



# Head of Family & Patient Support Services Job Pack

## Applicant Information Pack



## An introduction from our CEO,

Thank you for your interest in the Head of Family & Patient Support Services position at KEMP Hospice. This is an exciting and pivotal time for us as we continue to expand our services to meet the growing needs of our community. Family and patient support services are at the heart of what we do, ensuring that we provide compassionate, holistic care for patients, clients, and their families during some of the most challenging times in their lives.

At KEMP Hospice, we are committed to making a real difference. This new role reflects our dedication to providing integrated emotional, psychological, and practical support to those we serve. We seek an experienced and empathetic leader who will guide and inspire our Family & Patient Support team, ensuring that we deliver the highest quality of care to individuals and families.

As Head of Family & Patient Support Services, you will play a critical role in shaping the future of our services, building strong relationships with both staff and the wider community, and ensuring that every individual who comes through our doors feels supported and cared for. Joining KEMP Hospice offers a unique opportunity to have a meaningful impact on the lives of many.

If you are passionate about making a difference and ready to contribute to our mission, we would be delighted to hear from you.

Best regards,



Caroline,  
Chief Executive






## About Us

KEMP Hospice is a charity dedicated to providing end-of-life care and support services to individuals and their families facing life-limiting illnesses. KEMP Hospice operates in the healthcare and social service sector, specifically focusing on palliative care and bereavement support. The services offered by KEMP Hospice are end-of-life care, including pain management, emotional support, and finance and welfare support for both patients and their families. We also offer bereavement support and counselling to adults, young people and children from the age of 5.

At KEMP Hospice we care for patients facing life-limiting illnesses and their families. We collaborate with healthcare professionals, community partners, and volunteers to create a supportive network that addresses the physical, emotional and welfare needs of our patients and service users.

We never charge for our care and services and rely on the support of the local community by fundraising for KEMP Hospice, making donations, and purchasing pre-loved items in our charity shops. We also rely on legacies and gifts in Wills to help us raise the funds needed each year to ensure we can continue to provide our care and support services, now and in the future.

We have 60 employees and nearly 200 volunteers to help us provide our services and run our hospice, 6 shops, Donation Centre and eBay account. Our 2024-29 strategic objectives are:

-  To provide excellent care and support both now and in the future
-  To grow our income and be financially stable
-  To ensure our buildings and infrastructure are fit for the future
-  To communicate well
-  To achieve success through our people

## Our Vision

Compassionate care and support with dignity.

## Our Mission

To provide free holistic palliative care and support to people living with a progressive life-limiting illness.

Providing support to adults, children and young people affected by bereavement.

## Our Values



**We Care**



**We are Collaborative**



**We are Innovative**



**We are Inclusive**



**We have Integrity**



**We are Sustainable**

## KEMP Hospice Employee Benefits

- ✂ Fantastic team where everyone is welcomed and empowered to give their best
- ✂ Supportive management – keen to develop you
- ✂ 30 days annual leave + bank holidays, increasing with long service
- ✂ Discount schemes including Blue Light Card
- ✂ Increased employer pension contribution
- ✂ Discount in retail shops
- ✂ Company sick pay
- ✂ Bereavement leave
- ✂ Enhanced maternity leave
- ✂ Enhanced paternity leave
- ✂ EAP: confidential financial, legal, wellbeing & mental health support
- ✂ Free eye tests
- ✂ Death in service benefit
- ✂ Opportunities for flexible working from day one
- ✂ Family friendly policies
- ✂ Free Will writing service.
- ✂ Staff events



# Job Description

**Job Title:** Head of Family and Patient Support Services Manager

**Department:** Family & Patient Support Services

**Reports to:** Chief Executive

**Location:** KEMP Hospice, 41 Mason Road, Kidderminster, DY11 6AG

**Contract Type:** Permanent

**Direct Reports:** Counselling Team Leader; Finance & Welfare officer; Befriending Volunteer Coordinator; Family & Patient Support Service Administrator.

**Working Hours:** Full time | 37.5 hours per week | 5 days per week | 09:00–17:00 or 08:30 – 16:30 | Hospice-based with the option of some homeworking

**Salary:** £45,000 per annum

**Closing Date:** 08/12/2024 | 23:59pm

## Purpose of the Role

The Head of Family & Patient Support Services will provide strategic leadership and operational management of KEMP Hospice's Family & Patient Support Services. This includes family support and bereavement counselling, pastoral and spiritual care, social work, financial and welfare advice, and befriending services. The role will oversee the development and delivery of high-quality, holistic care to patients and clients, ensuring that services meet regulatory standards and align with the overall hospice strategy.

## Key responsibilities:

### Strategic Leadership & Service Development:

- Lead and strategically develop Family & Patient Support Services, aligning them with the hospice's goals and broader palliative care and bereavement support trends.
- Collaborate with the Senior Leadership Team to set and deliver objectives that meet the hospice's overall strategy.
- Ensure services are patient-centred, safe, and responsive, meeting the needs of patients, clients, carers, and families.
- Act as a member of the leadership team, contributing to cross-organisational planning, policy development, and decision-making.
- Promote integrated working with clinical and other hospice services, including Day Hospice and Hospice at Home.

### Operational Management:

- Ensure efficient day-to-day management of Family & Patient Support Services, including adherence to regulatory and safety standards (e.g., BACP, CQC).
- Lead on service audits to ensure compliance with quality and safety standards. Monitor performance through KPIs and regular service reviews to assess outcomes and service effectiveness.
- Collaborate with the Hospice Services Committee, Quality & Safety Sub-Committee, and the Safeguarding Sub-Committee, providing reports and ensuring action plans are implemented to drive continuous improvement.

- Develop, implement, and monitor robust referral systems, policies, and procedures, ensuring that services are delivered to a high standard and data is accurately recorded.
- Work closely with the Head of Clinical Services & Quality on statutory reporting to the Integrated Care Board (ICB) and NHS Quality Account.
- Oversee the bereavement service allocation process, ensuring appropriate case management and staff support.
- Manage budgets effectively, ensuring services operate within financial constraints and resources are used efficiently.

### **Staff & Volunteer Leadership:**

- Provide leadership, line management including people management processes, and professional support to a multidisciplinary team, including social workers, counsellors, pastoral volunteers, financial and welfare adviser, and befriending coordinator.
- Oversee staff and volunteer development, ensuring regular training, clinical supervision, and compliance with CPD and mandatory training.
- Ensure all members of the team maintain professional standards and are role models for excellent care.
- Lead on recruitment, development, and retention of staff and volunteers within the Family & Patient Support Services team.

### **Clinical Governance & Safeguarding**

- Ensure all services comply with regulatory requirements and national guidelines, including those set by the Care Quality Commission (CQC) and the British Association for Counselling and Psychotherapy (BACP).
- Serve as the Safeguarding Lead alongside the Head of Clinical Services and Quality, ensuring effective safeguarding policies are in place and followed.
- Ensure robust clinical supervision is provided for the counselling team and that safeguarding procedures are adhered to across all services.
- Conduct regular data accuracy checks, ensuring reporting is precise and supports performance monitoring and quality assurance.
- Maintain responsibility for service user feedback, using it to inform service improvements.
- Report risks, issues and incidents promptly, ensuring mitigation plans are developed and implemented in line with hospice procedures and governance standards.

### **Collaboration & Partnership**

- Build and maintain strong relationships with external agencies, including schools, social services, health professionals, and other charities.
- Represent the hospice and promote its services at local and national levels, ensuring effective collaboration with partners.
- Act as a subject matter expert in palliative care and bereavement support, advising and supporting colleagues in the multidisciplinary team (MDT).

### **Data & Quality Management:**

- Ensure accurate data collection, reporting, and evaluation for all Family & Patient Support Services, in line with internal and external requirements.
- Maintain and update service policies and procedures regularly, ensuring alignment with best practices and regulatory standards.
- Report risks, issues, and incidents promptly, ensuring mitigation plans are developed and implemented.

### **All KEMP Hospice employees are expected to:**

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence.
- Support and encourage harmonious internal and external working relationships.
- Be a KEMP Ambassador
- Make a positive contribution to fundraising and raising the profile of the Hospice.
- Provide support and advice to colleagues within KEMP within your area of expertise by working closely with the Multi-disciplinary Team within KEMP
- Always behave in a professional manner, reflecting and maintaining KEMP values:
  - We **Care**
  - We are **Collaborative**
  - We are **Innovative**
  - We are **Inclusive**
  - We have **Integrity**
  - We are **Sustainable**

### **Disclosure & Barring**

This role is subject to an enhanced with adult and children's barred list check with the Disclosure and Barring Service.

## Person Specification:

Qualifications:	Essential	Desirable
Professional qualification in social work, counselling, or a related field. (e.g. Degree or Diploma approved by the Social Work England register or Minimum Level 4 Diploma (or equivalent) in Counselling).	X	
Current Social Work England registration <b>or</b> registered member of the BACP or similar recognised body.	X	
Accredited member of the BACP or similar recognised body.		X
Postgraduate qualification in leadership		X

Experience	Essential	Desirable
Significant experience working with individuals and families in a multidisciplinary and/or health care setting.	X	
Proven experience in managing or leading a supportive care, or similar, service.	X	
Strong understanding of safeguarding, BACP and CQC regulations, and governance in healthcare.	X	
Experience in managing multidisciplinary teams and volunteers.	X	
Budget management experience	X	
Experience of using EMIS or a similar electronic management system.		X
Experience in hospice or charity sector		X

## Person Specification:




	Essential	Desirable
Demonstrable and hands on experience of people management processes e.g. disciplinary, long-term absence, grievance and performance.	X	
Knowledge of the Worcestershire area and local healthcare networks.		X

Personal Qualities	Essential	Desirable
Excellent communication skills.	X	
Understanding of loss and grief and the impact on individuals and families, and the ability to manage the emotional impact of working with the bereaved.		X
Compassionate, empathetic, and patient/client centered.	X	
Resilient and able to handle sensitive and complex issues.	X	
Strong leadership and team-building skills	X	
Strategic thinker with an ability to implement and manage change.	X	
Ability to work collaboratively and build relationships both internally and externally.	X	



## How To Apply:

Please send you CV along with a supporting statement (no more than 800 words) that addresses the following:

-  **Tell Us About You:** What drives you, and what makes you excited about the opportunity to join KEMP Hospice as the Head of Family & Patient Support Services? How does your leadership style inspire others, and how have you created a positive and collaborative environment in past roles?
-  **Your Experience:** Share the qualifications, skills, and key experiences that make you the ideal fit for this role. Focus on your ability to lead supportive care services, manage multidisciplinary teams, and handle budgets effectively.
-  **Making an Impact:** Describe a time when you led a strategic initiative in a health, social or supportive care setting. What was the challenge, how did you approach it, and what difference did it make to those you served?

We're looking for someone who is ready to make a real difference—use this opportunity to show us why that's you!

Please send your CV and supporting statement to: [peopleteam@kemp hospice.org.uk](mailto:peopleteam@kemp hospice.org.uk) by Sunday 8th December 2024 at 5pm. Please note: applications that do not include a supporting statement will be automatically rejected

## Application Deadline: Sunday 8th December 2024

For an informal chat about the role, or to arrange a tour of the hospice, please contact our Chief Executive, Caroline Beech at [caroline.beech@kemp hospice.org.uk](mailto:caroline.beech@kemp hospice.org.uk) or by calling 01562 756000.