

Saint  
Francis  
Hospice  
Caring for you



# WORKING FOR SAINT FRANCIS HOSICE



## ABOUT SAINT FRANCIS HOSPICE

Saint Francis Hospice (SFH) is an independent charity and one of the largest adult hospices in the UK.

Our team of specialist consultants, doctors, nurses and a range of other health and social care professionals provide care and support to individuals with palliative care and a life-limiting illness. We also look after carers and family members, and our services reach people in Havering, Brentwood, Barking and Dagenham, Redbridge and West Essex.

As a charity, voluntary income (70% of fundraising costs) for our services and our NHS contracts (30% of fundraising costs) fund the delivery of our services.

## OUR 250 STAFF AND 750 VOLUNTEERS HELP US PROVIDE THE FOLLOWING SERVICES

- ♥ **The Hospice Ward** is a place of comfort where patients carry on living their lives, with a team of professionals caring around the clock. It is a place to feel safe and secure. It's quiet and tranquil with sounds of laughter and love in the background.
- ♥ **Our Crisis Support Line** is 24 hours a day, 365 days a year, for expert advice for people who are facing a crisis in our community.
- ♥ **Our Hospice at Home** service means that people under our care can stay in their own home with the people who matter to them with a team of compassionate professionals to help at any time.
- ♥ Pemberton Place is a dedicated space at the hospice for a number of **patient support groups**, clinics and activities run by our health care teams and volunteers.
- ♥ **Our therapies team** can help to manage pain and symptoms, help patients gain more independence in their daily lives. It is important to us that our patients learn to live well with their illness or condition.
- ♥ We don't just take care of the people who are ill, we look after everyone who loves and worries about them. The **family support** team are here to help in a difficult time for as long as it takes.
- ♥ **OrangeLine offers confidential telephone support** for local people. If you are bereaved, feeling lonely or isolated, and need to talk, OrangeLine is here for you.

"In art therapy I draw pictures of Grandad and I put them in a folder..."

**Tily Hallett**

## IN 2020-21 WE MADE THE FOLLOWING IMPACT IN THE COMMUNITY

- ♥ We were able to admit **325** people to the ward
- ♥ **4,346** face to face or telephone counselling sessions were given
- ♥ **1,872** patients were cared for
- ♥ **1,589** people were supported by specialist community nurses
- ♥ **585** people were cared for by Hospice at Home nurses
- ♥ **533** face to face or phone consultation sessions of pastoral care support were made to patients or relatives/ carers.
- ♥ **1,571** hours of calls were made to lonely and isolated people by our OrangeLine telephone service.

Saint Francis Hospice is committed to helping anyone in our community affected by life-limiting illness, and to ensuring they receive excellent person-centred care when they need it, ideally in a place of their choosing. As a charity our fundraising and NHS contracts allow us to continue to provide the services we do, completely free of charge.



## Our Vision

A world where everyone gets the right palliative and end of life support and care for them and their loved ones.

## Our Mission

To provide local people with excellent palliative and end of life care and support, before, during and after death.

## Our Values

Our values underpin all that our charity aspires to do as well as shape our external and internal behaviour.



### Supportive

We listen to people and value their experiences and use them to give the personal support that is right for everyone.



### Compassionate

We are kind and provide a caring and compassionate environment for everyone. We put people at the heart of our actions and words and support people's choices and decisions, helping them feel safe, secure and valued.



### Inclusive and Respectful

We are open and transparent and value each person's individuality. We respect everyone and value diversity. We believe our different experiences and knowledge make us stronger. Together we achieve more.




### Professional

We are experienced in what we do as a hospice and as a charity. We encourage everyone to give of their best, in providing the appropriate care and expertise to those who need us and support us.



### Always Learning

We are open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.



“Saint Francis Hospice  
is such a beautiful  
place.” **Nasreen**

## OUR BENEFITS

### Salary

We offer competitive salaries which take account of NHS pay scales.

### Annual leave

Entitlement for full-time employees is 27 days holiday and pro-rata for part-time. After five year's service, 29 days. After 10 year's service, this increases to 33 days. You are entitled to statutory Bank Holidays (pro-rata if you work part-time).

### Pension

We have a Stakeholder (Aviva) Pension scheme which is fully portable and belongs to you. Employee contribution starts at 3% of salary and the employer contribution is 6.5% of salary, making a total of 9.5%. Employees can opt to pay 4% or more and we will pay a generous 8.5%, giving a total contribution of 12.5%.

### Death in service

Employees in the NHS Pension Scheme receive death in service as a benefit. Separate arrangements are in place for all other employees. Permanent and fixed-term staff over the age of 18 and under the age of 70 are automatically eligible from the first day they are employed with the Hospice. The benefit is two times the basic annual salary at the date of death.

## Sick pay

The Hospice operates an occupational sick pay scheme based on length of service. . Up to six months full pay is paid, dependent on length of service, statutory regulations apply.

## Learning and development

All employees are encouraged to continuously develop their skills and update their knowledge in order to make the best possible contribution to the Hospice.

Line managers are responsible for ensuring regular supervision takes place and, through our appraisal process, we identify where further support and training may be needed. Everyone is encouraged to have a development plan which links with Hospice objectives.

The Hospice has a dedicated Education Centre where a range of courses, study days and masterclasses are offered for clinical and non-clinical staff.

“Your staff didn’t just nurse mum, but genuinely cared ..”

**Shaun Lewis**





“I have found new friends, optimism, calmness and care.”  
**Kelvin Haddow**

### **Flexible/Agile working**

There are opportunities for flexible working hours, part-time working and job share, or condensed hours dependent on the role and where appropriate. We will work with you to accommodate your needs such as, agile working, where roles can be carried out remotely.

### **Family friendly benefits**

The Hospice is committed to supporting staff in achieving a sensible work/life balance. Additional to statutory rights in relation to maternity leave, paternity leave and parental leave, we offer compassionate and emergency carers and dependant leave.

### **Discounts**

Employees also have access to NHS Discounts and the Blue Light Scheme.



## Staff support

The Hospice is committed to providing support for your mental and physical wellbeing.

We have support via our occupational health services as well as access to an employee assistance programme. This provides face to face and telephone counselling, as well as advice on stopping smoking, eating healthily and looking after your wellbeing. We also provide face to face counselling at the Hospice's main site.

We also offer free flu jabs as part of an annual programme and, if you need glasses for your work, you have access to a free eye test and £40 contribution to glasses via Specsavers.

We offer support via our mental health first aid trainers and are rolling out mental health awareness training.

"I know that when I die, I will have done my bit and lived a wonderful life."

**Mimi Franklin**





### **Schwartz Rounds**

These are a structured forum where all employees have the opportunity to come together to discuss the emotional and social aspects of working in this environment. This forum assists in the development and understanding of all roles across the Hospice and gives valuable support.

### **Recognition awards**

Employees are recognised for their loyalty and also if they go above and beyond in their role at the Hospice.

### **Employee engagement group**

Our “Team Voice” is a forum to ensure that employees are able to communicate their views or concerns to the Leadership Team, as well as influencing the development of policies and benefits. The meetings take place regularly and all areas of the Hospice are represented.

### **Parking**

The Hospice has a free onsite car park for visitors, volunteers and our employees at our main sites.

## Refreshments

The Orange Café at our main Hospice site offers a wide variety of snacks and meals for staff and visitors. Employees enjoy discounted prices and are also eligible to join the loyalty scheme. All employees have access to free tea and coffee.

## Social events

There are numerous opportunities to become involved in social and fundraising events. Our Events committee organise regular events such as Hospice Got Talent, yoga and a festive party. We also have a thriving Choir; an active lunchtime walking group and a supportive weigh-in club.

If you have any questions or need more information, please do not hesitate to contact us [hassistant@sfh.org.uk](mailto:hassistant@sfh.org.uk).

All available roles are advertised on our website at [sfh.org.uk/jobs](https://sfh.org.uk/jobs).





Saint  
Francis  
Hospice

Caring for you