

Nursing Recruitment Guidance Pack

HOSPICE
OF THE GOOD SHEPHERD



www.hospicegs.com

01244 851 091

info@hospicegs.com

Registered Charity No. 515516

Dear Candidate,

Thank you for expressing an interest in becoming a member of the team at the Hospice of The Good Shepherd. Our Hospice is at the heart of the community. For over 30 years we have served the people of West Cheshire and the Deeside area of Flintshire by providing innovative and leading specialist palliative care services for people living with both stable and advanced life limiting illness. This could be through our Living Well Centre, our Family Support Services or our Inpatient Unit. Our aim is to continue to be here for the community for another 30 years creating more reach and impact through the work that we do.

In order to achieve this, we rely on over 100 members of staff and 400+ volunteers. As well as doctors, nurses, physio and occupational therapists, social workers and counsellors, we also employ fundraisers, housekeepers, cooks, maintenance staff, administrative staff, a finance team, shop managers and warehouse workers. Regardless of the job role or volunteer remit, we are all working to the same aim, and each and everyone has a vital part to play. We also aspire to achieve excellence in everything that we do. In 2019, the Hospice reaffirmed the values that underpin our work. Our values of compassion, dignity, respect and integrity are extremely important to us; it is paramount that our employees and volunteers demonstrate and live these each day in their roles.

In this pack you will read about the impact this work has on individuals and their families. I hope you will feel as inspired as I do to read such sentiments and that it will further your desire and ambitions to become a valued member of the Hospice team.

If you share our aspirations, can live out our values and have the necessary knowledge, skills and experience then we'd love to hear from you. I hope that you find the information contained in this pack helpful as you consider your application. If we can be of any further assistance please do not hesitate to contact the People and Development Team, or the named person on the job advert.

Good luck with your application!

Rhian Edwards, Chief Executive



Organisational Strategy 2019 - 2022

Our Vision

Striving For Excellence Is At The Heart Of Everything We Do

We Have Four Strategic Priorities:

Our Care



We will continue to provide high quality, safe, compassionate, person centred care across all the services we provide.

Our Culture



We will lead, grow and develop an open, engaging culture with our colleagues and service users and develop collaborative relationships with our commissioners and communities.

Our People



We aspire to be an organisation where our people have the skills, behaviours and values necessary to deliver excellent services.

Our Resources



We will strive for financial sustainability, foster innovation and achieve efficiency through continuous quality improvement.

Our Values Underpin Everything We Do:

Compassion



Dignity



Respect



Integrity



What we do and how we strive to make a difference

- We provide truly individualised, patient centred care in a way which meets the needs of the patient from the point of diagnosis, through treatment and beyond.
- We have dedicated services to support those who are important to the patient.
- The Inpatient Unit has a maximum of 12 beds with a minimum of two registered nurses on every shift and a staff to patient ratio of between 1:2 and 1:4 depending on the time of day on the IPU.
- We recognise that social, spiritual and emotional support is as important as symptom control and aim to provide truly multi-disciplinary care.
- We have excellent training rooms and provide a range of in-house and externally led education sessions on relevant topics to develop your knowledge and skills.
- Our care and support is provided free of charge at the point of delivery. To fund this vital care we rely on the generosity of our local communities to continue the crucial work of the Hospice.

Every year we receive many letters, emails and social media posts from members of the community, families and patients sharing their own experiences of the hospice, and thanking staff and volunteers for their care and support. Here is a small selection which demonstrates the difference you could make:

**"As we have already mentioned before, this place was god-sent. Thank you for everything, words are not enough to describe what you have done for us!"
(Inpatient)**

"The leadership shown by the trained staff, clearly shows the amount of training... The openness of staff is a joy to behold. Well done the Hospice of the Good Shepherd; the whole team work well together." (Medical outpatient)

"The care shown and given to me has been outstanding, and has done much to help me achieve a sense of wellbeing and peace of mind." (Family member/carer)

"Everybody is lovely and makes me feel welcome and cared for, I've had nothing like this before and it is great." (Complementary Therapy Patient)

"The outstanding counselling ... helped me prepare for my wife's passing and cope with my grief after her death. The wonderful care and support offered has helped me "live" again and plan my future with less worry and uncertainty. I could not have managed without her support!" (Family member)

Anyone coming into contact with the Hospice, whether as a service-user, supporter, staff member or shop customer, will experience the same level of care and professionalism upon which we have built our reputation.

What our staff say... It's not just our patients and their families we listen to and take on board feedback from. Here are some comments from staff and volunteers who work at the Hospice too...

"I recently started working at the hospice as deputy ward manager in the inpatient unit. Over the last 12 years I had been mainly working within the community setting, therefore I was a little apprehensive whilst feeling ready for a change and a new challenge. I can honestly say I needn't have worried as I had many transferable skills and I have been well supported with an excellent induction and competency program." (Deputy Ward Manager)

"Working at the Hospice has allowed me to break down barriers of people's perceptions of what the Hospice means and the level of care we provide. You can really connect with patients and feel like you're making a difference – it's one of the most rewarding benefits of working at the Hospice." (Staff Nurse)

"The Hospice has helped my personal development and I've had so many learning opportunities since working here. I enjoy working in a smaller environment and I feel that I really make a difference." (Senior Staff Nurse)

"It's difficult to summarise why I enjoy what I do - but I think it's when I'm at the end of a very busy day, I can go away and ask if I made a difference to somebody and I know that I can say yes to that question." (Bank Staff Nurse)

Working at the **Hospice of the Good Shepherd**



You'll receive a raft of benefits and support, including:

Competitive salary

Free parking on site

A generous 36 days annual leave inclusive of Bank Holidays on commencement rising to 38 days over a number of years

Onsite café with staff discount and staff only rest areas

Continuation of the NHS Pension Scheme for existing members or opportunity to join the Hospice pension scheme

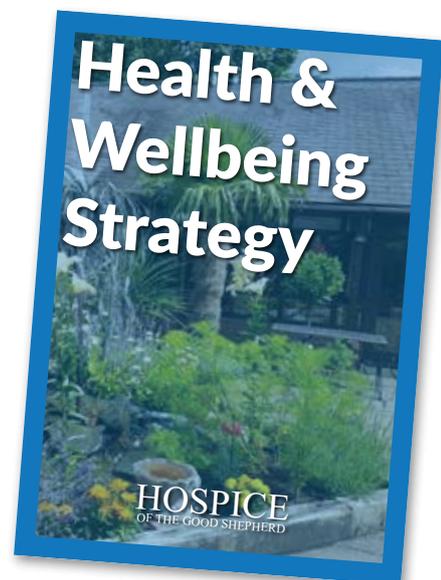
All eligible employees have the right to make a flexible working request to help balance work and home life.

Excellent learning and development opportunities, including induction and development

There is a staff support programme including clinical supervision, confidential counselling and occupational health services as well informal reflective practice meetings and debriefs.

Broad range of in-house education and support to attend external training and development to assist with career progression.

There is a Wellbeing Strategy supported by a range of initiatives and activities such as mindfulness, yoga, walking, Mental Health First Aiders, meditation and more.



The Recruitment Process: Helpful Information when applying to join our team!

Once you've found the role for you, make sure that you submit an application that gives you the very best possible chance of getting an interview. Make sure you complete the supporting information page which is the most important part of your application.

You need to show us how you meet the key requirements for the role. We want to know why your experiences are relevant to our position, how you role model our values, what makes you stand out, and why you think your next opportunity is here with us.

Preparing for your interview

To help us select the right candidate, we use Values and Competency-based interviews. We work hard to ensure that our values are embedded in everything we do here at Hospice of the Good Shepherd, so it is important to us that future employees are selected on their values which align with the hospice's, as well as their knowledge, skills and experience.

It will be helpful to review the Job Description and to be clear about how you match the requirements of the role, in terms of qualifications, knowledge, skills and experience. Reflect on situations that you have been involved in, where you can demonstrate the requirements for the role, or that you can demonstrate your skills and how you would apply them.

The values based questions are designed to look at your values and how you display them, with a focus on how situations have made you feel and how you have responded to them.

Competency based questions refer to the behaviours, skills and knowledge a person needs to be successful in a post.

You will be asked to provide examples from your past experience and how you reacted and behaved in these situations. The questions used are selected to best reflect the post and its level; and give you an opportunity to share your experiences giving examples. Where a presentation is included as part of the interview this is used to assess your knowledge and interest of the given question and your ability to communicate that clearly to the panel.

You will also be given the opportunity to ask any questions you may have. If you have any queries please contact the People and Development Team at hr.admin@hospicegs.com

We look forward to receiving your application. Good Luck!

The Equal Opportunities Monitoring form is not used for shortlisting and is for monitoring purposes only. At the Hospice we aim to eliminate discrimination. We would be hugely grateful if you would take a few moments to complete this form which allows us to monitor the profile of our candidates and ensures we strive to represent the community in which we deliver our valuable services.