

St Cuthbert's Hospice



Making every day count since 1988

Application Information Pack



Job Title: Chief Executive Officer REF: CEO0924

Closing Date 06/10/24 | Interview Date 23/10/24

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Dear Applicant,

Thank you for your interest in applying for the role of **Chief Executive** at St Cuthbert's Hospice. I hope this recruitment pack provides you with information you need on who we are, what we do and the exciting vacancy opportunity available so that you can decide whether or not to submit an application.

This vacancy has arisen because our current Chief Executive is retiring after 12 years of service to the Hospice. In our next Chief Executive we are looking for someone who feels a personal commitment to helping us achieve our Mission and Vision and whose personal values are aligned to our own.

We are looking for someone who understands the context of working in an organisation that is highly accountable and is proud of its status as an independent Charitable Incorporated Organisation.

The ideal candidate will have strong financial acumen, understand the charitable sector and will be familiar with the challenges of managing an organisation the size of St Cuthbert's.

If your experience and ambition matches our needs, I and all our Trustees would welcome an application from you.

Angela Lamb

Chairman

About Us

We provide specialist palliative and end of life care services, at a time and a place that is right for the person that needs them.

As a centre of excellence within our community, we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advice.

Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can **make every day count**.

Please visit the 'Our Care' section of our website to learn more about the services we offer. To read our Annual Report and Accounts, to view our Quality Account and see our Strategic Plan Strategic Plan, visit the 'About' section of the website. In addition, we can provide the draft annual report and accounts for 2023/24 upon request.

We are constituted as a Charitable Incorporated Organisation (CIO).

At St Cuthbert's Hospice we are committed to our staff and to making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave (plus additional days for being on-call out of hours), free on-site parking and an Employee Assistance Programme (EAP) for employees and family members. Our main Hospice building is situated on the outskirts of Durham on a five-acre site with beautiful surroundings. We also have nine Hospice retail shops around County Durham.



About Us

• Our History

Our Hospice started with the local community over three decades ago when a group of Durham residents came together for a common cause: to bring good care to our County for people with life-limiting illnesses.

St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved. Everyone who comes to us is an individual and so their care should be individual too.

• What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

• Our Mission

To make every day count for those affected by life-limiting illnesses.

• Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

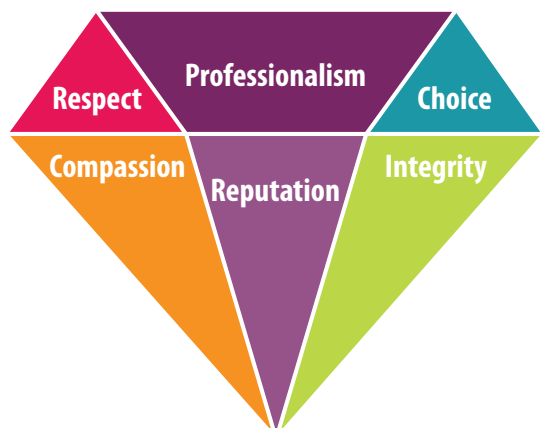
• Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

• Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



About Us

• Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

• Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that careers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



About The Role

Our current Chief Executive, Paul Marriott, is retiring this year following a successful 12 years in post. We are now seeking a new CEO to lead us into our next exciting chapter and phase of strategic development.

With demand for end of life care forecast to grow significantly over the next 10 years coupled with unprecedented pressure on the NHS, the challenge, and opportunity, is for St Cuthbert's Hospice to play an increasingly influential role locally, regionally and nationally.

We are open minded as to your background with particular qualities we are seeking including a visible and strong values-based approach to leadership; influential and inspirational direction; experience of working with a Board keen to engage; strong financial acumen; and a track record of enabling the leadership team to deliver and exceed organisational objectives and expectations.

The role of Chief Executive is a key leadership and ambassadorial position in the organisation. The Chief Executive is the Accountable Officer and Nominated Individual for the Hospice and is responsible for leading the Hospice and its staff team of more than 100 employees and around 400 volunteers. The role provides strong corporate leadership, individually and as the leader of the executive team guiding key decisions, policy development and strategy.

Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

“I feel privileged to work at the Hospice.”

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at recruitment@stcuthbertshospice.com

How to Apply

We hope this pack has given you all the information you need to apply for this role. We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

Paul Marriott – Chief Executive on 0191 374 6160

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email recruitment@stcuthbertshospice.com Please note we do not accept CVs.

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This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



Chief Executive Officer

Responsible to: The Board of Trustees

Salary: c £75,000

Contract: Full time, permanent

Aim

To assist the Board of Trustees to achieve the charitable objectives of the organisation and to lead the Hospice in the successful achievement of all operational objectives on a day to day basis.

To assume ultimate responsibility for, and to oversee the management of, the full range of Hospice services and to provide leadership and motivation for all staff and volunteers.

Strategic Responsibilities

In conjunction with the Board of Trustees to ensure that the Hospice's Mission, Vision and Values are kept up to date, are communicated to all staff, volunteers and Trustees and underpin the day to day running of all the Hospice services.

With the Board of Trustees to maintain a management framework that ensures

St Cuthbert's affairs are conducted properly within an approved strategic, financial and regulatory framework and in an efficient and business-like manner to meet the requirements of good governance.

As the leader of the Hospice Senior Management Team to advise the Board of Trustees on the development and implementation of a strategic plan, to be agreed by the Board of Trustees, to ensure St Cuthbert's Hospice meets its charitable objectives and obligations.

To co-ordinate the development, review, and implementation of appropriate policies and plans regarding all aspects of the Hospice that conform to the highest standard and ensure these are communicated and followed by all involved in the provision of services

To ensure St Cuthbert's is represented on relevant local, regional and national bodies to influence opinion for the benefit of the Hospice.

Operational Responsibilities

With the Senior Management Team, to develop and recommend to the Board of Trustees an annually agreed Operational Plan and to monitor its progress with the Board and its sub committees on a regular basis.

To be responsible for ensuring that St Cuthbert's remains fully compliant with all relevant legal regulatory requirements and that all necessary policies and procedures are in place to support this, with particular reference to:

- Clinical regulations and standards required by the Care Quality Commission and other Health and Social care regulatory bodies
- Health and safety legislation
- Charities Act legislation and Charity Commission requirements
- Human Resources legislation
- Information Governance, and to act as the Senior Information Risk Officer (SIRO)

To ensure that the Registered Manager of the Hospice is able to fulfil all obligations fully.

In conjunction with the Hon Treasurer, Chairman and the Senior Management Team

to prepare and recommend to the Board of Trustees an annual budget in line with the Hospice's Strategic and Operational Plans.

To be responsible to the Board of Trustees for the overall financial health of the organisation ensuring that expenditure is controlled in line with agreed budgets and in accordance with agreed frameworks of delegation.

To submit information to the Trustees in respect of new and existing posts for their confirmation. To ensure that all appointments conform to the agreed staffing structure and numbers and with the Trustees to facilitate the recruitment of senior staff.

To ensure the Hospice plays an active part in the development of NHS and other service contracts and that the Hospice complies with their requirements.

To ensure that the organisation's property and equipment are maintained to a high standard and that a rolling programme of replacement and maintenance is in place.

To secure and maintain effective working relationships and clear lines of communication with commissioners and all stakeholders in the wider health and social care community towards the achievement of the operational and strategic objectives.

To maintain a process for monitoring and revision of policies, procedures and standards and ensure that all such policies are followed and conform with the highest standards

To ensure that risks to the Hospice are identified, managed and controlled as far as reasonably practicable and that Trustees are clearly sighted on strategic risks and opportunities.

Responsibilities for staff and their development

To ensure St Cuthbert's has the right number of staff with the right skills, knowledge and resources to undertake their role together with the appropriate material and financial resources required to deliver organisational objectives.

To ensure the development and implementation of successful teamwork and inter-department collaboration including all those involved in the provision of Hospice services.

To develop and maintain effective working relationships and communication with staff and volunteers at all levels of the organisation to ensure that they are informed, engaged, motivated, developed and supported.

To develop the Hospice as a local and regional resource for clinical and other appropriate professional training and development, and research where appropriate, in the field of palliative care.

In partnership with training providers and the management team and Human Resources to ensure that arrangements are in place for the education, training and development of all staff within defined budgets.

Responsibilities for the quality of services provided

To develop and maintain the provision of the highest quality of care, support and patient services achieving the highest level of efficiency and effectiveness in the use of all resources.

With the advice of the Hospice's clinical leaders, advise and guide the Board of Trustees on the overall strategy, policy and governance of the Hospice to achieve provision of the highest standards of care.

To ensure user concerns are addressed in a timely and appropriate manner.

Support to the Trustees in the fulfilment of the Charity's obligations

To work with the Board of Trustees to ensure the highest standards of Corporate Governance.

To work closely with the Board of Trustees and the Senior Management Team to achieve, develop and monitor the strategic and operational objectives advising on operational, clinical and healthcare issues.

To agree an annual cycle of meetings for the Board of Trustees and its subcommittees and to agree with the Chairman the inclusion of appropriate agenda items for the Board.

To attend meetings of the Board of Trustees and its sub committees to keep the Board of Trustees informed about all aspects of the service providing appropriate written and verbal reports to enable them to carry out their governance responsibilities in a timely and appropriate manner.

To ensure that all sub committees of the Board are appropriately supported and that relevant agenda items are properly presented.

To ensure the preparation of the Annual report and Financial Statement as appropriate and their submission to the Board of Trustees ensuring compliance with legal requirements.

To ensure the preparation and publication of an annual Quality Account.

Personal obligations

To undertake an annual appraisal with the Chairman and other selected Board members.

To be a champion of the Hospice values and lead by example in acting consistently with them.

To keep up to date with national and local initiatives in the health and charity sector and how they relate to Hospice services.

To participate in an emergency on call rota overnight, at weekends and on bank holidays.

To comply with all organisational policies and practices including the equal opportunities policy.

To ensure appropriate personal development and training in agreement with the Board of Trustees and to attend mandatory training provided by the Hospice.

To attend external events and other duties that may fall outside of normal office hours in order to fulfil the duties expected of a Chief Executive.

Information Resources

Responsible for reviewing and checking own data held on the HR database is up to date and accurate and report any inaccuracies to the HR department

Data Protection and Confidentiality

•All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the General Data Protection Regulation and Data Protection Act 2018 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.

•All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health & Safety

•All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.

•All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

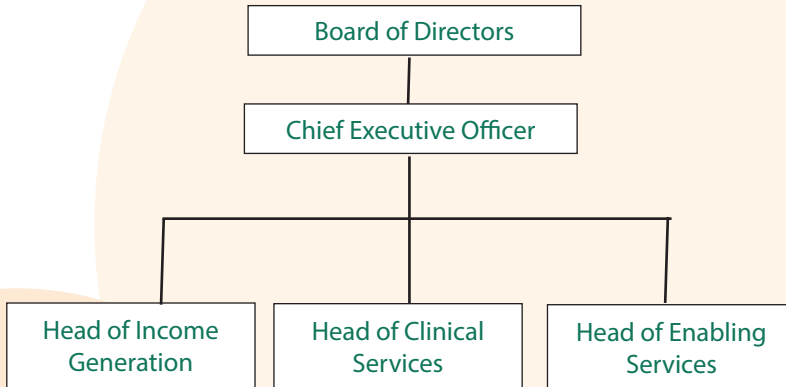
•The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.

•Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Organisational Chart

The Chief Executive line manages the Senior Management Team:

- Head of Clinical Services •
Head of Enabling Services
- Head of Income Generation



It is important to note that we are open minded as to your background. However, we will be wanting to assure ourselves that the successful candidate will be able to lead an organisation like St Cuthbert's and understands (preferably though experience of working in similar sized organisations and with a charity and governance background) what it means to enable a Hospice like ours to be well-led.

Particular qualities we are seeking include a visible and strong values-based approach to leadership, influential and inspirational direction, experience of working with a Board keen to engage, strong financial acumen, and a track record of enabling the leadership team to deliver and exceed organisational objectives and expectations.

This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

Job Description Agreement

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Person Specification

Post Title: Chief Executive				
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Education	First degree or relevant professional qualification Management/Leadership qualification Evidence of continuing professional development	Application form	Educated to masters level Clinical qualification	Application form
Knowledge & Experience	Relevant substantial experience in a senior management role A good understanding of the Health and Charity sectors Computer literate Proven experience in HR management Comprehensive understanding of financial framework Successful experience as a negotiator	Application form Assessment	Previous experience of Health or Charity sector management Knowledge of national and local strategy and direction for End of life and palliative care	Application form
Leadership & Management	Demonstrable ability to lead teams Open and inclusive management style Proven ability to manage conflict resolution Good team leader with the ability to delegate appropriately	Application form/ interview Interview		
Interpersonal Skills	Well-developed written and verbal communication and presentation skills Ability to form positive relationships with internal and external stakeholders	Interview		
Personal Attributes	Sympathetic to philosophy of Hospice care Able to relate to a wide range of people including staff, patients and their families	Interview	Demonstrate commitment to Hospice values	
Special Requirements	Ability to work flexibly including evenings and weekends Ability to travel independently	Interview		

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Accessible Information

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



St Cuthbert's Hospice,
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0191 386 1170

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St Cuthbert's Hospice, Durham is registered by the Charity Commission
as a Charitable Incorporated Organisation.
Charity Number: 519767 VAT Number: 997305770.
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