



Director of Care Services



Applicant prospectus

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you
and your family



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Message from the Chief Executive

LOROS is a widely known, highly regarded and passionately supported local charity delivering care and support to terminally-ill people and their families across Leicester, Leicestershire and Rutland.

A vital member of the Senior Leadership Team, the Director of Care Services has responsibility for leading our services, delivering evidence-based continuous improvement, working with partners nationally and locally to enable improvements in palliative and end of life care and, as the Registered Manager, ensuring high standards of care that meet the requirements for Care Quality Commission.

We are looking for an outstanding clinical leader. A registered nurse by background, you will have significant experience of managing and developing multi-disciplinary teams and the ability to nurture talent, inspire colleagues and encourage exceptional performance. You will be well supported in the role by clinical and leadership teams that are committed to delivering excellence in hospice care.

I very much hope this prospectus encourages you to apply for the role.

With best wishes

Rob Parkinson
Chief Executive



Introduction to LOROS

Established in 1977, LOROS is one of the UK's largest hospice charities, providing specialist palliative and end of life care for adults and support for their families.

Our services are provided free of charge and currently include:

- Short stay inpatient unit for symptom management and end of life care
- Nurse-led day therapy unit and well-being hub
- Specialist counselling and bereavement support
- Occupational therapy and physiotherapy
- Complementary therapy enhancing well-being and quality of life
- Doctor-led medical outpatient clinics
- Support for patients and relatives aged 18-30 making the transition from children's services
- Nurse-led lymphoedema service
- Compassionate neighbours home visiting support
- Social work team offering support for patients and carers
- Community nurse specialists supporting patients and families at home
- Specialist services for patients with Motor Neuron Disease

LOROS has a Centre for Excellence in Palliative and End of Life Care with an ambition to be at the forefront of hospice research in the UK, driving forward evidence-led improvements in policy and practice both locally and nationally. We are the affiliated teaching hospice of the University of Leicester and, through our team of educators, provide current and future health and social care professionals with the knowledge and skills they need to support people at the end of their lives.

The cost of delivering our charitable services in 2022-23 was £12 million. Currently, 21% of the money needed to deliver these services comes from the NHS and the remainder is generated by our shops, commercial ventures, lottery, investments, fundraising activities, philanthropic giving, legacies and grants from trusts and foundations.

LOROS is fortunate to have 1,300 volunteers who contribute immeasurably to the running of the hospice, the care we provide and our many fundraising activities.

On 1 April 2023, LOROS merged with Dove Cottage, a day hospice based in the Vale of Belvoir. The merger was affected by a change of control with LOROS becoming sole member of Dove Cottage. We provide support to the team at Dove Cottage including in relation to the care they provide.



Click here to see our annual report and accounts

Job description

Job title

Director of Care Services
(and CQC Registered Manager)

Salary

£80,000

Hours of work

37.5 per week

Accountable to

Chief Executive

Responsible for

- Matron
- Head of Community and Outreach Services
- Clinical Service Development Project Lead
- Clinical Quality and Patient Safety Lead
- Clinical Systems and Data Lead
- Day Services Manager
- 150+ colleagues working across care services

Location

The post is based at the main hospice site at Groby Road in Leicester. There is scope for some home-based and flexible working but the significant majority of time will be spent in Leicester.

Main purpose

To lead the development and provision of LOROS care services, driving forward continuous improvement, fulfilling governance and regulatory requirements, ensuring the highest standards of patient care and clinical quality and supporting wider improvement in palliative and end of life care.

Responsibilities

Leadership and development

- Establish plans for the development of LOROS care services as part of the charity's overall strategy and lead, motivate and inspire departmental colleagues to deliver these plans.
- Ensure high standards of care across all of LOROS services, achieving continuous, evidence-based improvement and delivering the expectations of the Care Quality Commission.
- Act as the charity's Registered Manager, accountable officer for controlled drugs (in accordance with the Health Act 2006), Caldicott Guardian and designated safeguarding manager.
- Contribute to the overall leadership of LOROS as a member of the Senior Leadership Team (SLT) and represent matters relating to the charity's care services at board and SLT levels.
- Provide executive leadership and ensure appropriate secretarial support for the Clinical Governance and Development Committee, working with the chair to plan agendas, enable effective trustee oversight and ensure decisions are implemented.
- Ensure that the views of patients and their families shape the development and delivery of LOROS services, for example through the Hospice User Group.

- Provide effective financial leadership, working with departmental budget leads and the Director of Finance and Resources to ensure that budgets are set, managed and delivered in pursuit of agreed plans and objectives.

Care and clinical quality

- Ensure that an effective workforce is in place across all care services, co-ordinating skill mix and workload within teams and planning for future needs and developments.
- Ensure effective people management and clinical supervision of all departmental colleagues, nurturing talent and capability and enabling individuals to excel in their roles.
- Ensure procedural, regulatory and legislative compliance, for example in relation to matters such as safeguarding, medicines management and infection prevention.
- Work with the Facilities and Operations Manager to prevent infection and ensure high standards of cleanliness and food hygiene across all care services.
- Oversee the investigation process in relation to serious clinical incidents, ensuring they are appropriately reported internally and externally and associated actions completed.
- Ensure concerns and complaints are well managed and that learning is shared and related actions effectively implemented.

- Contribute to the negotiation of cost effective and high quality clinical contracts and Service Level Agreements (SLA) and ensure external support agencies, including Pharmacy, Tissue Viability, Infection Prevention and Dietetics operate in accordance with SLAs.
- Ensure clinical policies, guidelines and Standard Operating Procedures (SOP) are reviewed and updated and new policies developed as required to meet changing service need.

Partnership and influence

- Develop links with those involved in the provision of end of life and specialist palliative care at a local, regional and national level, sharing practice and improving service provision.
- Work with marketing and communications colleagues to ensure that the impact of LOROS care services is highlighted effectively in broadcast and print media, journals and social media.
- Liaise with key individuals, organisations and external providers of palliative care to promote a high profile and positive reputation of LOROS and its care services.
- Lead and support collaborative working with other health and social care professionals, agencies and users to promote and strengthen access to LOROS services.

General

- Provide out of hours support as required, including responding to escalation calls from the inpatient unit and fulfilling the responsibilities set out in the Business Continuity Plan.
- Promote an ethos of joint working, collaboration and mutual respect amongst all members of staff and volunteers, which reflects the values and behaviours of the charity.
- Champion organisational policy and ensure compliance with external legislation, including in relation to equality and inclusion, confidentiality, data protection, health and safety and safeguarding children and adults.



Person specification

Essential

- Registered nursing qualification with up to date registration and revalidation.
- Substantial clinical expertise, ideally including experience of palliative care.
- Significant experience of leading and developing multi-disciplinary clinical teams with the ability to nurture talent, inspire colleagues and encourage exceptional performance.
- Critical thinking and strategic planning abilities with demonstrable experience of leading and motivating teams to successfully turn strategy and plans into action.
- Ability to contribute to effective charity-wide strategic and operational decision making as a member of the Senior Leadership Team.
- Experience of budget preparation and financial control linked to the delivery of departmental and organisational strategy and plans.
- Outstanding interpersonal skills with the credibility, confidence and acumen to collaborate with and influence key partners and decision-makers.
- Exceptional communication skills with the ability to distil complex information and prepare content in various formats for a range of audiences.

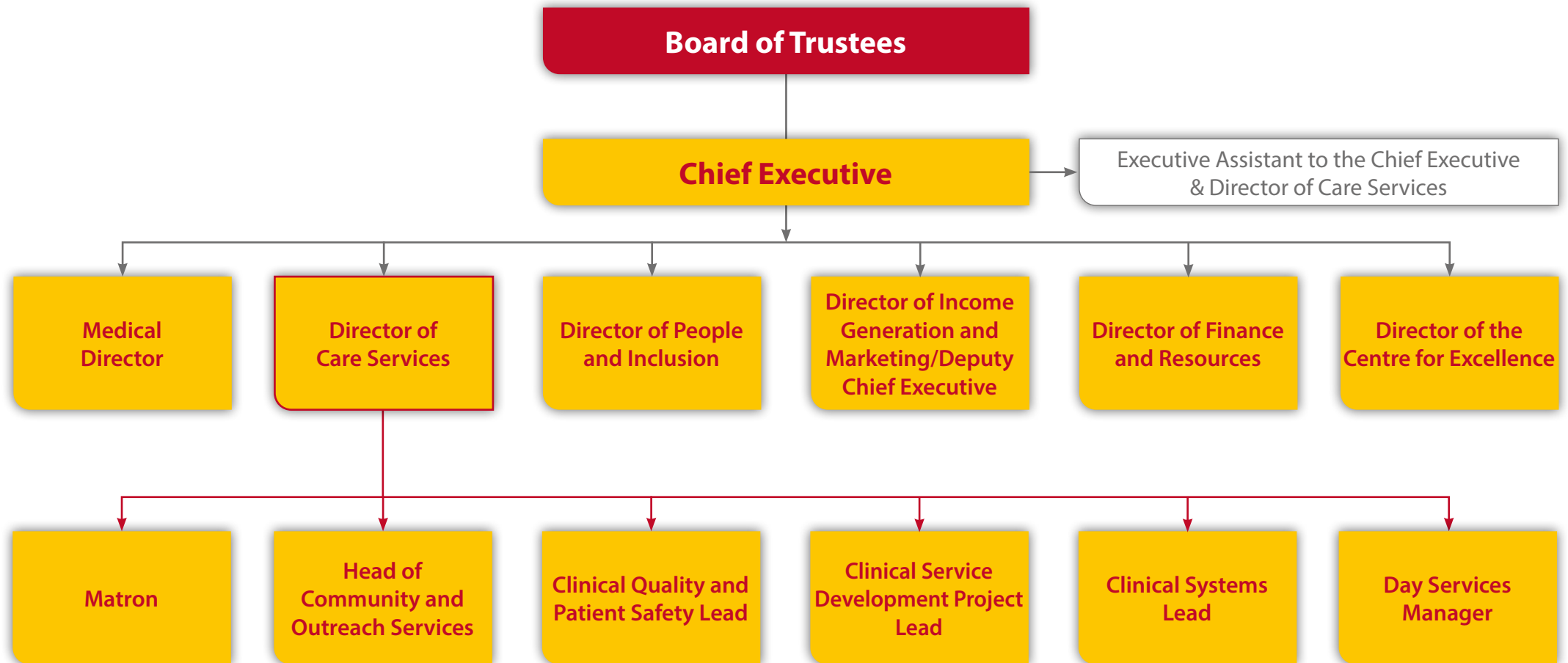
- Experience of partnership working at a senior level.
- Demonstrable track record of managing change.
- Understanding of the Care Quality Commission, including regulatory expectations.
- Knowledge of relevant legislation including the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, the Care Quality Commission (Registration) Regulations 2009 and the Care Act 2014.
- Understanding of data protection and information governance legislation and requirements.
- A high level of personal integrity and alignment with the vision, mission and aims of LOROS and a proven track record of modelling diversity and inclusion in your work.

Desirable

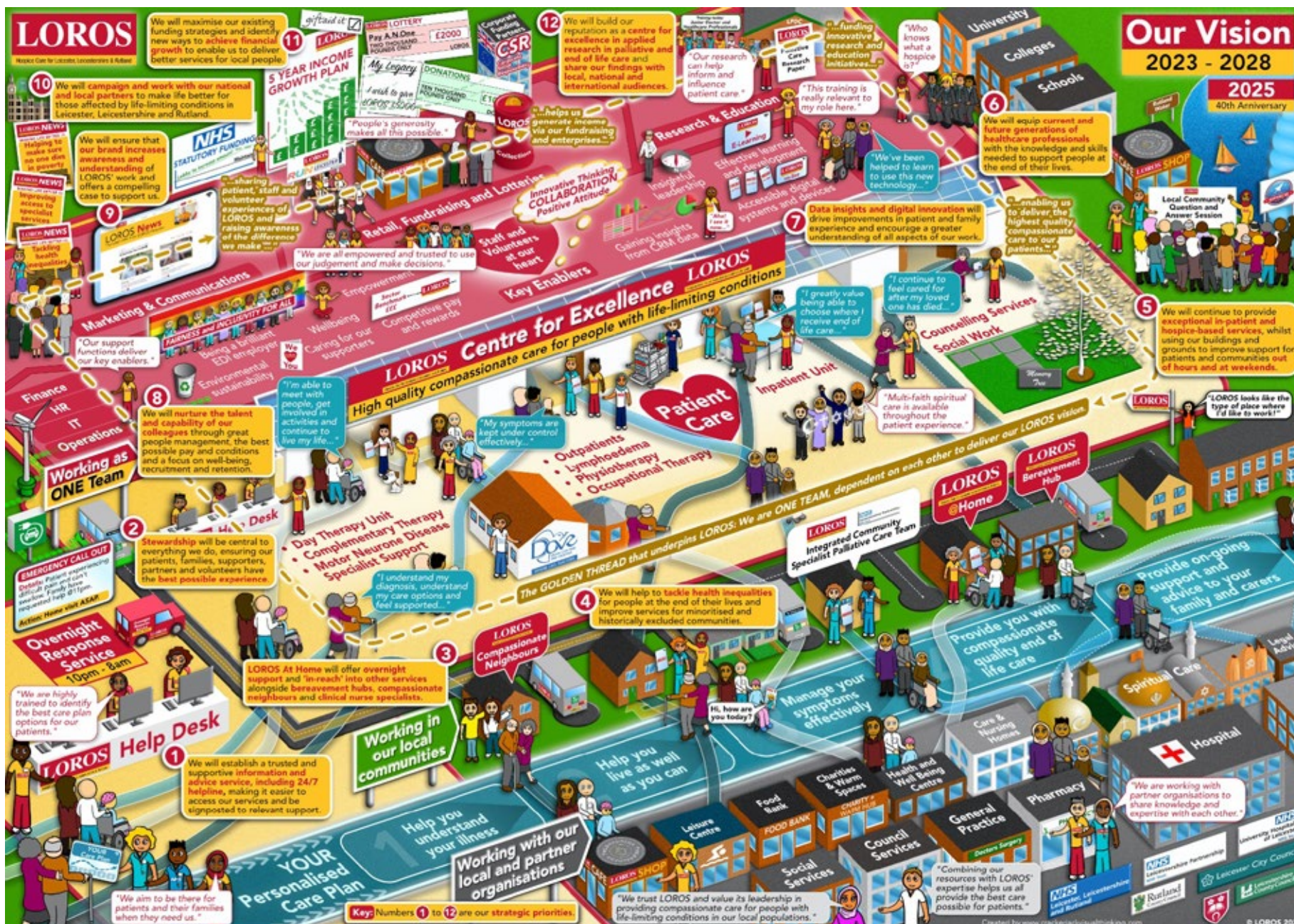
- Knowledge of the national Ambitions Framework for Palliative and End of Life Care.
- Experience of working with boards of trustees, including to manage clinical risk.
- Experience of undertaking responsible roles such as Registered Manager, Caldicott Guardian and designated safeguarding manager.
- Experience of tackling health inequalities in service design and delivery.



Organisational chart *including current direct reports to the Director of Care Services*



LOROS Big Picture 2023-28



Application process

How to apply

To apply to become Director of Care Services please email the following to Becca Stevens, Executive Assistant rebeccastevens@loros.co.uk

- Your CV, drawing out relevant experience for the role
- A supporting statement of up to 750 words that addresses the criteria set out in the Person Specification

Please ensure that you have included a telephone number, as well as any dates when you will not be available or might have difficulty with the recruitment timetable.

Recruitment timetable:

Deadline for applications	22nd March 2024
First interview, tour and meetings	8/9th April 2024
Final panel interviews	11th April 2024

Queries

If you have any queries or wish to have an informal discussion about the role with Rob Parkinson, please email Becca Stevens rebeccastevens@loros.co.uk



LOROS Values and Behaviours



Professional

Showing respect to patients and families, as well as members of our community, staff and volunteers.



Focused

On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.



Collaborative

Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.



Compassionate

Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.



Trustworthy

Be honest, reliable and consistent, showing respect and dignity in everything that we do.



Accountable

To our patients, their families, our community, staff, volunteers and external organisations/bodies.





Directions to LOROS and the Professional Development Centre

You can find us just off the Groby Road (A50) in Leicester.

From the East - A46 from Newark

At the Leicester Western bypass roundabout (Hobby Horse pub will be on your left, and is visible from the roundabout), turn right onto A46 North & West (also signed for M1/M69).

Take 2nd exit off A46 signed Beaumont Leys.

At roundabout take 2nd exit (Gynsills Lane).

At A50 roundabout take 2nd exit (first one goes into County Hall) onto A50 towards Leicester City.

At next roundabout take 3rd exit still on the A50 towards Leicester City.

Turn left at next traffic lights at Heathley Park pub.

Take first left (Duncombe Road) and follow the road round until you come to the LOROS entrance.

Using Motorways - M1/M69 Junction 21

Take A563 Outer Ring Road.

At the first roundabout, take 3rd exit, following Leicester North & West and continue to follow A563 (north).

At the Groby Road roundabout with A50, take 4th exit onto A50 towards City Centre.

Turn left at next traffic lights at Heathley Park pub.

Take first left (Duncombe Road) and follow the road round until you come to the LOROS entrance.

Using Motorways - M1 Junction 22

Take A50 towards Leicester and stay on this road.

At 4th roundabout, Glenfield Hospital on left, take 3rd exit (still on A50) towards Leicester City.

Turn left at next traffic lights at Heathley Park pub.

Take first left (Duncombe Road) and follow the road round until you come to the LOROS entrance.

LOROS

Hospice Care for Leicester, Leicestershire & Rutland

Being there for you
and your family

LOROS Groby Road, Leicester LE3 9QE

☎ (0116) 231 3771

✉ info@loros.co.uk

✕ LOROSHospice

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