



HOSPICE AT HOME
WEST CUMBRIA

Enhancing life, excelling in care
Registered Charity No. 1086837

DIRECTOR OF CLINICAL SERVICES RECRUITMENT PACK

Your skills and experience can make a difference to local people.



TABLE OF CONTENTS

WELCOME	1
OUR NUMBERS FROM 2025 - 2026	2
AREAS WE COVER	3
OUR VISION, MISSION AND VALUES	4
WHAT WE DO	5
ORGANISATIONAL CHART	7
JOB DESCRIPTION	8
WHAT WE PROVIDE	12
YOUR NEXT STEPS	12
CONTACT US	17

Welcome from the CEO

We are delighted that you are interested in joining the team at Hospice at Home West Cumbria.

Founded in 1987, Hospice at Home West Cumbria was established with the mission of providing compassionate hospice care to patients in the comfort of their own homes. Since then, we have become widely recognised as "The Hospice Without Walls", reflecting our commitment to delivering high-quality, personalised palliative and end-of-life care beyond the traditional boundaries of a hospice building. Our approach ensures patients receive care that respects their dignity, wishes and choices, while remaining in the place they call home. All of our services are provided free of charge to those who need them.

Today, Hospice at Home West Cumbria is proud to employ over 60 staff members, supported by more than 120 dedicated volunteers. Together, we make a meaningful difference to the lives of patients, families and carers across our communities. As our services continue to grow and evolve, we are looking for talented and passionate individuals who share our values and commitment to excellence.

This is an exciting time to join Hospice at Home West Cumbria. We have built a strong reputation for delivering outstanding care and are incredibly proud of what we have achieved. However, we know there is still more to do. We are ambitious about reaching more people, enhancing the services we provide, and ensuring the highest standards of care, quality and safety for those who rely on us.

As Director of Clinical Services, you will play a pivotal role in shaping the future of our organisation. Reporting directly to myself, this executive leadership role offers a unique opportunity to influence service delivery, clinical quality, patient safety and organisational performance. Working closely with the Senior Leadership Team and myself, you will help drive our strategic objectives, oversee workforce and service development, and ensure robust governance frameworks support the delivery of exceptional patient care.

We are committed to providing an inclusive, supportive and collaborative working environment where contributions are valued, recognised and encouraged. If you are a visionary and compassionate leader with a passion for delivering excellence in clinical care and quality, we would be delighted to hear from you and explore how you could help lead Hospice at Home West Cumbria into its next chapter.



Julie Monk, Chief Executive Officer



JULIE MONK

Hospice at Home West Cumbria is an independent charity which is registered with the Charity Commission. It is also registered as a company limited by guarantee at Companies House, with the Fundraising Regulator, and with the Care Quality Commission (CQC).

Hospice at Home West Cumbria in numbers 2025 - 2026

HOME NURSING

We delivered **8,463** hours of compassionate nursing care helping people spend their final days surrounded by their loved ones and home comforts.



203 patients received end of life nursing care at home, ensuring they were cared for with dignity and respect when it mattered most.

SUPPORT AT HOME

We provided **13,507** hours of support to help people stay independent and comfortable in their own home.



COMPLEMENTARY THERAPY



We supported **155** people giving them moments of calm at a difficult time.

FAMILY AND BEREAVEMENT SUPPORT

105 people found comfort through our family and bereavement support services.

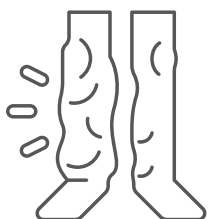
We delivered **218** one-to-one emotional and bereavement support sessions.



We held **20** bereavement group sessions, offering a safe space to talk and reflect.

381 complementary therapy sessions provided comfort, relaxation and pain relief during difficult times. Therapies included Reiki, reflexology, EFT and gentle massage.

LYMPHOEDEMA



Our specialist team delivered **842** sessions across a range of locations that work best for our patients – from acute hospitals and GP surgeries to community-based clinics and home visits for those who are unable to travel.

We supported **381** patients with lymphoedema, helping people manage symptoms and improve daily comfort.



Areas covered by Hospice at Home West Cumbria

Our care is delivered to people in their own homes, clinics, and other settings, which may also include those in nursing homes and hospitals. We cover an area from Maryport in the north, to Millom in the south and into rural areas of the Eskdale, Wasdale, Ennerdale and Buttermere valleys.

Within this area we support:

- Circa 137,000 population
- 11 GP practices
- 4 community hospitals
- 2 district general hospital
- All care homes - nursing and residential

We are the only charity that provides adult hospice at home services in this area and we offer support for patients with life limiting illnesses, as well as their families and those close to them.



Our Patron



His Majesty King Charles III reaffirmed his commitment to supporting Hospice at Home West Cumbria, announcing his decision to retain his Patronage with our charity. In a letter from Buckingham Palace, it stated: *"I am pleased to confirm that His Majesty would be delighted to retain the Patronage of Hospice at Home West Cumbria."*

As HRH The Prince of Wales, King Charles was patron from 1997, and has been a supporter of Hospice at Home West Cumbria, recognising the invaluable care and support our charity provides to patients and families living with a palliative diagnosis.

We hope he will visit us again when we celebrate our 40th anniversary in 2027.



OUR VISION, MISSION AND VALUES

Our vision

All people in West Cumbria have timely access to personalised high quality and end of life care.

Our mission

To be at the heart of our community and provide home nursing, emotional support, complementary therapies and lymphoedema care when and where needed.

Our values

Teamwork

We achieve more when we collaborate and all work together. We promote the sharing of knowledge and ideas that help everyone grow.



Compassion

We acknowledge and appreciate others by building trust, mutual connections and reciprocity.



Respect

We positively value individuals for their qualities or traits and treat everyone with appreciation and dignity.



Integrity

We build trust through responsible actions and honest relationships.



Accountability

We conduct ourselves with responsibility and integrity. Each of us is responsible for our words, our actions and our results.



Excellence

We will strive for continuous improvement and deliver the best services we are capable of providing.



Inclusivity

We value equity, inclusion and dignity for all.



WHAT WE DO



Home Nursing

Our home nursing support provides palliative and end of life one-to-one support overnight, or care during the day to allow families and carers to have a break knowing their loved ones are cared for and not alone.

Support at Home

Our support at home service provides up to three, hourly visits every day supporting the patients daily care needs and enabling them to maintain a level of independence in their own home.



Lymphoedema Care

We have a long-established specialist lymphoedema service which provides assessments, delivers appropriate treatments and supports and advises palliative and non-palliative patients, their families and carers.

Family and Bereavement Support

Our family and bereavement support team offers support to patients with a palliative diagnosis and their families before and after bereavement. They provide emotional support to help with coping, loss, grief, and bereavement through one-to-one and group sessions.

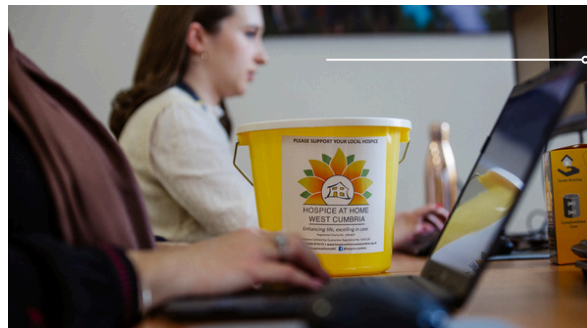


Complementary Therapy

Our complementary therapy team work with palliative patients, and their family members as carers and into bereavement. Therapies include Reiki, reflexology, therapeutic massage, aromasticks, breathing and relaxation techniques.

Clinical Administration

Providing professional administrative support to the home nursing, family and bereavement support, complementary therapy and lymphoedema teams.



Business Support

Provides support to the Senior Management Team, staff and volunteers. This covers governance, HR, health and safety, compliance and assurance.

Funding and Communications

Together the fundraising and communications team help to grow funding, reach more people and raise awareness of the services we provide across West Cumbria.



Finance

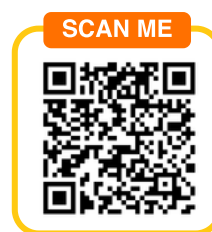
Provides comprehensive and supportive financial and administrative services to ensure all statutory requirements are managed and met.

Retail

Our shops are staffed by our Retail Managers and volunteers, providing consistent revenue streams and fostering local community engagement.



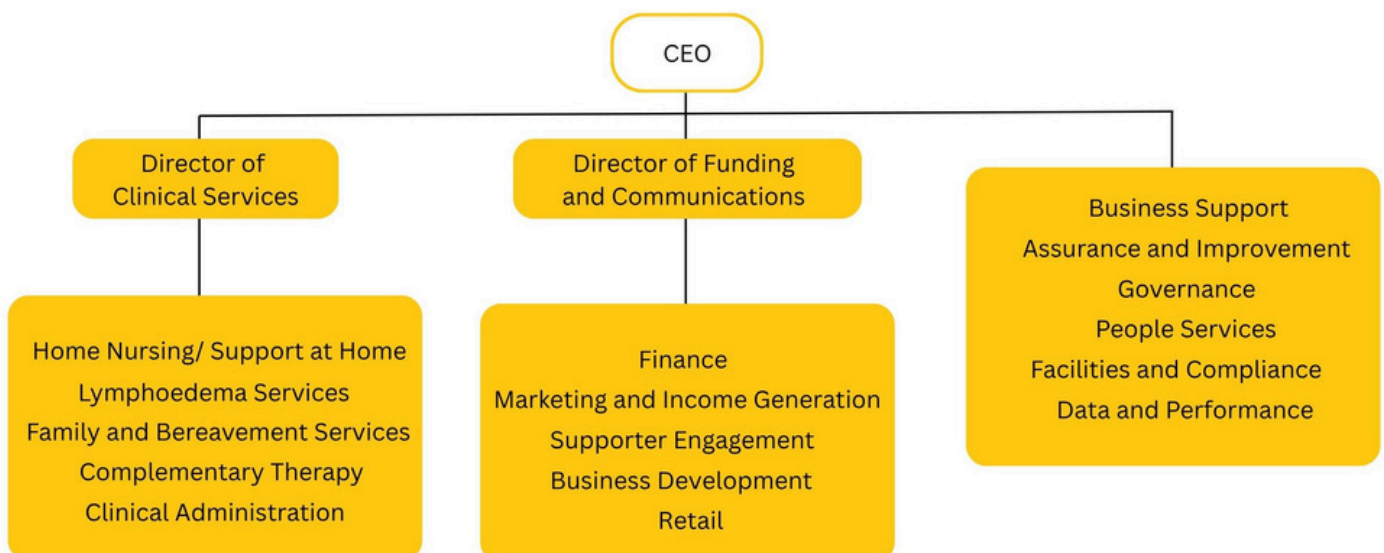
Scan the QR code
to meet the team



OUR BOARD OF TRUSTEES



ORGANISATIONAL CHART



Job Description

Job Title: Director of Clinical Services

Tenure: Permanent

Base: Hospice at Home West Cumbria Head Office, Workington

Accountable to: Chief Executive

Accountable for: All clinical services

Starting salary: £58,404

Hours: 37.5 per week

JOB SUMMARY:

Hospice at Home West Cumbria provides an expert and comprehensive service to enhance the experience of patients requiring palliative and end of life care. The service also supports families and carers providing care predominately in the home or within the local community.

Clinical services covers the delivery of home nursing, support at Home, family and bereavement support and specialist lymphoedema services, providing quality care for patients, their families and carers across West Cumbria.

The role of Director of Clinical Services is to provide strong clinical leadership and management for all clinical services across the Hospice, ensuring that care received is equitable, professional and of an excellent standard. The post holder will contribute to the overall senior leadership of the Hospice, acting as the Registered Manager with the CQC.

DUTIES AND RESPONSIBILITIES OF THE POST:

Key Responsibilities of the job

Strategic Leadership

- Develops an ambitious strategic plan for the delivery of clinical services based on the needs and feedback from stakeholders. Identifies and leads on new opportunities for service development whilst maintaining and improving the quality of care in existing services.
- As a member of the Senior Management Team, contributes to corporate leadership, development and business planning. Leads and participates in appropriate operational groups and initiatives to ensure delivery of the Strategy.
- Leads the strategic direction of the organisation on clinical service delivery and performance outcomes and clinical effectiveness and prepares information and reports to help inform Committee and Board decisions.

Clinical Governance and Risk

- Responsibility to ensure that clinical policies and procedures comply with current legislation and regulatory requirements. Keeps up to date with best practices within palliative and end of life care to ensure that essential standards of quality and safety are met and any incidents are managed effectively.
- Regularly reviews the strategic and operational risk registers and alert the board to any new and emerging risks.
- As the Registered Manager, leads the monitoring and inspection activity with the CQC and ensures that all regulatory standards are met.
- Provides oversight and assurance for all clinical activity, auditing and reporting.

Workforce Leadership and Development

- Provides visible, values-led leadership across multidisciplinary teams.
- Supports team leaders to deliver high standards of care.
- Leads workforce strategy including recruitment, retention, succession planning and organisational development.
- Promotes a positive, inclusive, and supportive workplace culture which focusses on continuous improvement.

External relationships

- Collaborates, negotiates and maintains positive relationships with local stakeholders and commissioners in order to improve quality standards aligned to patient care and service delivery outcomes.
- Ensures that commissioned services meet the grant agreement specification and service level agreement standards of performance.
- As the data controller and Caldicott Guardian for clinical services, ensures that all information held complies with GDPR and other regulations, and the clinical database systems are active, up to date and fit for purpose.
- Sets, manages and monitors the budget for clinical services.

Personal Development:

- To be committed to personal and professional development and complete mandatory and statutory training as required. To set challenging goals through the appraisal process to ensure the effective delivery of organisational, team and personal objectives.
- To keep updated with current policies and procedures, as well as external trends and developments.

General

- To ensure that personal conduct, ways of working and work activities are aligned to the Hospice's purpose and values at all times.
- In accordance with the Data Protection Act 2018 and the General Data Protection Regulations, to ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- To promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- To adhere to the Health and Safety policy and report all accidents, incidents or near misses promptly and when requested to co-operate with any investigations undertaken.

- To be aware of obligations and to abide by the spirit and nature of the Equal Opportunities policy to avoid direct and indirect discrimination.
- To undertake any other duties which may be reasonably required.

The job description and person specification is subject to review as part of the annual appraisal process, or due to any changed service provision.

Person Specification Director of Clinical Services

	Qualities Required	Essential (E) Desirable (D)	Method of Assessment
Practical Knowledge and Qualifications	Educated to degree level or equivalent professional qualification in a clinical or healthcare management discipline	E	A
	Evidence of continued professional development relevant to the role	E	A
	Level 5 or above Management qualification – CMI / ILM or equivalent	D	A
	Up to date knowledge of relevant clinical legislation and guidance	E	A
	Demonstrable clinical competence and expertise in palliative care	D	A/I
	Successful, significant and relevant achievement at management level in a comparable organisation	D	A/I
Skills and Competencies	Exceptionally convincing and persuasive written and oral skills with the ability to present and convey complex ideas and issues clearly and coherently	E	A/I/E
	Ability to prepare and present clear and concise reports to Board, Committee and management teams	E	I/E
	Ability to deal diplomatically with challenging situations, work under pressure, and meet deadlines	E	A/I
	Excellent leadership and team building skills	E	A/I
	Be flexible during times of change to support new ways of working	E	A/I
	Must be prepared to travel and attend meetings and training as required	E	A
Experience	Experience of service-user needs and involvement in service delivery and evaluation, leading to effective improvements	E	A
	Experience of working with multidisciplinary teams at varying levels of seniority	E	A/I
	Experience of developing and implementing strategic and operational plans	E	A/I
	Proven ability to build, manage and develop key external relationships	E	A/I
	Track record of bringing innovative creative thinking and fresh ideas to an organisation and/or its services	E	A/I
	Experience of managing and maintaining budgets	D	A

A = Application Form

I = Interview

E = Exercise

WHAT WE PROVIDE

- **Flexible working** - we encourage flexible working where possible
- **Transfer of NHS Pension (where applicable)** - helping you continue your pension without interruption while keeping your existing benefits
- **Generous holiday entitlement** - with the option to purchase an additional week
- **Wellbeing package for staff** - providing practical and emotional support, including access to a medical benefits platform
- **Blue Light Card** - offering valuable discounts across many retailers
- **Training and development** - training, shadowing and development opportunities to help you grow your skills

If you need additional training, we aim to be as flexible as we can be when booking training dates. A lot of our training is available as e-learning so you can access it from home, at your own pace.

YOUR NEXT STEPS

If you are interested in finding out more about the role and whether it would feel right for you, we would love to hear from you and answer any questions you may have. To arrange an informal discussion please contact hr@hhwc.org.uk.

Application

To apply please complete an application form which can be found on our website at [Job Vacancies – Hospice at Home West Cumbria](#) or contact hr@hhwc.org.uk. Please see Guidance Notes at the end of this document.

Interview

If successful, you will be contacted by our People Services Coordinator to attend for interview. The interviews will be face-to-face with a small panel, however if you require any adjustments to the interview process or the physical space in which the interview is conducted, we will look to accommodate this.

Reasonable adjustments

We are committed to providing an inclusive experience for all those who want to apply for a role and we are committed to removing any barriers in our recruitment processes. If you have difficulty applying online, we can send a paper application pack. Contact us on 01900 873173 or email hr@hhwc.org.uk.

Pre-employment checks

Various pre-employment checks are carried out prior to the commencement of any role to ensure that the candidate meets the required standards and qualifications. These include:

DBS check (Level of cover is role dependent)

There are two main types of DBS check – Standard or Enhanced

- Standard and Enhanced DBS checks detail both spent and unspent convictions, as well as any cautions, warnings or reprimands an applicant has on their record, which have not been filtered in line with legislation.
- An Enhanced DBS check will also include the option for the police to include any information they hold and deem relevant. Where an applicant will be working in regulated activity with vulnerable adults and/or children, we will also include a barred list check. This means a check will be made against either the children's or vulnerable adult's barred list, or both, to confirm whether the applicant is barred from working with these vulnerable groups.

Any information given will be treated in the strictest confidence. Suitable applicants will not be refused a role because of spent offences which are not relevant to, and do not place them at or make them a risk in this role. All cases will be examined on an individual basis.

Occupational health check

This is required to advise of any health conditions and recommendations for any adjustments that may be required to ensure a safe and healthy working environment. For clinical roles, evidence of immunisations will be required.

Right to work check

This is required to establish that each employee has the right to work in the UK before they start their employment. This is to be completed in person. ID will need to be provided.

Driving validation

If you are required to use your own vehicle for work purposes, you will be required to hold a valid Driving Licence and the appropriate business insurance cover.

Obtaining references

Any offer of employment is subject to 2 references. Both referees should have line management/knowledge of your work skills. The first referee must be your current or last employer. Neither referee should be a relative. Referees will not be contacted without your prior permission.

Guidance notes – applying for employment with Hospice at Home West Cumbria

This information is intended to assist you when making an application for employment.

Information about the vacancy

- All of our vacancies are advertised on our website, along with a copy of the job description and person specification for the post, and details including salary, working pattern and work location.
- The job description sets out the main duties and responsibilities of the post. The person specification outlines the skills, knowledge, experience and qualifications required by the post holder and these are often split into essential criteria (those which an applicant must have in order to be appointed to the role) and desirable criteria (those which would be advantageous but are not considered essential).

Ensuring equality of opportunity

Hospice at Home West Cumbria is an equal opportunities employer and will consider all applicants based on suitability regardless of gender, sexuality, associations, creed, colour, ethnic origins, race, age, marital status or disability. We will also ensure that no employee or job applicant receives less favourable treatment on grounds which are unlawful or which are not relevant to the requirements of the particular job.

Completing and returning the application form

- You must submit a completed application form in order to be considered for a vacancy. **CVs will not be accepted.**
- You can download an application form from our website and complete it electronically or by hand (in black ink, please). If you cannot access our website and require an application form to be sent to you, please contact our People Services Co-ordinator, Louise Dryden, on the details provided below
- Ensure you complete all sections of the application form as clearly and concisely as possible

- When completing the section which relates to previous employment, please list all paid and unpaid employment undertaken in the last 10 years. Please explain any gaps in your employment history in the 'additional information' section.
- When completing the application form (particularly "Additional Information") it is important that you refer to the person specification in order to demonstrate how you meet the requirements of the post. It is quite acceptable to use headings or bulleted lists so that your evidence corresponds to the relevant item on the person specification. It is important that you do not just make statements – you need to provide evidence
- To ensure we treat all applicants fairly we do not make any assumptions about your application; we base our decision solely on the information you provide on your application form
- Please note that, in order to maintain our equal opportunity measures, CVs and other additional information such as testimonials will not be forwarded to those shortlisting, so you should ensure that all relevant information is given on the application form or continuation sheets
- Completed applications can be submitted by hand, post or e-mail, by the closing date specified on the advert, to: -

Louise Dryden
 People Services Coordinator
 10 Finkle Street
 Workington
 Cumbria
 CA14 2BB
hr@hhwc.org.uk

Receipt of applications and shortlisting

As a local charity we are constantly striving to make best use of our funds to provide an effective service to the people of West Cumbria. As part of this effort, we regretfully do not acknowledge receipt of application forms.

On receipt of your completed application form, we will separate and retain the personal details section of your application form.

The main application form will then be sent to the shortlisting panel who will decide whether to invite you for interview. The shortlisting process assesses the information contained in your application against the criteria specified in the person specification for the vacancy.

The personal details section will be used to make contact with you in relation to your application and if you are shortlisted for interview.

If you have not heard from us with interview details within seven working days of the shortlisting date you may assume that on this occasion your application has not been successful.

IF YOU NEED THIS DOCUMENT IN A LARGER PRINT, PLEASE CONTACT US ON 01900 873173



**We are committed to serving the palliative care needs of our whole community.
Making Hospice at Home West Cumbria an organisation for everyone in our community
who needs us is a vital part of our strategy.**

CONTACT US



Phone:

01900 873173

Email:

info@hhwc.org.uk

Address:

Therapy and Information Centre,
10 Finkle Street, Workington,
CA14 2BB



@hospice.cumbria



@HospiceatHomeWC



Find us on LinkedIn



@hospice_at_home_wc