

Applicants' Information Pack

Message from Andy Smith, Chief Executive

“Thank you for your interest in joining the team here at Havens Hospices. We are ambitious and forward thinking and our Charity is constantly evolving which means we are always looking for talented, extraordinary people.

If you are successful in joining us, I would say that you should expect to work hard but you will be well rewarded. We will offer you a pension and other benefit schemes and give you all the training and development you will need for the job and to help your future development. Most of all, by making the most of every day you work, you'll be 'Making every day count' for the families who need us most.

Good luck with your application and I hope to welcome you into our team”.

Contents

Page 2	Welcome and About Us
Page 3	Why should you work for Havens Hospices?
Page 4	Employee benefits
Page 5	How will you develop your career with Havens Hospices?
Page 6	Training & Development
Page 7	Vision, mission and strategic values

HR Applicant's Information Pack – May 2016

Welcome

It is with great pleasure that we welcome you to Havens Hospices. Working as part of the Organisation is both interesting and rewarding, just ask the team!

As you may well be aware, we operate in an extremely competitive marketplace.

We rely on the skills and positive attitude of our employees to achieve our business objectives and to uphold our reputation for the high quality of the care we deliver through all our supporting services.

We are committed to helping our employees perform well in their present jobs and will encourage and support all staff who demonstrate the ability and desire to succeed and advance in their career at Havens Hospices.

About us

The Charity was founded in 1983 by a group of Christians who wanted to provide better care for those who were dying. We started caring for adults with the borough of Southend at Fair Havens Hospice and fifteen years later in 1998, Little Havens Hospice opened its doors to care for families with seriously ill children from across Essex.

Both hospices help by controlling pain and medication, offering respite and caring for adults and children at the end of their lives. This free, specialist care is there for as long as it's needed, within the home via and at the Charity's two hospices.

We're a registered Charity – not part of the NHS – and receive limited government funding. The Organisation must raise over £100,000 every week to be there for everyone who needs its care. Our hospices can only exist because of the support and generosity of the community combined with the hard work of our staff and volunteers.

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

Further information about the range of services we provide and how we raise funds can be found at www.havenshospices.org.uk.

Why should you work for Havens Hospices?

Message from Louise McKay, Deputy Ward Sister for Havens Hospices

“I have worked at Fair Havens for over 5 years. It is a wonderfully supportive Organisation that has encouraged me to develop myself both personally and professionally.

I have attended mandatory training courses that are required for my role and have been encouraged to improve my nursing skills by attending courses that address specific areas of interest within specialist palliative care.

I remain committed to working for an Organisation that values me as a person and always look forward to using my improved knowledge and skills to enhance the care that we give to our patients and their families.”

Employee Benefits

Havens Hospices operates a range of policies and schemes aimed at ensuring that we support our employees in an appropriate and positive way. The following information is intended as a guide. If you're interested in a particular area that isn't covered here, please do call the Human Resources team on 01702 426215.

Probation

All posts are subject to a probationary period of 6 months unless otherwise stated on your offer letter. During this probationary period, either party may give the other one week's notice in writing to end the employment. After successful completion of the probationary period, the notice stated on your contract of employment will apply.

Annual Leave

The holiday year runs from the 1st April to the 31st March. All staff are entitled to a minimum 6.6 weeks annual leave (25 days plus 8 customary (Bank) holidays for full time staff) rising to 7.6 weeks over the first 5 full years of employment. Holiday will be calculated on a pro rata basis for part time employees.

Employees have the opportunity to request to purchase up to a maximum of one week additional annual leave. Requests may be accepted or declined by your Line Manager.

Pension Scheme

The Charity provides access to a Pension Scheme for all employees. In compliance with the new “Automatic Enrolment” pension legislation all “Eligible Staff” are “Automatically Enrolled” into the pension scheme following 3 months service. Once enrolled, there is the option to opt-out within 30 days of enrolment should you wish to do so. The Charity will initially contribute 2%

of your basic fixed annual salary, and to benefit from this you are also asked to contribute 1% of salary as a minimum with contributions automatically increased in line with Government minimum requirements in October 2017 and October 2018. The Charity will contribute a maximum 7% contribution if the employee contributes 6% of basic salary as a minimum.

In certain cases new employees, who have recently been a member of the NHS Pension Scheme, may be eligible to continue in that scheme.

All new employees will be entitled to have a consultation meeting with the charity's nominated independent pensions advisers, where financial advice can be obtained.

Sick Pay

Havens Hospices recognises that unfortunately there are times, where through illness or injury, a person is unable to work. Usually this is only for a short period of time, although on occasions this can be for a much longer period. Havens Hospices has a non-contractual occupational sick pay scheme to support an individual during a period of illness. The amount of full and half pay offered reflects length of service and most employees have a level of protection from their first day of employment.

Death Benefit Cover

All employees are automatically covered by a Death Benefit scheme, which offers your nominated beneficiary cover to a total value of 3 times your annual salary.

Relocation

Where an applicant's permanent place of residence is outside of Essex at the time the individual applies, the Charity may consider an application for relocation support depending on the position applied for and the individual circumstances.

Professional Supervision

All staff employed directly within a care role are able to access professional supervision services.

Business Mileage

Where a person undertakes business mileage as part of their role, they can reclaim excess miles at the current agreed rate.

Recommend a Friend

We hope that all staff would not hesitate to recommend any job vacancies to friends and relatives. When an existing staff member or volunteer recommends a friend, who is successful in their application and successfully completes their 6 month probation period, we will pay the individual making the recommendation a £125 reward (May 2012). This is paid through our payroll and will be subject to the normal deductions of Tax and NI.

How will you develop your career with Havens Hospices?

Message from Faye Kadesh, Havens Hospices Volunteer Advisor

“I have been working in the Organisation for over 8 years and have been fully supported with my development both professionally and personally.

There are mandatory training courses for all employees and role specific courses which are highlighted in our appraisals.

I feel I've gained confidence through my training and I look forward to using my new found skills”.

Education Training & Development

The Charity strongly believes in supporting and developing its staff throughout their career at Havens Hospices. Employees of Havens Hospices can expect:

Induction

In addition to the information and details you will receive before commencing employment, we will make sure that you are welcomed into the team at Havens Hospices with comprehensive and friendly induction across the Organisation.

The local staff induction is aimed at guiding you through your first few weeks of employment. It covers a general induction and orientation to introduce you to your new workplace and colleagues, giving you a structured approach to finding your feet in your new role. Throughout your probationary period, we will give you clear expectations and feedback. For those working within the clinical environments, an allocated mentor will support you through your induction process and thereafter.

Clinical Supervision is readily accessible and our Clinical Education Department, together with your team, are at hand to guide you through the clinical competency framework and mandatory training. The Clinical Education team can also recommend and provide courses to support your professional development and enhance the quality of care we give to our patients and their families. We look at the various learning styles of our staff members by offering a range of education within a classroom setting i.e. carousel learning, reflect and learn sessions, seminars and lecture style programs, as well as a range of E-learning packages. Each Hospice has a library for both private and group study and a selection of subscribed journals are at hand.

We are strongly committed to supporting Revalidation, CQC Care Certificate, BSc and QCF qualifications. We continually monitor and evaluate our programmes in order to improve our service.

Our corporate induction sessions aim to give you a broader knowledge of the entire Organisation, its history and ethos. This should enable you to have a deeper understanding of your role and the roles of others within the Organisation who contribute to the care of our patients, children and their families from across Essex.

Appraisal

All members of staff should have an annual full appraisal. This is aimed at reflecting how you are performing in your role, planning for the following year and assessing what training and support is appropriate for your development within your team or the wider Organisation. Each member of staff should have a clear development plan after their full appraisal.

Development

Care based Departmental Managers are supported by the Clinical Education Department. Non-care based Departmental Managers are supported by Human Resources to identify appropriate developmental resources to meet the needs of their teams.

Christian Ethos

The Charity was founded on Christian principles. Havens Hospices employs and cares for people of all faiths as well as those who have no specific beliefs. The Charity does not seek to evangelise. Havens Hospices is a non-denominational organisation. If you'd like to discuss this issue further before applying, please feel welcome to speak to a member of our Human Resources team on 01702 426215.

Equal Opportunities / Equality

Havens Hospices aims to promote diversity through achieving genuine equality of opportunity. The organisation aims to recognise and value differences between individuals, such as age, disability, sex/ gender, race, religion or belief, marital status or civil partnership, gender reassignment, pregnancy / maternity and sexual orientation. Only by embracing people with different backgrounds can we fulfil our vision and mission.

Havens Hospices is committed to defining each person's responsibilities in support of this policy, ensuring that our policies and procedures are fair and equitable; raising awareness of the needs of traditionally disadvantaged groups; and eliminating discrimination, bullying and harassment within the Charity by making unlawful discrimination a disciplinary offence. This policy applies to recruitment, selection and vacancy advertising.

Candidates have a responsibility to talk to the Charity about their needs. There may be occasions when a candidate requires us to make adjustments to our standard recruitment forms, processes and procedures to enable their application to be considered on a fair and equitable basis. Havens Hospices will discuss with the individual what adjustments are reasonable, effective and achievable.

Our Vision

“Inspired by God’s love and compassion, our Vision is a time when the care we provide is available whenever and wherever it is needed.”

Our Mission

“Our Mission is to ensure everyone affected by a life-limiting disease and those who are important to them receive the hospice care they need to make every day count.”

Strategic Values

1. THE CARE WE PROVIDE
However young or old you are, whatever your background or nationality and regardless of the faith (if any) you profess, if you are living with a life limiting condition, or approaching the end of your life, we will help care for you.
Our care is unique to you and your needs: it is centred on your physical, emotional, psychological, social and spiritual health and well-being, and includes the people who are important to you.
Wherever possible, we will care for you in the place you want to be looked after and, when the time comes, where you want to die; and we will continue to support the people who are important to you, as they go through bereavement.
Our care, wherever you receive it, will not cost you a penny.
2. HOW WE PROVIDE OUR CARE
Our care follows best practice and we actively contribute to the growing knowledge and to new, innovative approaches in hospice care in response to the needs of today’s ever-changing society.
We are proactive in identifying specific aspects of our care that we should develop, expand or enhance.
We are the local champions of hospice care and actively work with other local, regional and national services to help ensure children, young people, adults and the elderly receive the care and support they require.
3. HOW OUR CARE IS MADE POSSIBLE
Our care is made possible by the tremendous generosity and good will of thousands of people in our local community and beyond.
Every member of staff and every volunteer plays a vital role in making the care we provide possible and we ensure they are fully confident and competent to fulfil their roles.
We recognise that the resources we receive are given to us in trust for the care of others and that we must manage them to best effect to fund our services, safeguard their sustainability and provide investment for their future development.