

**St Leonard's
Hospice**
Caring for Local People



Candidate Brief
for the post of

Spiritual Care Lead/Chaplain



St Leonard's Hospice | 185 Tadcaster Road | Dringhouses | YORK | YO24 1GL
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E mail | enquiries@stleonardshospice.org.uk | web | www.stleonardshospice.org.uk

Registered Charity No : 509294 | Company Limited by Guarantee No : 01451533

Welcome Letter
From the Chief Executive – Martyn Callaghan

July 2015

Dear Applicant

Spiritual Care Lead/Chaplain

Thank you for your interest in the Spiritual Care Lead/Chaplain position. The post holder will be based at St Leonards Hospice however some work within the large Vale of York geographical area would be expected.

A full review of our current Chaplaincy/Spiritual Care service has recently been undertaken and the clinical services teams are looking to work closely with the newly appointed Spiritual Care Lead/Chaplain to implement some of the recommended changes and build on what has been a significant foundation developed over the 30 years the Hospice has been open.

Our facilities have recently undergone a significant refurbishment to ensure that they are fit for the future. We have invested in improvements to all our patient areas, lounge, quiet areas and chapel space. The purchase of new furnishings, use of colour and increased natural light has created an area that is both vibrant and comfortable for patients. Significant investment was made for the chapel space and we are looking at the new post holder to develop the space further for the benefit of patients their families, staff and volunteers.

This is a position for any individual who can provide compassionate and sensitive spiritual care for patients at the end of life and support for families both before, during and after bereavement.

Please take time to read the Candidate Brief and also download the application form, guidance notes and declaration form. You may also wish to look at other areas of our website to give you a greater understanding of our work.

Shortlisted candidates will have the opportunity to look around the Hospice and ask questions prior to interview. However if you would like to discuss the post once you have read the Candidate Brief please call 01904 708553 and ask to speak to Emma Johnson, Director of Clinical Services or The Rev'd Dr Jonathan Singh, informing the receptionist it is about the Spiritual Care Lead/Chaplain post. Alternatively email via enquiries at St Leonard's Hospice on enquiries@stleonardshospice.org.uk and we will return your email/message/call, as soon as possible.

Once again thank you for your interest in the post of Spiritual Care Lead/Chaplain and working at St Leonard's. I look forward to receiving your application and possibly working with you in the future.

Yours sincerely



Martyn Callaghan
Chief Executive

BACKGROUND & INTRODUCTION

Brief History

St Leonard's Hospice was founded in 1985 and is proud to celebrate 30 years of serving the local community this year. The founders were four Royal College of Nursing members whose initial thoughts and commitment in 1978 led to the establishment of a Steering Committee and formal appeal. The original Day Hospice opened in February 1984 and the In Patient Unit was completed in September 1984 with the first patient admitted in February 1985.

Over the following years services developed, fundraising increased and the building expanded. In 2001 the superb new In Patient Unit, education facilities and office accommodation were added and the original building was completely refurbished.

Hospice@Home was established in 2010 to enable high quality Hospice care to be taken to the patient in their preferred place of care.

As well as the main site situated on Tadcaster Road, the Hospice has a number of retail operations. The Retail Office is based in Acomb, along with two Hospice shops. Further Hospice shops are located in Fulford, Haxby, Tang Hall, Scarcroft and Heworth all within the City of York. The Hospice also has shops in Pocklington, Selby (2 units) and Sherburn.

In December 2013, St Leonard's began a major capital refurbishment programme to ensure the in-patient unit, day care and family care areas were 'fit for purpose' for the future. This work was completed in December 2014 resulting in a very modern design and excellent comfort for both patients and visitors.

Mission Statement, Purpose and Care

St Leonard's Hospice is committed to caring for local people over the age of 18, regardless of sex, race, colour or creed, who have active, progressive and advanced illnesses, their families and carers, without personal charge, by:

- placing our patients at the centre of everything we do
- consulting and involving patients in decisions regarding their care
- recognising that our patients have, in addition to their physical symptoms, emotional, social and spiritual needs that are addressed by a multi-professional team
- maintaining and enhancing quality of life for patients and their families whenever possible
- providing bereavement support for families and carers after a patient has died
- developing and recognising the contribution of our staff, both paid and voluntary, sharing our knowledge and skills through education, audit and research
- collaborating with other professionals and advisors to make a positive contribution to local healthcare strategy

Governance

St Leonard's Hospice is a registered charity and company limited by guarantee. It is governed by a Board of twelve Trustees under the leadership of the Chairman – Mr Graham Millar. The Trustees are all volunteers coming from a range of backgrounds. The Board meets five times per year, and has a number of sub committees that report into it, namely:

- Governance
- Finance
- Investments
- Human Resources

- Fundraising, Retail & Public Relations
- Service Development
- Membership
- Education

Executive Management Team

Chief Executive	Martyn Callaghan
Director of Clinical Services (Registered Manager)	Emma Johnson
Medical Director & Consultant in Palliative Medicine	Bill Hulme
Director of Finance & Corporate Services (Company Secretary & Deputy Chief Executive)	Karen Johnson
Director of Fundraising	Dawn Clements

The strategic and operational management of the Hospice is the responsibility of the Chief Executive who works collaboratively with the Executive Management Team.

St Leonard's Hospice is registered under and inspected by, the Care Quality Commission. The Director of Clinical Services is the Registered Manager and the Chief Executive is the Nominated Individual. Recent reports can be found on their website : www.cqc.org.uk

SERVICES PROVIDED and KEY FACTS

All figures refer to the year starting 1st April 2014 ending 31st March 2015

Patient Care

In Patient Unit

A purpose built in patient facility with 20 beds comprising - 2 x 4 bedded units with bathrooms, 12 en suite single rooms. All rooms are on the ground floor with views of a courtyard garden, grounds or fields. Other facilities include an admission room, office accommodation for staff, Sister's office, seating areas, an independent wet room, two assisted bathrooms, beverage bay, a kitchen and storage areas.

Number of Patients cared for 250

DayCare

A large purpose built day care area caring for 14 patients, three days per week. Facilities include a large and small lounge, activities area, IT facilities, assisted bathroom & toilets, kitchen and dining room, and a quiet/treatment room.

Number of Patients attended 131

Hospice@Home

A service working in partnership with the patients 'primary care provider' to enable patients to be cared for in their home at the end of life. The service enables patients to be cared for at home, enables patients to be discharged rapidly from any care setting, prevents unnecessary and often out of hours admission to acute settings and provides care if a patient requires a Hospice bed and one is not available.

Number of Patients cared for 431

Lymphoedema Clinic

A Specialist Nurse led service currently treating patients with lymphoedema relating to previous treatment and life threatening diseases.

Number of Patients 134

Bereavement Service

A service led by qualified professionals working closely with highly trained volunteers providing support for families and carers.

Number of Users of the Service 278

Our People

The Hospice employs 180 staff (full and part time, excluding bank staff) in a wide range of roles. We also have a loyal and hardworking team of 515 volunteers working in all areas of the Hospice including 265 that work in our shops. All staff and volunteers are either based at the Hospice, at the retail offices or in one of the retail shops.

Clinical Team

Medics, Nurses, Care Assistants, Social Workers, Spiritual Care, Bereavement, Complementary Therapies, Physiotherapy and Occupation Therapy, Education, Housekeeping and Activity Leader.

Corporate Team

Administration, Finance, Information Communication Technology, Human Resources, Catering, Maintenance & Facilities, Volunteer Services, Health & Safety

Fundraising, Retail & Communications Team

Fundraising Team, Retail and Shop Managers, Receptionists, Communication Manager, Fundraising/Retail Vehicles Drivers

Finance

It costs £4.5 million pounds a year for the Hospice to continue to provide its services. Over 75% of this expenditure is people related. Whilst St Leonard's always strives to achieve a 'balanced budget', it is not always possible to achieve this.

Hospice finances and resources are managed carefully and prudently. Due to good public support and efficient housekeeping since the Hospice opened, we are in a position to hold reserves. This allows the Hospice to continue to provide services during the years it experiences a deficit.

Approximately 27% of expenditure is covered by grants from local Clinical Commissioning Groups. The majority of this funding comes from the Vale of York Clinical Commissioning Group. The balance of the money needed to run the Hospice is raised from voluntary incomes which includes: donations, fundraising activities, the weekly prize draw, Hospice shops and legacies.

Hospice finances and resources are managed carefully and prudently. Due to good public support and efficient housekeeping since the Hospice opened, we are in a position to hold reserves.

Full copies of the accounts can be found on www.charitycommission.gov.uk then entering our charity number.

All our services are provided without charge to our patients, their families and carers.

Commissioning & Geographical Area

The Hospice catchment area has a population size of 351,900 and incorporates The City of York area where over 70% of our patients reside. The remaining population are based around the smaller towns of Selby, Tadcaster, Easingwold, Pocklington, Pickering, Helmsley and Kirkbymoorside. Its catchment extends to Sherburn in Elmet near Leeds in the West, to Howden in the South, Pickering in the East and Easingwold in the North.

The NHS Vale of York Clinical Commissioning Group (VoYCCG) has a population of 337,500. The VoYCCG are the main commissioners of Hospice services. The Hospice also provides services to NHS East Riding of Yorkshire Clinical Commissioning Group in Holme on Spalding Moor and Market Weighton covering a population of 14,400.

THE POST

Introduction

You will be a highly motivated and dynamic individual who has a good standing within your own spiritual/religious tradition. You will be spiritually mature with a desire and commitment to using your experience to support patients and their families both within the Hospice In-Patient Unit (IPU) and within the Sunflower Centre (formally Daycare).

This role provides an opportunity to offer spiritual support and religious provision to patients and families and also to develop a pastoral role for staff support. Excellent communication and listening skills are essential, as is the ability to work within an emotionally challenging environment.

You will have significant experience of providing spiritual support as a spiritual care lead or counsellor, Chaplain or faith leader and you must be able to demonstrate an ability to work within a team to achieve the best outcome for patients and their families.

As the Spiritual Care Lead you will be responsible for working with the senior clinical team to evaluate the effectiveness of documentation at assessing patient needs and outcomes and as evidence demonstrating high quality care as required by the Care Quality Commission. You will also work closely with the Family care team to ensure the needs of patients and their families are met.

You will be responsible for leading the spiritual care/chaplaincy service and will work with the family care team to provide care for patients and education and training for staff and volunteers as required.

Previous post holders have worked to develop relationships with local faith leaders and on-going communication for the benefit of patients will be paramount.

Could you make a real difference to patients and their families by joining the St Leonards Hospice ?

Is this the job for YOU?

JOB PROFILE

Post: Spiritual Care Lead/Chaplain

Post Reference: SCL/07/15

Responsible To: Family Care Manager

Accountable To: Director of Clinical Services

JOB SUMMARY

- Support the development, and lead on the delivery, of the Spiritual Care Strategy for the Hospice.
- To plan, deliver, review, monitor and evaluate all spiritual care services in order to provide the best possible spiritual care ensuring the patient and family are at the centre of decision making for their care.
- To ensure the spiritual care service meets the relevant Standards for Hospice & Palliative Care Chaplaincy and is developed in line with best practice guidance.
- To be involved in the planning and leadership of relevant special or significant events and days e.g. Time for Remembering, Light Up a Life.
- Be a resource for bereavement support and work closely and effectively with the Bereavement Support Team
- Be an ethical, spiritual, theological and pastoral resource to the Hospice

MAIN DUTIES AND RESPONSIBILITIES

Leadership and Management

- Work with the Family Support Services Manager to support the Director of Clinical Services in developing and leading a strategy for the delivery of spiritual and pastoral care, seeking to meet the spiritual and religious needs of patients, visitors, staff and volunteers of all faiths and none.
- Provide dynamic and effective day to day management of pastoral and spiritual care to deliver a culturally sensitive service for patients, families/carers, staff and volunteers in conjunction with the wider multi-disciplinary team.
- Develop and maintain an understanding of national and local regulations, guidance and best practice in spiritual care and use this understanding to measure, benchmark and continually improve services for patients, carers, families and staff.
- Play an active role advising the Director of Clinical Services and Family Support Services Manager of appropriate issues.

- Develop and agree with the Director of Clinical Services and Family Support Services Manager effective mechanisms for measuring, monitoring and evaluating the quality of service provided.
- Ensure that relevant statistical information is collected including patient records and other appropriate activity, satisfaction and outcomes measures.
- Develop effective links with commissioners (where appropriate) and other local and national providers of spiritual care services.
- Proactively manage and report on the management of risk within spiritual care services.
- Support the Family Support Services Manager in the development of the budget for spiritual care services including identifying areas of potential efficiency saving where relevant.
- Support the Director of Clinical Services to review and develop the service in line with best practice guidelines.
- Work closely with the Fundraising Team to promote and raise the awareness of the Hospice and support a range of events.
- Develop the role of volunteers within the Spiritual Care team to support service users in all areas of the Hospice.
- Recruit, induct, train and manage spiritual care volunteers ensuring that quality is maintained via regular supervision.

Operational Responsibilities

- Deliver spiritual support and religious care as needed and ensure a consistent and responsive service to the In-Patient Unit, the Sunflower Centre, Hospice @ Home patients, and Hospice staff.
- In conjunction with the Family Support Services Manager, lead and embed a culture of good pastoral and spiritual care throughout the Hospice ensuring that patients, families and staff are supported to examine issues such as loss, hope and meaning in a caring and compassionate environment.
- Support a multi-faith approach by developing links with all faith communities in the York area to ensure that the Hospice is accessible to individuals from all faiths and none.
- Support patients and families in the planning and execution of key life events e.g. funeral, marriage, baptism.
- Attend and contribute to the weekly multi-disciplinary team meetings to identify and support the emotional, pastoral and spiritual needs of patients, carers and staff.
- Develop and facilitate a variety of support groups as appropriate (Eg a psycho-spiritual group and spirituality forum)
- Provide and lead creative reflections and services for Hospice wide events such as Light up a Life, monthly Time for Remembering events and other celebrations and in response to particular needs.

- Propose effective policies, systems and procedures for spiritual care services to the Director of Clinical Services.
- Comply with all financial and money handling policies and procedures alerting the Director of Clinical Services (or other executive team member) to any anomalies.
- Undertake regular management supervision of spiritual care staff
- Represent the Hospice at external events.
- Proactively and regularly report to the Family Support Services Manager on progress against service plans and budgets, personal objectives and issues within areas of responsibility.
- Receive supervision as part of professional practice.

Educational Responsibilities

- Participate in the delivery of training and education to staff, volunteers and external professionals.
- Ensure that all spiritual care staff are fulfilling their continuing professional development needs via the use of appraisal and development plans.
- Ensure that all spiritual care staff are competent to deliver their role using evidence based measures e.g. Standards for Hospice and Palliative Care Chaplains Self –Assessment Tool.
- Lead the recruitment, training and induction of new members of staff in the Spiritual Care Team
- Develop, with the support of the Family Support Services Manager and Lead Nurse for Education, appropriate spiritual care education sessions to embed excellent spiritual care at all levels of the Hospice.
- To provide high quality theological and ministerial placements in the Hospice, providing supervision and support in line with the Higher Education Institutes standards.
- Explore with professional colleagues within palliative care and academic settings opportunities for developing education in the area of spirituality for Hospice and community health care personnel.
- Participate in and share learning opportunities in a variety of palliative care settings and enable reflection on the issues that arise for all staff in all aspects of ethical decision making within both the clinical and non-clinical teams in reflective practice forums. Share the outcomes of learning using a variety of presentation methods and styles of facilitation in different Hospice forums and other educational forums.
- With the support of the Director of Clinical Services participate in any relevant research and development activity as appropriate to the post e.g. audit, research studies.

Working Relationships

- Establish and maintain effective working relationships with Hospice staff, volunteers and external partnerships.

- Establish, develop and maintain links with local faith groups/community groups, communities and actively encourage their involvement in the life of the Hospice and particularly with the spiritual care team.
- Establish, maintain and develop strong links with other providers in relation to spiritual care services locally, regionally and nationally.
- Establish and maintain relationships with Higher Education Institutes and other education providers.
- Establish mechanisms to maintain links with the wider community and networks to promote and embed Hospice values and philosophy e.g. schools, community groups.
- Support the development of a culture of staff involvement and engagement and the provision of mechanisms by which staff and volunteers can generate and contribute to innovative solutions to achieve service improvements.

Other Duties

- To positively promote, support and represent the Hospice.
- To participate in an annual performance review process.
- To attend all mandatory training or courses.
- To read and understand all Hospice policies and procedures.
- To be aware of personal responsibilities as defined by the Health & Safety at Work Act 1974.
- You are responsible for implementing appropriate infection prevention and control measures relevant to your role and areas of work to minimise the risk of transmission of infection.
- To undertake any other reasonable duties or responsibilities as requested by the Chief Executive, Senior Manager or Board of Trustees.

This job profile is an outline of responsibilities and will be subject to review and change in consultation with the post holder, in order to meet the changing needs of the Hospice

PERSON SPECIFICATION

Post: Spiritual Care Lead/Chaplain

Requirement	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ▪ Theology or other relevant degree/diploma ▪ Registration with appropriate regulatory body for field of practice (UKBHC & AHPCC), or willingness to become registered ▪ Qualification or significant experience in pastoral supervision 	<ul style="list-style-type: none"> ▪ Accredited and recognised counselling qualification ▪ Qualification or significant experience relating to end of life or palliative care ▪ Advanced communications skills training ▪ Training in counselling or active listening skills
Experience & Skills	<ul style="list-style-type: none"> ▪ Significant experience in/as spiritual care, a faith leader, counsellor or spiritual care lead ▪ Excellent organisational skills ▪ Excellent written & verbal communication ▪ Work efficiently and effectively as part of a team ▪ Able to facilitate a wide range of religious and/or spiritual liturgies and events e.g holy communion, funerals, renewal of marriage vows, reflection and meditation ▪ Experience in giving pastoral counselling ▪ Understanding of bereavement issues and family dynamics and how they can impact on spirituality ▪ Experience of caring for people following bereavement ▪ Ability to be reflective about own practice ▪ Awareness of current issues and best practice in Hospice and palliative care chaplaincy and standards of professional practice ▪ Knowledge and acceptance of a wide range of faiths and cultures 	<ul style="list-style-type: none"> ▪ Audit & evaluation of services and documentation, report writing and presentation ▪ Supervision and support of staff and volunteers ▪ Able to lead and manage a team to deliver high quality services that meet the diverse needs of individuals ▪ Experience of working within a palliative care/health/social care/education setting ▪ Understanding of the use of liturgy to aid self-expression and to create space for worship and reflection
Education & Development	<ul style="list-style-type: none"> ▪ Commitment to continuing professional and ministerial development 	<ul style="list-style-type: none"> ▪ Experience of delivering training and education
Communication	<ul style="list-style-type: none"> ▪ Proven interpersonal skills ▪ Ability to be sensitive and empathetic ▪ Able to work and communicate effectively within a multi-disciplinary team ▪ Ability to communicate at all levels within a range of settings ▪ Ability to identify and network with local and hospice clergy, faith leaders and other community spiritual resources 	
Personal	<ul style="list-style-type: none"> ▪ In good standing within a recognised religious or spiritual tradition ▪ Enthusiasm for development and innovation ▪ Ability to engage, motivate, inspire and enthuse staff and volunteers ▪ Work confidentially and with discretion ▪ Sense of humour ▪ Professional image ▪ Courteous and respectful of others ▪ Awareness and ability to cope with pressure ▪ Ability to manage own workload within the context of an emotionally challenging environment ▪ Flexible to the changing needs of the post ▪ Ability to work unsocial hours/out of office hours ▪ Ability to handle difficult conversation/situations 	

	<ul style="list-style-type: none"> ▪ Committed to providing a high quality & measurable service ▪ Vehicle owner with full UK driving licence/knowledge of local area ▪ Spiritually mature with a commitment to own spiritual growth and development 	
IT	<ul style="list-style-type: none"> ▪ Knowledge and experience of Microsoft applications (Word, Excel, PowerPoint, Outlook) 	
Other Requirements	<ul style="list-style-type: none"> ▪ Be prepared to assist with Hospice fundraising ▪ Be committed to the inclusive ethos and values of the Hospice and to the delivery of excellence in all aspects of care delivery 	

You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview.

JOB DETAILS, BENEFITS & INFORMATION

- Post:** Spiritual Care Lead/Chaplain
- Post Ref:** SCL/07/15
- Employment:** The 'Employer' is St Leonard's Hospice, York.
- Commencement:** The post will be available immediately or as soon as possible after offer of appointment.
- Terms & Conditions:** The terms and conditions are those of St Leonard's Hospice and reflect but do not copy those conditions found in the NHS Agenda for Change. The Hospice is not bound by any external pay and conditions arrangements.
- Salary:** St Leonard's Hospice Pay Scale
- Band 6
- £26,041 - £34,876 (pro rata for part time)
- Starting point is dependent on experience, knowledge and skills.
 - There is a gateway at £31,072 Progression through the gateway is dependent on evidence of significant sustained additional workload & duties and specific targets and objectives being achieved.
 - Not all posts allow for progression beyond the gateway point.
 - Inflationary pay awards and incremental rises are not guaranteed.
 - Salaries are paid on or before the 25th of each month by Bank Transfer.
- Hours:** 30 hours (flexible working required)

Annual Leave:

Length of Employment With Hospice	Annual Leave, General Public Holidays, Statutory Days	TOTAL
On Appointment	27 days plus 8 days	35
After 5 years employment	29 days plus 8 days	37
After 10 years employment	33 days plus 8 days	41

- The leave year runs from 1st April to 31st March.
- In support of our commitment to 'Life/Work Balance', all leave must be taken within the year it is allocated.

- Unused leave or hours are lost if not used by agreement, by the year end.
- Previous employment (service) with any other employer will not count towards continuous service or holiday entitlement.
- A maximum of two weeks leave may be taken together. Additional leave weeks may be requested.

Uniform:	A uniform will not be required for this post. A dress policy is in place.
Health Screening:	The post holder will be required to undergo health screening prior to appointment. This is usually in the form of a confidential medical questionnaire.
Annual Performance Appraisal:	The post holder will be appraised annually.
Smoking Policy:	<p>A no smoking policy operates on all Hospice premises and in Hospice vehicles for staff and volunteers. Staff must not smoke when they represent the Hospice at events or functions.</p> <p>Patients are permitted to smoke in a designated external shelter within the Hospice grounds subject to the policy.</p>
Vehicle Mileage Allowance	The Hospice pays the recognised HMRC Mileage Allowance Payments for the purposes of business mileage. The current rate is 45p per mile.
Pension:	If currently contributing to the NHS Pension Scheme or eligible to contribute within the last 12 months, this is transferable. For remaining staff there is the option of joining a contributory group personal pension scheme. St Leonard's is operating 'auto enrolment' in accordance with Government Legislation.
Life Assurance:	A non-contributory scheme (death in service) operates for all employees.
Healthcare Schemes:	There is the option of joining contributory schemes at advantageous rates. These are available to families of employees.
Sick Pay:	<p>Entitlement to sick pay is in accordance with the following:</p> <p><i>During 1st year of service (and after completing 4 months service) one months full pay & two months half pay.</i></p> <p><i>During 2nd year of service two months full pay & two months half pay.</i></p> <p><i>During 3rd year of service four months full pay & four months half pay.</i></p> <p><i>During 4th & 5th year of service five months full pay & five months half pay.</i></p> <p><i>After completing 5 years service ~ six months full pay & six months half pay.</i></p>
Maternity Leave:	Is in accordance with statutory maternity/legal rights.
Secondary Employment:	Any 'other' employment (paid or otherwise) must be agreed in advance, in writing with the Hospice Chief Executive.
Gifts:	A Gifts Policy is in place.
Additional Income:	Any additional income, rewards or gifts in kind received whilst on normal Hospice duties/business is repayable to or paid directly to the Hospice.

Location: St Leonard's Hospice is located in an attractive rural/residential area to the South West of York with easy access to major road networks including the A64, A1/M1, A19, A59 and M62. The Hospice is a very short walk from Tesco, Askham Bar, a 'Park & Ride' service operates close to the Hospice allowing frequent travel to the City Centre and mainline railway station. Local buses stop immediately outside the Hospice entrance.

The Hospice has excellent modern facilities.

Base: The post will be based at the main Hospice site. Excellent office accommodation is provided for staff.

Employees: The Hospice employs 180 staff (full and part time, excluding bank staff). We also have a loyal and hardworking band of 515 volunteers working in all areas of the Hospice including 265 that work in our shops. All staff and volunteers are based at the Hospice, at the retail offices or in one of our eleven retail outlets.

Staff Benefits: These facilities are found on the Hospice site. Facilities at other premises vary.

- High quality subsidised meals and snacks
- Staff rest and bistro dining areas
- Free beverages
- Induction Programme
- Peer, mentor, line manager and a wide range of other support
- Good holiday entitlements
- Clear Policies and Procedures
- Access to the Internet for personal use at designated times
- Training & Development Opportunities
- Staff bulletins and meetings
- Access to Complementary Therapies
- 'Open Door' policy of Executive Team
- Appraisal through annual performance reviews
- Childcare voucher scheme
- Opportunities to help with fundraising
- Life assurance scheme
- Occupational Health Service
- Confidential staff counselling service

* the above list is not exhaustive, may not be available to all staff, and may be amended or changed without notice.

Period of Notice: Two Months

Probation Period: Six months.

Offer of Employment: Any offer of employment following interview is made subject to:

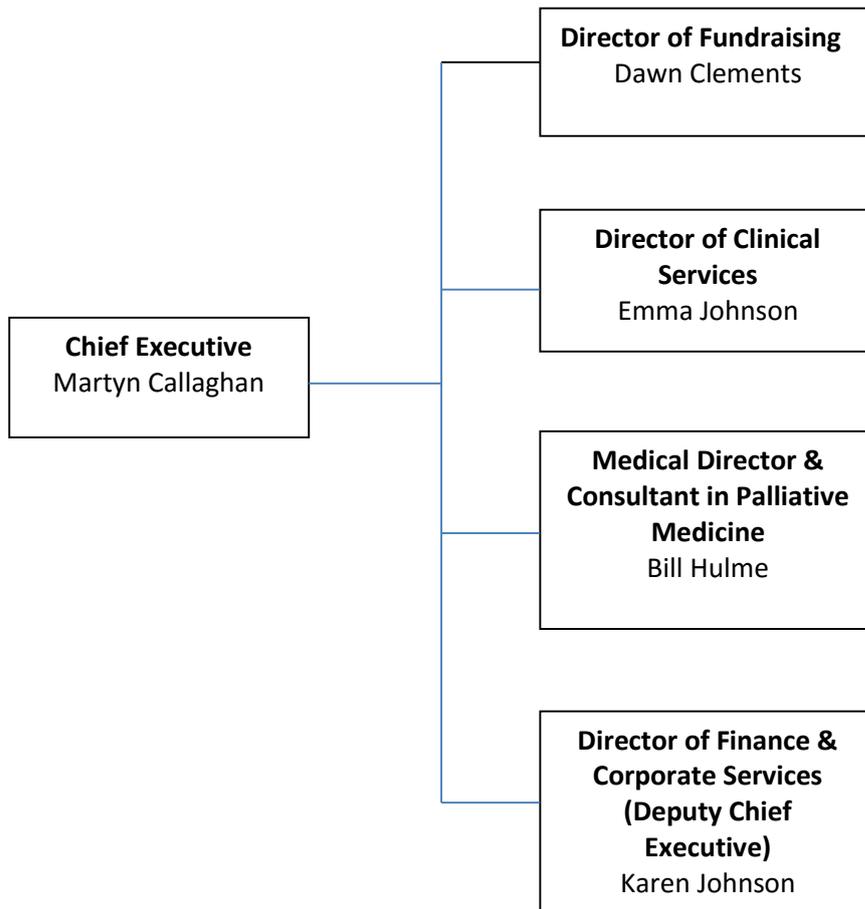
- Receipt of References to a standard deemed acceptable by the Hospice.
- Completion of all required documentation.
- Photographic passport and driving licence evidence.
- Disclosure & Barring checks.
- Evidence of qualifications.

- Evidence of the right to work and reside in the UK.
- Medical Clearance from Occupational Health.
- Satisfactory bank details to enable a bank transfer for salary purposes.
- A formal 'offer letter' being issued.

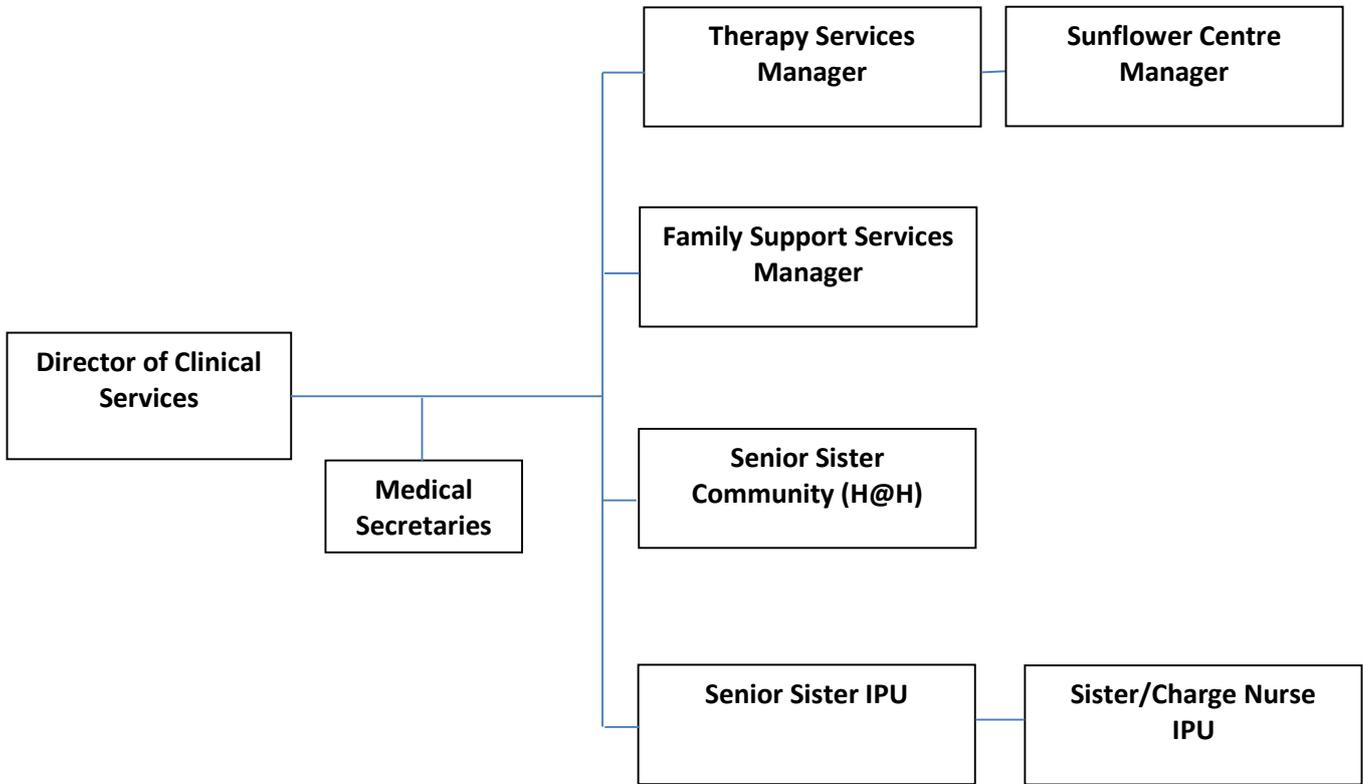
Any of the above details or conditions may change without notice. Please check details with the Human Resources Manager if successfully appointed to the post.

ORGANISATIONAL CHARTS

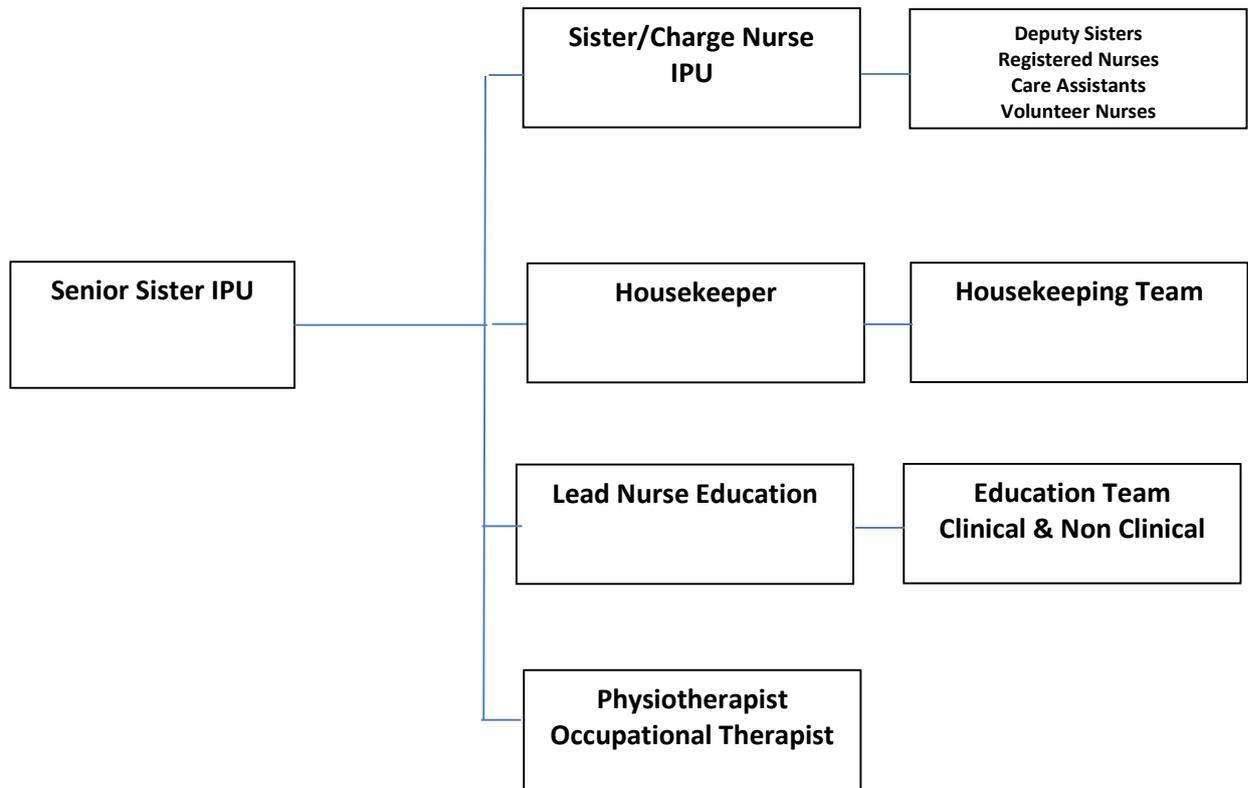
EXECUTIVE MANAGEMENT TEAM



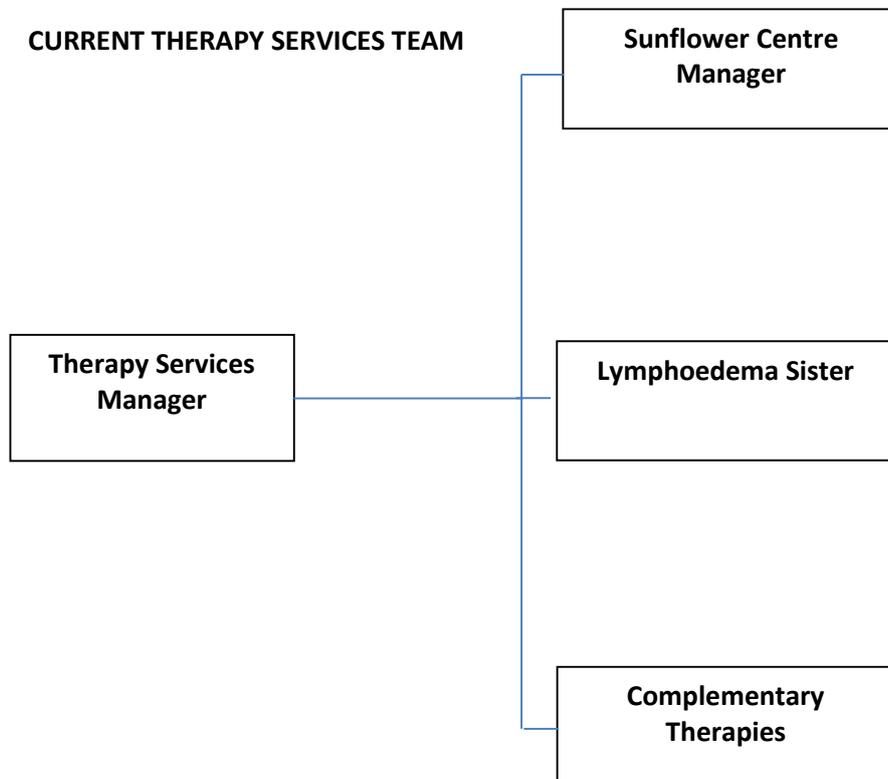
CURRENT SENIOR CLINICAL SERVICES TEAM



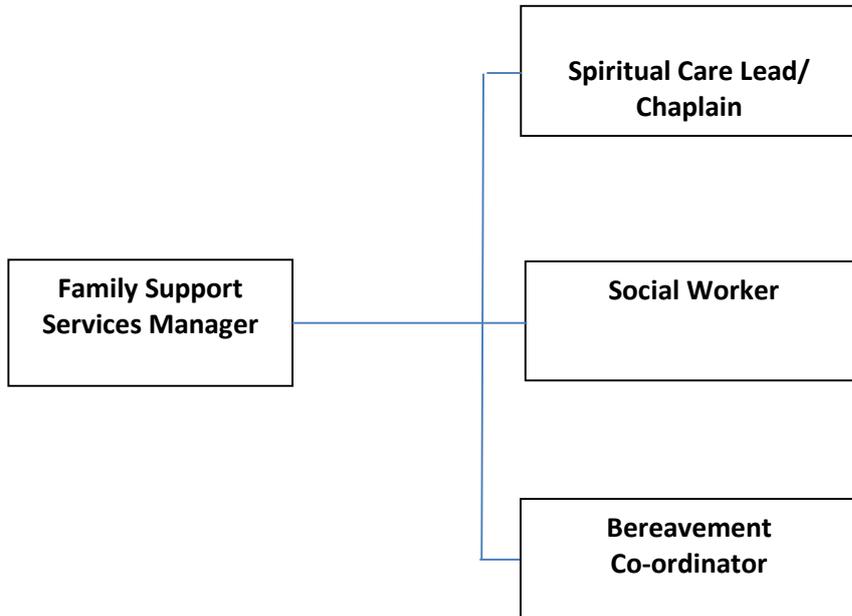
CURRENT IN-PATIENT UNIT TEAM



CURRENT THERAPY SERVICES TEAM



FAMILY SUPPORT SERVICES TEAM



COMMUNITY SERVICES TEAM



LIVING IN YORK and NORTH YORKSHIRE

The City of York

York is a beautiful Historic City, often known as the 'Railway Capital' or the 'Chocolate City'. Many of the traditional industries have moved away making tourism the largest industry with over 3 million visitors each year. Manufacturing, wholesale and retail and health and social work are the main occupation areas.

The City has a unitary local authority, the City of York Council. It has joint responsibility with North Yorkshire County Council for the provision of the Police and Fire Services. The two councils together with many district councils are now working more closely together in a number of areas and especially with the health and social care agenda.

The 'City' has a population of 181,000 and boasts city walls of 2.5 miles in length. It is compact and vibrant dominated by The Minister and other historic buildings and places of interest. York is very pedestrian and cyclist friendly. It has a busy shopping centre, many cultural activities, an active nightlife, good theatres & cinemas, leisure facilities, fitness clubs and golf courses plus a wealth of excellent restaurants. The Barbican Centre has re-opened as a major entertainment venue.

North Yorkshire

North Yorkshire is a county of beauty and contrast. Together with York it is one of the safest places to live in the UK. North Yorkshire covers 3,000 square miles of mainly rural areas and has a population of 595,000. The county council is a 4 star performing authority.

North Yorkshire surrounds the City of York. To the West is the Spa Town of Harrogate, Skipton with its waterways and the Yorkshire Dales National Park. To the North is Richmond a historic market town, Stokesley, the county town of Northallerton and the North York Moors together with the steam railway. The dramatic coastline in the East includes Scarborough, Whitby and Filey, where holiday makers and fish are in abundance. Finally, to the wild Yorkshire Wolds, and to the South, the market and ex mining district of Selby.

Each town, district and area has its own distinct identity. There are hundreds of places of interest to visit, National Trust properties, theme parks, working museums and gardens. For TV lovers the settings for Heartbeat, The Royal, James Herriot and Emmerdale are all within the area.

Location

York and North Yorkshire are very close to the main road/motorway networks of the M1, A1, and M62 together with A64, A19 and A59.

York Station is on the East Coast Mainline. London (Kings Cross) can be reached in 2 hours.

Leeds Bradford International is the nearest airport approximately 1 hour from York with excellent national and international connections. Other local regional airports include Robin Hood at Doncaster, Durham Tees Valley in Teesside and Humberside in North Lincolnshire.