



Marie Curie Job Description

Job title:	Hospice Manager
Department:	Hospice Services
Location	Marie Curie Hospice, Glasgow
Reports to:	Divisional General Manager
Accountable To	Director of Caring Services & Partnerships

Job Purpose/Summary

The Hospice Manager is responsible for the overall day to day effective and efficient management of the Hospice. He/she will operate in close partnership with the Medical Director and Divisional General Manager on all issues which directly or indirectly influence the organisational strategy, clinical care, status and future of the Hospice; together they will play a critical role in establishing the hospice as an integral part of the specialist palliative care services for the local population.

The Hospice Manager is responsible for ensuring that hospice services (including inpatient, day therapy, outpatient and bereavement services) and workforce deliver safe, high quality person centred care and deliver positive clinical outcomes. The Hospice Manager is responsible for contributing to the setting and monitoring of hospice budgets ensuring financial targets are achieved so that services represent good value for money.

He/she will participate in the organisational development of Marie Curie as a dynamic palliative care organisation in the UK. He/she will play an active part in raising the profile of the Charity locally and nationally as a leading provider of specialist Palliative Care. It is expected that the post holder will be or become a clearly identified authority on end of life care, contributing to organisational policy, as appropriate.

The post holder will be expected to participate in an on-call rota to provide senior management cover for the hospice out of hours and at weekends.

He/she will be expected to work closely with other senior staff in the charity to raise the profile of Marie Curie and overall income through voluntary fundraising. This will include developing a personal PR and media profile, and proactive marketing of the Caring Services to local media and influential people.

Key relationships

Internal

- Executive Board
- Divisional General Manager
- Medical Director
- Heads of Departments (including non direct reports e.g. Head of Policy and Public Affairs, Facilities Manager, Fundraising Managers, Clinical Pharmacist etc)

- Regional Managers, MCNS
- Regional HR Business Partner
- Regional People & Organisational Development Manager
- Regional Information and Finance Manager
- Divisional Business and Service Development Team (or equivalent)
- Communications Team
- Practice Educator

External

- Health and Social Care Professionals and Service Users
- Healthcare Commissioners and funders
- Government bodies (in terms of influencing health policy development)
- Local media and influential people.
- Partner organisations
- Suppliers

Accountabilities (Duties & Responsibilities)

Quality of Services

As a member of the Divisional Leadership and Management Team, the Hospice Manager:

- Ensures the delivery of safe, high quality care, for people accessing services, through effective management systems and processes.
- Ensures on a daily basis all Hospice services (including day services) maintain compliance with regulation, legislation and best practice guidance and provides regular reports to the Divisional General Manager which will include identification of risks and management plans.
- Leads on, and ensures that a robust quality governance framework is fully implemented for all hospice services. This includes compliance with Health & Safety legislation and Marie Curie requirements (including effective management of Risk Register, Complaints and Untoward Incidents, clinical audit, service performance monitoring against key performance indicators (KPIs)); and Marie Curie financial processes.
- Ensures all organisational and region policies and procedures are reviewed and adhered too, by developing systems which demonstrate employees know and understand the policies and procedures.
- Seeks assurance from responsible managers that compliance is achieved for all non clinical support services, for example H&S, Environmental, Infection Control, Fire Prevention, Equipment and Medical Devices servicing register.
- Is responsible for the implementation, testing and evaluating the effectiveness of the Business Continuity Plan at regular intervals throughout the year, in partnership with other heads of departments, thereby ensuring it is fit for purpose.
- Participates in the recruitment and selection of suitably qualified and competent employees'.
- Assumes specific statutory and non statutory responsibilities for the hospice premises including:
 - Registered Manager accountable to the legislated Regulator (excludes NI)
 - Accountable Officer for Medicines Management
 - Responsible Officer for fire, health & safety
 - Hospice Quality Governance lead

- Plans and participates in On Call rotas for the Hospices including the Accountable Officer role.
- Deputises for the DGM during periods of extended absence

Service Development / Strategic Planning

- Actively contributes to the Divisional Improvement Plan thereby ensuring all Marie Curie Hospice services in the region contribute to the achievement of the organisational strategic plan.
- Leads and develops specific innovative service improvement initiatives', develops business cases, project plans and evaluates the effectiveness of new initiatives'.
- Develop services in line with external influences, best practice and internal needs for the benefit of patients, according to available resources
- Ensures training and development investment in the workforce is clearly defined and resourced to enable staff and volunteers to contribute to the organisational strategy.
- Develops positive and productive external working relationships with other palliative care providers/commissioners which enable mature partnership working.
- Explore and develop opportunities for research and evaluation of all hospice services
- Support the Divisional General Manager in influencing national and local end of life care policy

People Leadership and Management

- Direct line management responsibility for the Clinical Heads of Department, Administration Support Services.
- Ensures that everyone in the Hospice has clarity of their roles and responsibilities.
- Ensures all professional staff maintain relevant professional registration and professional indemnity insurance to practice.
- Ensures all staff complete relevant performance reviews in line with organisational policy. (Induction, probation, absence return interviews, annual PPRD).
- Engenders a culture/environment where staff and volunteers are accountable and responsible for their actions, putting service users at the centre of their role in Hospice.
- Develops and regularly contributes to communication processes in the Hospice which promotes team working, recognition, accountability and enables open and transparent communication.
- Achieves full integration of volunteering within the Hospice and oversees the robust management systems which support and monitor volunteer activities in all hospice services.
- Undertakes annual PPRD and commits to undertaking learning and development as identified.

Resource Management

- Contributes to financial planning process.
- Demonstrates responsibility for effective, efficient and economic management of the Hospice budget, ensuring financial controls are adhered too and escalating any unexpected expenditure to the DGM.
- Leads and participates in the review of services within the hospice.

- Actively participates in the identification and sourcing of funding for the hospice and ensuring that this is allocated optimally in the Hospice.
- Actively participates in the establishment and monitoring of contracts and service level agreements in partnership with the Divisional Contracts Lead, reporting any deviation in performance and or income/expenditure to the Divisional General Manager.
- Ensures all training records for staff are maintained as required for regulatory inspection.

General

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers, and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in **any** Charity premises, grounds or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.
- Adhere to all Marie Curie policies and procedures at all times
- Actively promote and support the safeguarding of vulnerable adults, young people and children, observing and adhering to Marie Curie policies on safeguarding
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Demonstrate a commitment to ongoing registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.



Marie Curie Person Specification

Job title: Hospice Manager

Criteria	Essential	Desirable	How assessed
Skills / Abilities	<ul style="list-style-type: none"> ➤ Change management in a service industry ➤ Critical evaluation ➤ Excellent people leadership ➤ Operational management ➤ Excellent negotiation skills and solution focussed ➤ Financial management including business planning ➤ Personnel management ➤ Organisational ➤ Excellent communication skills 	<ul style="list-style-type: none"> ➤ PR skills ➤ Networking ➤ Media experience 	<p>Application form</p> <p>Assessment Centre</p>
Knowledge	-	-	-
Qualifications, training and education	<ul style="list-style-type: none"> ➤ Degree in Health or Social Sciences or equivalent experience with an appropriate professional qualification ➤ Management qualification 	<ul style="list-style-type: none"> ➤ Masters in Palliative or Cancer Care ➤ MBA ➤ RN 	<p>Application form</p>
Experience	<ul style="list-style-type: none"> ➤ Significant health care management experience ➤ Demonstrable experience of managing successful service change/modernisation ➤ Partnership working across sectors 	<ul style="list-style-type: none"> ➤ Nurse management ➤ Specialist Palliative Care ➤ Managing a multi-professional service 	<p>Application form</p> <p>Assessment Centre</p>
Other requirements	<ul style="list-style-type: none"> ➤ Mature leader of people ➤ Empathy with Palliative Care setting ➤ Enthusiastic team player ➤ Available to be on call ➤ Able to move in senior health care circles to influence policy and decision making 		<p>Application form</p> <p>Assessment Centre</p>

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities



Marie Curie Terms & Conditions

Job title	Hospice Manager
Salary Scale	MCJES Grade G
Working hours	35 hours per week (Monday to Friday) plus participation with on call rota)
Annual leave entitlement	35 days (including 10 bank holidays)
Notice period	Three Months (after first 6 months of service)
Disclosure Check	Enhanced Disclosure

Other benefits

- Continued access to NHS Pension Scheme (subject to eligibility)
- Marie Curie Group Personal Pension Scheme
- Season ticket loan
- Loan schemes for bikes; computers and satellite navigation systems