



Making Every Day Count

Recruitment Pack

People Services Manager



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1. A message from our CEO, Sonya Currey

I am really pleased that you are interested in learning more about this exciting opportunity to join the team here at St. Rocco's.

This pack aims to give you some of the information that will help you decide whether this is the right opportunity for you and to prepare your application.

St. Rocco's holds a very special place in the heart of our Warrington community and the St. Rocco's team are fully committed to the stewardship this brings. Whether part of our clinical or support services staff and volunteer teams, there is a passion to care with the utmost dignity and respect for all who experience our services. This shared vision means that by joining the St. Rocco's team you will quickly be able to see how your role benefits our patients and those important to them and therefore, the value of your efforts.

We are at a pivotal time in the St. Rocco's journey with a rapidly changing health and social care landscape that is driving a strategy refresh. Building on a strong foundation we are refocusing our ambitions, something that we have described in more detail as part of this pack.

If this sounds like something that you would like to become a part of, we would be very pleased to hear from you.

Thank you for your interest in joining us and we look forward to reading your application.



2. Services We Provide

St Rocco's supports people in the Warrington community from the moment they are diagnosed with an illness that is no longer curable. We look after people over the age of 18 years with any kind of life-limiting illness including both malignant and non-malignant diseases, such as end stage, heart failure, respiratory conditions, and neurological diseases.

We aim to be available to our patients and those important to them every step of the way, helping them to make every moment count and to stay as well as possible for as long as possible. We achieve this by working in partnership with other healthcare professionals collaboratively to promote skilled, compassionate palliative care of the highest quality.



Warrington Integrated Palliative Care Hub

- A single point of referral based at St Rocco's for access to palliative care services across Warrington for health and social care professionals, patient, and carers. This is a co-located multi-professional service that has access to nursing, medical and social work expertise to ensure we can affect a timely response whilst offering continuity through a single contact.

Community Outpatient Services

- Our outpatient services are run by senior doctors with the focus around complex symptom control and improving quality of life. The Hospice outpatient clinics have been running for over 12 years.
- This service provides psychological support for patients and bereavement services for their loved ones, including our community-based Bereavement Cafés.

In Patient Unit

- We have a registered capacity of 10 inpatient beds, providing 24-hour care and support by a team of specialist palliative care staff to provide complex symptom management and end of life care.

Palliative Virtual Ward

- Our Palliative Virtual Ward was the first in the region. Our care has been designed to allow for greater patient independence, a supported discharge and, where appropriate, to allow patients to choose to stay and home and receive specialist care from our clinical teams. We have 10 virtual beds and our model is developed into a consultant led approach.

Vitality Centre

- From this centre based at our main hospice site, we provide a range of services supporting patients to stay as well as possible for as long as possible. Services include complementary and activity therapies and dedicated symptom control clinics.

3. Our Vision and Values

Here at St. Rocco's our mission is...

"Support everyone in our community diagnosed with a life limiting disease, and those who matter to them, to live well and towards the end of their life have a dignified death in a place of their choice."

We aim to deliver a caring experience where people feel warmly welcomed into hospice care through upholding our value in all that we do.

Our values very much reflect who we are as an organisation

Thank You!

Saying Thank You:

Saying thank you to staff, volunteers, and our community.

Think:

Thinking differently and being open to change.

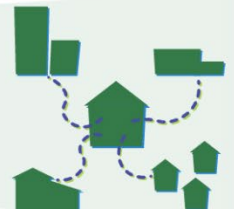


Resilience:

Having resilience physically, psychologically, emotionally, and financially.

Outreach:

Try new ways of working with other organisations, understand our community.



Compassion:

Care in all we do.

Connection:

Sharing connections with our patients, carers, staff, volunteers, and community.



Outstanding:

Trying to be the best we can be standards: high quality care in all that we do.

4. Our Strategy 2019-2025

As we emerged from the pandemic, we took the opportunity to reframe our strategic focus to ensure our priorities were fit for the future. We focused on four priority areas:

1)

Increasing the reach of our services into our community, by partnering for better outcomes and impact for our community.

2)

Investing in our people to be a great place to work and volunteer, where skills and needs are recognised.

3)

Developing our operational excellence through a resilient structure and infrastructure that meets our regulatory requirements.

4)

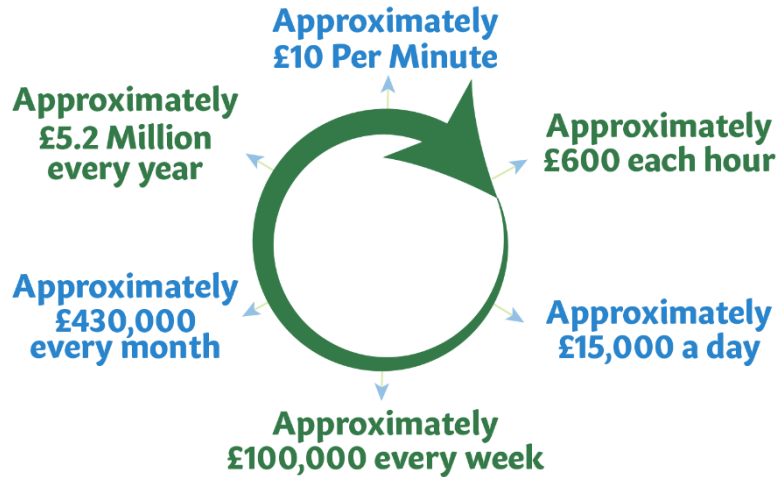
Strengthening our financial sustainability and resilience to ensure we can continue to respond to the needs of our community into the future.

As our external environment continues to change around us, we have taken time to evaluate our progress and emerge our future priorities.

We now have a **refreshed strategy** for the next strategic period 2025-2028. Our new strategy, will very shortly be launching and our successful candidate, with the wider St Rocco's team, will **be at the centre of this exciting stage in our development.**

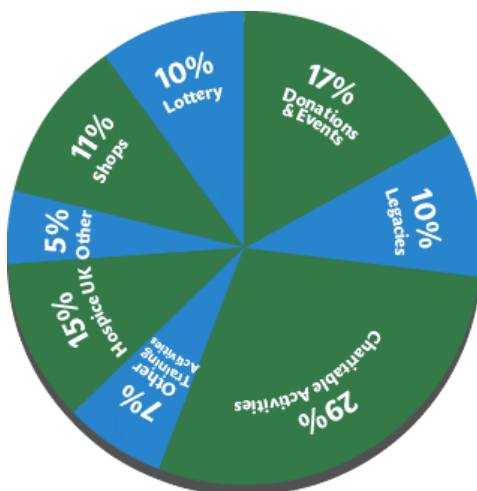
5. Our Funding

St Rocco's, as a local charity costs around £5.2 Million to run per year.



The funding received from NHS services via Integrated Care Board (ICB) Cheshire and Merseyside Warrington Place is spent directly on patient services.

Around 80% of our funding is generated by our community fundraising, retail operations and legacies and we are incredibly grateful for the support that we receive from the people of Warrington. The chart below indicates how this activity breaks down.



The NHS only pays **20%** of the money that goes into funds for our nurses!

St. Rocco's Hospice has to find the remaining **80%** to pay for them.

The increasing global economic pressures and financial landscape means that we are working hard to further develop our effectiveness in this area to respond to the challenges ahead

6. Job Description

| | |
|------------------------|---|
| JOB TITLE: | People Services Manager |
| REPORTS TO: | Director of People and Corporate Services |
| DIRECT REPORTS: | People Services Administrator |

ROLE PURPOSE

Support the ongoing strategic aims of the Hospice, working closely with the Director of People and Corporate Services to develop and drive the People Plan and associated projects and processes.

Maintain an efficient running of the people team, ensuring an effective and supportive day to day service is delivered to meet the needs of the Hospice; line managing, supporting and developing the People Services Administrator.

Manage employee relations casework including dispute resolutions, performance, disciplinaries, grievances, attendance and change management.

Support the Director of People and Corporate Services with the development and implementation of HR processes, policies and procedures to drive performance and maximise employee experience.

Partner and coach managers to lead their teams and address issues proactively and effectively.

KEY OPERATIONAL RESPONSIBILITIES

HR Operational Support

Manage employee relations cases effectively to ensure an appropriate approach to risk and based on a full understanding employment law and best practice to ensure advice and guidance is clear, compliant and focussed on meeting organisational objectives.

Coach and support managers to develop their leadership skills and their ability to manage issues proactively to deliver effective outcomes.

Manage the review and improvement of relevant HR processes, policies and tools, in partnership with operational stakeholders as appropriate.

Actively promote equality, diversity and inclusion in the workplace, providing advice and support to managers on EDI issues relating to recruitment and retention, employee relations, change management and training and development.

Play a key role in supporting the Hospice's Health and Wellbeing agenda.

Ensure a customer focused approach within all aspects of the people team's service.

Recruitment and Talent

Work with hiring managers to ensure that we attract the best talent to develop and grow our organisation, including developing effective Job Descriptions and Person Specifications and advising on attraction and selection approaches that position us as an employer of choice.

Work with managers to deploy talent management, development and succession processes.

Systems and Reporting

Manage the effective and optimal use of people systems (HRIS, LMS, recruitment) to support efficiency and employee experience.

Continuously develop reporting to support insight and decision making relating to our workforce.

Projects

Support in the delivery of HR projects; support and advise senior managers in the change management process ensuring positive employee relations are maintained and providing accurate and clear employment advice to all parties.

Assist with the development of workforce planning and development processes to ensure the success of the organisation.

Leadership and Continuous Improvement

Maintain a network and external focus to benchmark our effectiveness and support continuous improvement.

Act consistently as a role model and support the development of a high performing culture across the Hospice.

Be responsible for own personal development, particularly in keeping up-to date in current HR thinking and best practice.

Play an active part in team, management and staff meetings and the People Sub Committee

MENTAL PHYSICAL AND EMOTIONAL EFFORT

Physical skill/effort

N/A

Mental effort

High levels of concentration needed in order to ensure accurate information is maintained at all times.

Resilience and a flexible approach required to manage workload peaks and troughs. Owing to the nature of the job and collaborative way of working at the Hospice, there will be occasions when the postholder will need to undertake a wide variety and level of tasks to support the operation.

The role is varied and would suit a delivery focused individual who is able to multi-task, work to deadlines and prioritise their workload.

Emotional demands

The post holder may occasionally hear sad or distressing information or deal with upset relatives/visitors.

GENERAL RESPONSIBILITIES INCLUDED IN ALL ST ROCCO'S HOSPICE JOB DESCRIPTIONS

In the context of rapid and ongoing change within the Hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time.

This job description is not exhaustive, additional duties may be requested in line with the post holder's knowledge, skills and competencies and the requirements of a developing service.

You are required to act in accordance with St Rocco's Equal Opportunities policy and treat colleagues, patients and family members with dignity at all times. You must not discriminate against, or harass other members of staff, regardless of their status. You should also counteract such practice or behaviour by challenging or reporting it.

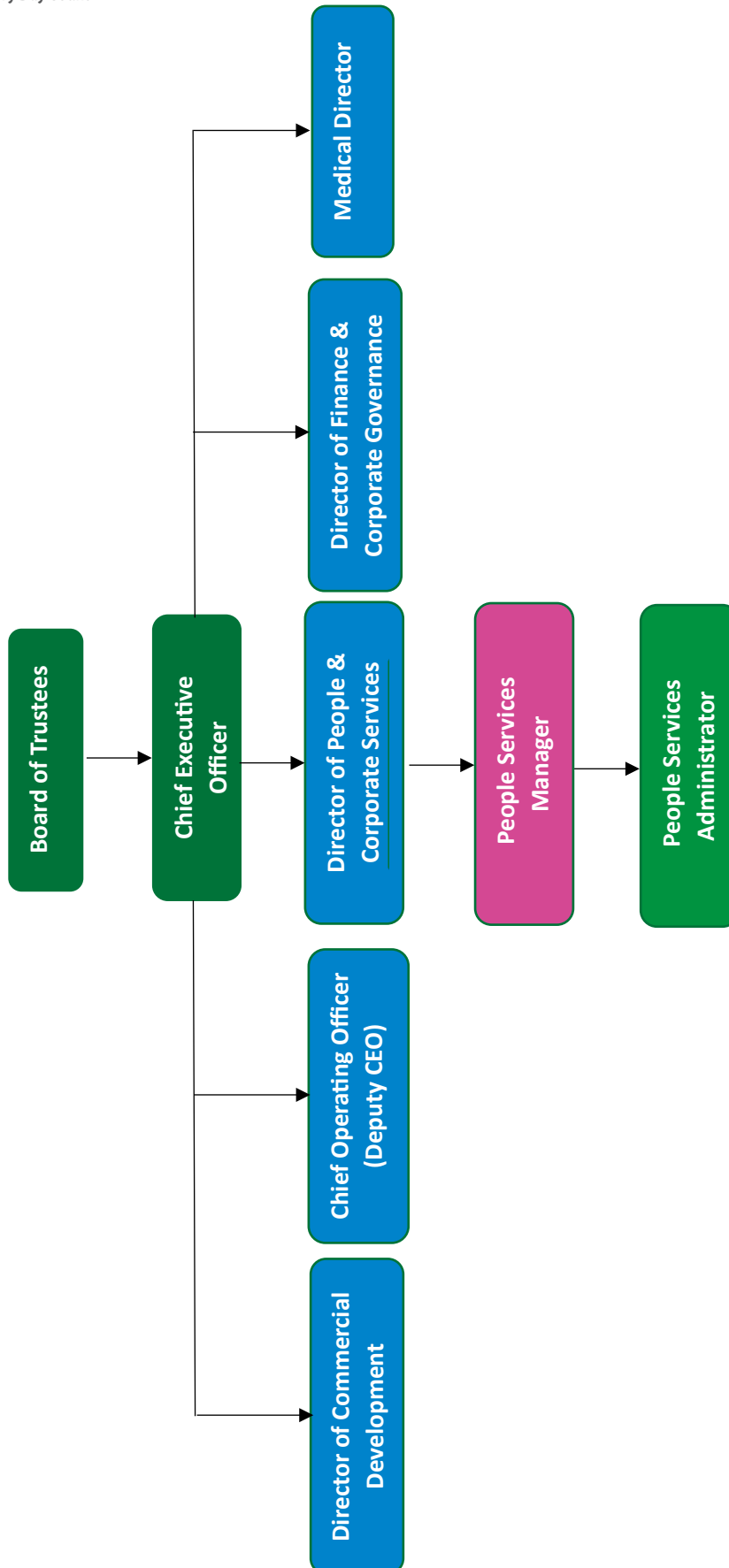
7. Person Specification

TITLE: People Services Manager

DIVISION: Corporate Services

| Criteria for selection | Essential | Desirable |
|--|---|-----------|
| Education/Qualifications Educated to degree level or equivalent or with substantial relevant work experience. CIPD qualified at L5 (or working towards) Evidence of ongoing professional development. | Y Y Y | |
| Knowledge/experience/skills Relevant experience in an HR generalist role, across the full range of HR issues. Sound and up to date knowledge of UK employment law. Experience of developing and implementing new processes, policies and procedures. Experienced in developing and supporting line managers through change. Experience in a health or social care environment. Computer literacy, including excellent use of Microsoft Office and HR databases. | Y Y Y Y Y | Y |
| Personal Qualities A commitment to a progressive approach to HR and enhancing employee experience and organisational performance and culture. Excellent interpersonal and influencing skills. Exceptional organisational skills and attention to detail. A self-starter who is able to work autonomously meet tight deadlines. Effective problem solving and decision making skills. | Y Y Y Y Y | |

8. Organisational Chart



9. Benefits

Being part of the St. Rocco's team gives you access to a great range for benefits, including:

- 35 days annual leave, including public holidays
- A contributory pension scheme, offering up to 7% employer's contribution
- Health cash plan, offering reimbursement for a range of treatments including dental, optical, wellbeing, and complementary therapies
- Death in service benefit of twice your annual salary
- Discounted gym membership
- Retail discounts and savings on holidays and days out
- Confidential employee assistance program
- A flexible approach to working hours and location, including hybrid working
- Being part of a warm and fun organisation where we support one another to achieve amazing things



10. How to Apply

If you have the skills and experience that we are looking for, we'd love to hear from you.

If you have any questions or would like to know more about us or the role, please get in touch with our Director of People and Corporate Services, Sue Donley suedonley@stroccos.org.uk to arrange an informal chat.

To apply you can visit our website or scan the QR code below

<https://www.stroccos.org.uk/Support-and-Advice/About/See-All-Vacancies>

