person Specification</b>	<p><u>Essential:</u></p> <ul style="list-style-type: none"> <li>• Current Registration with the NMC.</li> <li>• One year experience in a healthcare environment post qualification</li> <li>• Knowledge of safeguarding</li> </ul> <p><u>Desirable:</u></p> <ul style="list-style-type: none"> <li>• Degree level study</li> <li>• Palliative care experience</li> <li>• Experience of working in the charity sector.</li> </ul>

# Applying for the role

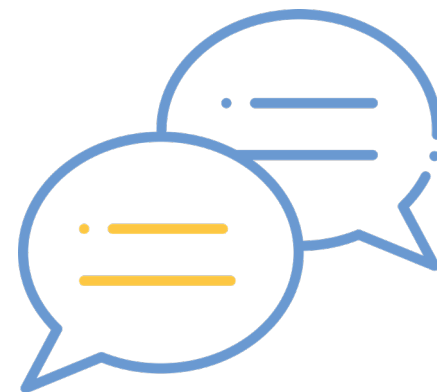
## How to apply

All applications will be acknowledged and responded to.

### You can apply in the following ways:

- Our nursing roles are advertised on NHS Jobs
- On the Havens Hospices website [Careers - Havens Hospices](#).

If you have any queries regarding your application or the process or require any further information please do not hesitate to contact The People Team on [recruitment@havenshospices.org.uk](mailto:recruitment@havenshospices.org.uk) or call 01702 426225.





Havens  
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# Thank you

[havenshospices.org.uk](https://havenshospices.org.uk)

Registered Charity Number 1022119



 **GamCare**

 **Care Quality  
Commission**

Registered with

