

Job Description:
Wellbeing Services Manager

Department	St Catherine's Hospice, Wellbeing Directorate
Responsible to	Director of Wellbeing Services
Reports to	Director of Wellbeing Services
Key working relationships:	Professional leads across the Wellbeing Directorate
Salary grade	NN6 (£35,076 - £39,542 per annum)
Hours of work	37.5 hours per week with occasional out of hours working
Criminal Record Disclosure required (DBS)	Enhanced with barring (adult)

Our Vision

A world where everyone can face death informed, supported and pain free.

Our Mission

Pioneering standards in expert support and care, for anyone facing death and bereavement.

Our Values

Our values define who we are and how we act. We are:

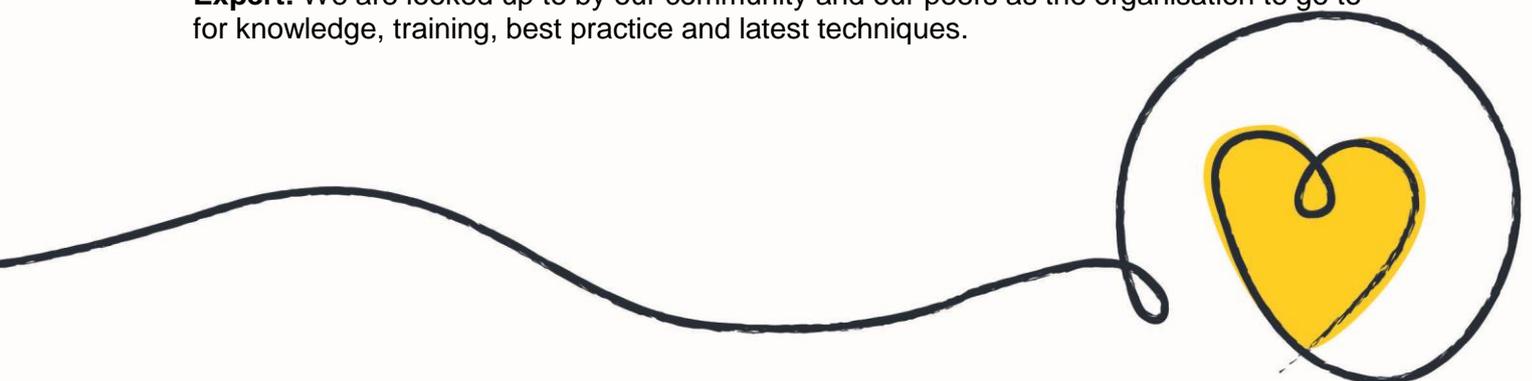
Human: We treat people with understanding, patience, respect and above all dignity. We are the welcoming smile, the talk over a cup of tea, the human touch.

Courageous: We stand firm, we do not flinch in the face of hard news, but always with humanity, sensitivity and respect for our community.

Energetic: Whether we're out running a fun run or at the hospice greeting our patients, we bring the energy and optimism to make the most of every day.

Connected: We are not an island, we thrive on partnerships and working with others, we believe we are better and stronger together.

Expert: We are looked up to by our community and our peers as the organisation to go to for knowledge, training, best practice and latest techniques.



BACKGROUND INFORMATION

In 2019, the Board of St Catherine's Hospice (StCH) approved a thorough and ambitious overall strategy for the organisation including a compelling clinical plan. Two of the key priorities in this plan are:

- Enhancing wellbeing services so more people facing end of life can have as good a quality of life as possible for the time they have remaining; and
- Improving the confidence and resilience of carers to help them provide the best possible care and support them throughout bereavement.

The StCH Wellbeing directorate, led by the Director of Wellbeing Services, comprises the day services, therapies, counselling, spiritual support, welfare support and carer support teams. The new role of Wellbeing Services Manager will be an integral part of our enhanced focus on wellbeing.

JOB PURPOSE

This role demands expertise and experience in operational management.

You will be part of a multi professional team collectively responsible for planning and delivering responsive, compassionate and effective wellbeing support to the patients and families referred to StCH. This will include group and one-to-one interventions across inpatient, day services and community settings.

You'll work collaboratively with the inpatient and community teams to ensure the wellbeing directorate supports these teams effectively.

You'll manage the wellbeing administrative team (staff and volunteers) and contribute to a positive working environment with an emphasis on team work and co-operation. You will take responsibility for creating and maintaining a culture of continuous improvement, ensuring high quality standards are maintained.

MAIN DUTIES AND KEY RESPONSIBILITIES

- To work closely with the professional leads to co-ordinate delivery of wellbeing services across multiple teams, in particular within the Living Well Centre (including at the East Surrey base).
- To develop and implement effective plans for the wellbeing service including ensuring that service requirements and key performance indicators are reported on and met.
- To promote and maintain effective liaison, communication and relationships with the broader hospice multi-disciplinary team to ensure the wellbeing directorate supports the inpatient and community teams to meet the needs of patients and their families.
- To provide information on the range of services available to patients and their families and to encourage feedback on the way services are delivered/experienced.
- To identify opportunities and foster relationships to work in partnership with other local agencies and voluntary sector organisations to increase the breadth of our wellbeing offer and deliver our vision of extending reach.
- Ensure effective administration and communication systems are in place within the wellbeing services directorate.

- To ensure appropriate information governance, data collection and record keeping to support a high quality service to patients and their families.
- Monitor service expenditure and be responsible for service budgets so that the hospice can sustain its services throughout the communities it services.
- Ensure systems are in place which support lone working policies and staff tracking systems are adhered to.
- To ensure that adequate supplies of stock and equipment are ordered and maintained.
- Authorise appropriate use of resources and ensure the efficient use of them, including managing any wellbeing services provided under Service Level Agreements.
- To provide leadership (vision, drive and a commitment to excellence) to sustain the Wellbeing directorate and its volunteers and drive a culture of action, continuous improvement and willingness to innovate.
- To build team cohesion and high levels of morale through the effective management of organisational, team and individual needs and goals.
- To organise and manage the administrative team's workload in a manner that ensures quality and reduces risk, including managing the volunteer base to support the work of the wellbeing team.
- To contribute to the hospice governance, management and clinical meetings as required.
- To respond to incidents and informal and formal complaints in accordance with hospice policy and procedure, including carrying out investigations relevant to wellbeing services as required and ensuring that learnings are disseminated and acted upon.
- Participate and offer expertise, insight, innovation and drive in the development of the hospice's services strategy and plans, seeking and contributing to service development initiatives. This includes supporting the professional leads in undertaking regular service evaluations and audits.
- To recognise and effectively balance the competing priorities of efficiency and quality in the delivery of the care the Hospice offers and to build on our reputation for excellence by being a creative 'can-do' thinker and facilitating transformation.
- To participate and volunteer at Hospice charitable and other relevant events/initiatives etc and to encourage team members to contribute also.
- Deputise for the Director of Wellbeing Services and other professional leads as required, including representing the organisation at external meetings as requested.
- Through role modelling, teaching, supervision and management develop all members of the administrative team and ensure that they are appropriately trained and supported and that they have clear SMART objectives and receive regular appraisal and full access to developmental opportunities.
- Actively participate in the Hospice Individual Performance Review process to identify own learning needs and take necessary steps in order to reach professional/personal objectives.
- To lead on quality and performance reporting for the wellbeing directorate, ensuring data quality and a robust approach to performance management.
- To ensure evidenced based best practice in all service delivery through the proactive development and review of effective policies (utilising all national and local guidelines, best practice etc) and procedures informed by audit and the feedback of users, partners and commissioners, and ensure team compliance.
- Carry out risk assessments as appropriate and recognise and appropriately address risk factors to patients, carers, volunteers and staff.
- Drive and encourage the team to celebrate their work with wider internal and external audiences (posters, conferences, talks, teach-ins etc).

This is an outline job description designed to give an overview of the responsibilities of the role. We expect the job holder will work flexibly, responding to organisational need and changes as they occur. You will also contribute to the wider corporate and organisation needs of St Catherine's such as supporting our fundraising efforts.

Policies and Procedures

In addition to your professional code of conduct, you must familiarise themselves with, and adhere to St Catherine's policies and procedures as listed in your team induction schedule, including the following:

- Information Governance
- Data Protection
- Risk Management
- Raising a Concern
- Complaints
- Safeguarding
- Mental Capacity
- Health and Safety at Work
- Equal Opportunities
- Infection Control
- Incident Management

You have a duty to undertake the relevant e-learning modules as detailed in the Compulsory Training programme.

If you manage staff and/or volunteers it is your responsibility to ensure that your team are made aware of and understand the policies and procedures relevant to their work.

Information governance and confidentiality

Employment by St Catherine's often involves access to personal information relating to patients, carers, staff, volunteers and supporters. This information is confidential and must not be disclosed to anybody, other than when acting in an official capacity. Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence, and in the case of computerised information could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Health and Safety at Work Act

You have personal responsibility to take care of your own health and safety and that of others who may be affected by your actions at work. Ensure you observe the Health and Safety procedures, and carry out your work as instructed.

Infection control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable 'Health Care Associated Infection'.

Conduct

Employees are ambassadors for St Catherine's, each responsible for promoting, maintaining and upholding the reputation of St Catherine's at all times in line with our values.

Person Specification

Wellbeing Services Manager

Education, Qualification and Training	
Essential	Desirable
<ul style="list-style-type: none"> • A good standard of education, minimum grade C GCSE English & Maths or equivalent 	<ul style="list-style-type: none"> • Degree in relevant area • Leadership/Management qualification • Evidence of study in palliative care
Knowledge, Skills, Ability and Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Experience managing across multi-disciplinary teams • Evidence of having worked in a role that includes direct people management • Competent IT skills with knowledge of Windows based applications • Excellent verbal and written communication skills • Evidence of contributing to policy making and standard setting • Awareness of health and safety procedures and how they affect people in the workplace • Understanding of loss and grief and its impact on individuals and families and their social networks • Working knowledge of relevant statutory and voluntary agencies • Organisational and administrative skills, including ability to plan workload of self and others • Experience and ability to implement change • Demonstrable diplomacy and delegation skills • A valid UK driving license and access to own transport 	<ul style="list-style-type: none"> • Experience of practice in a variety of settings, for example community and hospital • Experience of working with bereaved adults, families and children • Experience of working with volunteers • Experience of contributing to the development of governance frameworks • Experience and participation in audit or research
Attitude and Behaviours	
Essential	Desirable
<ul style="list-style-type: none"> • Ability to work independently and as a member of the multi-disciplinary team • Approachable and adaptable • Motivated and enthusiastic 	

<ul style="list-style-type: none">• Demonstrable commitment to anti-discriminatory practice and equal opportunities• Ability to demonstrate the values of St Catherine's	
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