

**JOB DESCRIPTION**

**JOB INFORMATION**

**Job Title** Day Hospice Manager  
**Department** Fair Havens Care  
**Reporting to** Head of Adult Services  
**Location** Fair Havens Hospice  
**Grade**

<b>PURPOSE OF ROLE</b>
<ul style="list-style-type: none"> <li>• To provide full managerial support to multi-disciplinary Day Hospice team.</li> <li>• To support the Day Hospice team in planning and transition to the New Fair Havens Hospice and the new Day Hospice building.</li> <li>• Develop Day Hospice services to continue to provide a range of rehabilitative, clinical, holistic services to patients with life limiting conditions providing individualised, flexible and patient focused care and support.</li> </ul>
<b>MAIN DUTIES AND RESPONSIBILITIES</b>
<p>The following list is not exhaustive and is intended only to indicate the range of activities that the post holder will be required to undertake. Further duties and responsibilities may be added as identified from time to time and it is expected that the post-holder will accept all reasonable requirements and developments of the job.</p> <p>To provide full managerial support for the day hospice team which includes a range of multi-disciplinary professionals, each holding their own caseload and own professional registration. Develop a rehabilitative, outcome focused patient care model within Day Hospice services incorporating the multi-disciplinary team.</p> <p>Develop links with local communities and create ‘compassionate community’ approach to patient and family support.</p> <p>To work closely with the Head of Adult Services to constantly review and develop new systems of care.</p> <p>To supervise the assessment, planning, implementation and evaluation of specialist palliative care provision for patients accessing Day Hospice.</p> <p>Ensure the Day Hospice staff deliver comprehensive holistic assessment, outcomes and recommend, in collaboration with the Day Hospice team, appropriate treatments, intervention and support.</p> <p>Manage own caseload of patients, including running clinics and collaboration with colleagues from other organisations.</p> <p>To work closely and maintain good and effective working relationships with the Head of Adult</p>

Services medical and other professional staff in service delivery, both internal and external to the hospice. This would include Hospice at Home Sister, The J's Clinical Lead, Hospital palliative care team and community palliative care team.

To maintain an awareness of clinical and other developments / research in palliative care and in conjunction with Head of Adult Services.

To take a lead in the development of strategies for the implementation of appropriate therapies / policies / procedures in Fair Havens In-Patient Unit and to respond to changes in accepted practices.

Work both as an autonomous practitioner, taking responsibility for managing and prioritising own caseload and as part of a multi-disciplinary team.

Liaise with other professionals, internally and externally to ensure coordinated care across health and social care and achieve optimum outcomes.

Act as the patients advocate, ensuring equality, diversity and individual rights are considered paramount in the decision-making process.

To ensure that the department is always adequately staffed, including days off, lunch breaks and holidays in order to maintain levels of service and ensure cover for own holiday periods.

To maintain accurate records in line with Information Governance guidance.

To uphold confidentiality at all times.

To uphold and maintain the philosophy of the hospice and to foster a warm, friendly and supportive atmosphere for patients and staff.

### **Managerial Responsibilities**

- Act as a role model for all members of the Day Hospice team.
- Work with stakeholders within Southend, Castle Point & Rochford in health, social and voluntary sectors to ensure collaborative working and integrated practice to benefit patient care.
- To lead and develop the staff in the Fair Havens In-Patient Unit team, encouraging effective communication, setting objectives and helping to foster a positive team spirit through regular team meetings.
- Providing support, coaching and timely advice where required for Day Hospice staff, setting and directing work priorities.
- Assisting team members to plan.
- Identifying training needs for individual members of staff group and discuss the meeting of these needs with the Head of Adult Services and the Day Hospice senior team.
- Supervision and co-ordination of Volunteers in association with the Day Hospice Volunteer Lead, recruit, train, support and coordinate the work of the staff and volunteers in accordance with Havens Hospices policies and procedures and ensure that volunteers have a clearly defined task, sufficient direction and work to do in the support of all team members
- Ensure that Day Hospice meets all the requirements set out by the Care Quality

Commission

### Summary of Other Responsibilities & Duties

To actively follow the organisation's policies and procedures, particularly in relation to Health and Safety, Equal Opportunities and Finance.

To attend staff meetings and training as required.

To be prepared to develop skills and competencies to meet the changing demands of the role as it naturally evolves over time.

Abide by the legal requirements and NMC Statutory Codes of Conduct and Practice dependent on professional role.

### Team / Organisational Work

To foster a 'can do' culture by actively seeking solutions to problems

To foster a good working relationship with all Trustees, Executive and department staff with whom the job interacts.

To attend staff meetings as required.

### Personal Development

To identify own on-going educational needs and discuss with the Director to achieve those development needs.

To be prepared to develop skills and competencies that are required to meet the demands of the role as it evolves over time period.

To always conduct yourself in a professional manner.

To carry out all aspects of your role positively and with enthusiasm.

This job description does not provide an exhaustive list of duties and the post holder may be required to carry out other incidental duties within the scope, spirit and purpose of the job or other reasonable duties as requested by the line manager.

### Expected Behaviour (Competencies)

Core Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Working with Others				X	
Planning and Analysis			X		
Managing Change			X		
Customer Focus					X
Communication, Drive & Impact				X	
Advantage Competencies	Level 1	Level 2	Level 3	Level 4	Level 5
Managing Ambiguity		X			
Influencing, Negotiating & Decision Making		X			
Leadership		X			

### Copy of Job Description Issued to Current Job Holder

I have received a copy of the above job description and agree that this gives an accurate overview of the main duties and activities of my job role. I understand that the Company will review job descriptions on a regular basis and that my job role may change or be amended in order to meet the needs of the business.

Name

Date



PERSONAL SPECIFICATION			ASSESSMENT METHOD		
Requirements	Essential	Desirable	Application	Interview	Test
<b>Qualifications and Experience</b>	4 years palliative care experience in a healthcare environment	Degree qualification in health care or similar	X	X	
	Recognised professional qualification in Healthcare, Social Care, Wellbeing/therapies	Experience of working in the charity sector	X	X	
		Experience of working with Volunteers	X	X	
	Experience in managing a team	Management training	X	X	
			X	X	
<b>Skills and Abilities</b>	Ability to multi task and manage a busy and varied workload, working methodically and paying attention to detail	Experience of using SystemOne	X	X	X
	Ability to communicate sensitively and diplomatically with a wide range of people		X	X	X
	Intermediate keyboard and IT skills, working with Word, Excel and outlook, PowerPoint		X	X	X
	Numeracy skills			X	X
	Willingness to learn and develop new skills			X	X
				X	
<b>Attitudes and Values</b>	Friendly, caring attitude towards people			X	
	Committed to maintaining			X	

	<p>confidentiality</p> <p>Committed to and/or respectful of Havens Hospices Christian ethos and care philosophy</p> <p>Committed to Equal Opportunities</p> <p>Enthusiasm</p> <p>'Can do' attitude</p>			<p>X</p> <p>X</p> <p>X</p> <p>X</p>	
<b>Personal Circumstances</b>	<p>Able to work weekends and evenings with a flexible approach to the working day</p> <p>Car owner / driver or have access to own transport</p>		X	X	