

### Further information

If you have any queries relating to any of the enclosed information, please feel free to contact the HR Department on 0191 246 9075 or email [humanresources@stoswaldsuk.org](mailto:humanresources@stoswaldsuk.org).

For further information about the services we offer please visit:

[www.stoswaldsuk.org](http://www.stoswaldsuk.org)

St Oswald's Hospice  
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NE3 1EE

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Registered Charity No: 503386

# St Oswald's Hospice

## Working for us



st oswald's   
hospice  
quality time for everyone

We hope you find this leaflet helpful. It is intended to give potential employees of St Oswald's a flavour of the organisation and what we do.

If you have any comments or queries please don't hesitate to contact us.



### **Independent Safeguarding Authority Registration**

The ISA has been set up to help prevent unsuitable people from working with children and vulnerable adults. From July 2010 the majority of posts will require registration with the ISA.

### **Probationary Period**

Post are subject to a six month probationary period. St Oswald's Hospice reserves the right to extend this period for up to a further six months should this be considered necessary.

### **Training Development and Support**

St Oswald's is committed to its employees and has consulted with staff widely and designed and implemented a new appraisal scheme that looks to ensure that we recognise staff efforts, achievements and expertise together with their development needs. Staff should have regular coaching mentoring and supervision meetings with their Line Manager in addition to annual appraisal.

### **Staff Representation**

St Oswald's supports a Staff Consultation Group consisting of elected Staff Representatives and members of the Hospice Management Team.

### **What our staff say about working at St Oswald's**

"I'm delighted to be working for an organisation where there is such passion amongst staff and volunteers about the work that they do."

"People often think that a hospice is a miserable, dark and sad place. When I first applied for the job at St Oswald's friends and family would often say that to me. However, St Oswald's is far from that - it's friendly, relaxed and an extremely rewarding place to work."

"When I was appointed to the job at St Oswald's I was over the moon and extremely proud to be able to tell people I was going to be working there. Over the last 4 ½ years, that hasn't changed. I'm extremely proud of the team that I work with, when I see how much of a difference they are making to the children and their families it's amazing."

"I feel very privileged to be in the role that I am. The team make such a huge difference to the lives of local people, and patients are always so grateful for the treatment they receive. The thing that I enjoy the most about my job is the variation. My role is always evolving and the opportunities to develop are endless. St Oswald's is a fantastic organisation to work for."

## Terms and Conditions - An Overview

This information has been prepared to give you an overview of the normal terms and conditions of employment. Every care has been taken to ensure that the details are correct, but they are not to be regarded as part of any contract of employment.

### Staff Remuneration

St Oswald's staff remuneration is calculated using our tailored job evaluation scheme and then set against Hospice pay scales which are agreed by council. Proposed cost of living awards are agreed by council annually as part of the business planning process. Some positions may qualify for additional increments or bonuses, but these would be discussed at interview.

### Hours of work

Most normal working hours will be 37.5 hours per week Monday to Friday. Any other working patterns (i.e. 7 day rota) will be discussed at interview.

### Location

Posts will be based at St Oswald's Hospice, Regent Avenue, Gosforth, Newcastle upon Tyne, NE3 1EE or our retail outlets.

### Annual leave

Most staff will be entitled to 27 days plus bank holidays, pro rata for part time. Staff on a 7 day rota will be entitled to 35 days, which includes bank holiday entitlement, pro rata for part time. The annual leave year runs from 1<sup>st</sup> April to 31<sup>st</sup> March.

### Pension Scheme

Under the Social security Act 1986 membership of occupational pension schemes ceases to be a condition of employment and there is a choice of:

- Remaining in the NHS Pension scheme
- Joining St Oswald's Staff Pension Scheme
- Depending entirely on the State Schemes
- Taking out a personal pension on top of or instead of, the State Schemes.

### References, Occupational Health and Qualifications

All appointments are subject to two satisfactory written references, Occupational Health clearance and proof of professional qualifications.

### Criminal Records Bureau (CRB) checks

Appointment to the majority of posts will be subject to satisfactory completion of either an Enhanced or Standard CRB check.

## Who We Are

St Oswald's provides hospice care for adults, young people and children. Situated in Gosforth, our purpose-built facilities offer a range of flexible services to North East families.

We follow a holistic approach that aims to address not just physical symptoms, but spiritual and emotional needs too. Every patient or child is at the very centre of what we do. Our multi-disciplinary team work together to benefit the adults and children that we care for. Our team includes: doctors, nurses, physiotherapists, chaplaincy, health care assistants, social workers, occupational therapists and complementary therapists.

### Our Adult Service

Within our Adult Services we care for patients on a day care basis; we treat patients on an appointment basis and we look after patients who stay overnight with us. We also offer an outreach service and support groups.

Last year we cared for 1392 patients, primarily from Newcastle, Gateshead, North Tyneside, Northumberland and North Durham.

### Our Children and Young Adults Service

We provide specialist short breaks to children and young adults with progressive, life shortening conditions.

The Children's Service has ample play and therapy rooms, a sensory room, a teenage room, a large family lounge, personalised bedrooms and family accommodation upstairs. Our unit is surrounded by landscaped gardens and a playground.

Children and young adults from 0 to 25 are able to stay on our unit. Children are referred to us from Sunderland, South Tyneside, Northumberland, North Tyneside, Newcastle, Gateshead and North Durham.

### Volunteering

Approximately 1300 volunteers donate their time and skills to support staff in almost every aspect of our work. Some spend time working directly with patients and families, whilst others choose a supporting role – perhaps helping out in our shops, gardens or with administration. St Oswald's would not be able to function as it does, without the help of our volunteers and it's therefore essential that you are able to work and relate to volunteers as part of the team.

## Funding

St Oswald's is a registered charity and we rely on voluntary giving to provide our vital services to local adults and children. Care is provided free of charge – ensuring we are available to everyone who needs us. We are here for *all* local people regardless of their race, beliefs or background.

As an independent, self financing charity, we rely heavily on voluntary giving. Our annual running costs now exceed £10million, of which £6.5million must be raised through charitable giving to ensure our services to North East adults and children. Thanks to the kindness of schoolchildren, companies, employees, group members, individuals and trusts alike we are able to continue to care. Statutory authorities also provide the additional £2million.

## Our Aims and Objectives

Our principal activity is to provide specialist palliative medical and nursing care to patients with life limiting illnesses. Based on our principal activity, the mission of St Oswald's is to provide 'Hospice Care' and act as a resourcing organisation in the development of Hospice and Palliative Care in the North East of England.

We aim to achieve our mission by:

- Providing direct care services to people affected by life limiting illnesses.
- Working with national and local policy makers, health commissioners and clinical practitioners to enhance and increase the provision and access to hospice and palliative care.
- Contributing to education and training programmes and materials to people who commission and deliver care programmes.

## Policies to Achieve our Objectives

### Recruitment of Staff

St Oswald's recruits both paid and unpaid staff (volunteers). We have policies and procedures in place to ensure the promotion of consistent and high quality recruitment, that supports the staffing requirements in an efficient and cost effective manner.

### Equality of Opportunity

St Oswald's promotes equality of opportunity in its recruitment of staff through development of policies to ensure that the most effective use is made of the talents and abilities of its employees, regardless of their sex, marital status, age, sexual orientation, colour, race, nationality, ethnic or national background, religion or disability.

## Development of Staff

Like many organisations we believe that our staff and volunteers are our greatest asset. It is those who deliver the quality services that have become the hallmark of our work. In order to maintain the level of service year on year we have adopted appraisal processes that incorporate individual and collective training and development needs.

Each year we fund training programmes in-house and externally to provide staff with the essential knowledge and skills to maintain and develop our standards and good practice across all areas of our work. We have adopted development systems to aid our learning and growing and we are determined that this will continue to be part of our organisational culture.

## Conduct

### The conduct we expect from our employees

The nature of the work that we undertake, together with our aims and values as an organisation mean that we expect higher standards of professionalism and personal behaviour than most other employers. In order to achieve this it's important that prospective employees are aware of the following, before applying for a position with St Oswald's:

- St Oswald's is 'owned' by the community and that means transparency and honesty in all our dealings with people.
- As part of the recruitment procedure, extensive and thorough vetting of all staff is undertaken. Only when these checks have been satisfactorily completed will the appointment be confirmed.
- As a charitable organisation, we are prohibited by the Charity Commissioners from becoming involved in any political partisan activity. It is the responsibility of each individual employee to ensure that neither their behaviour nor the activities they are involved with could bring them into potential conflict with the aims and ethos of the organisation.
- It is a condition of employment with St Oswald's that employees do not undertake any other employment, paid or unpaid, which conflicts with the requirements of their post and the Working Time Directive. If staff wish to take additional employment, they must seek prior authority in writing from their HMT (Hospice Management Team) Manager.