

These roles matter



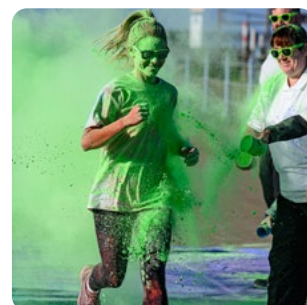
Recruitment Pack

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Community Fundraiser (Kendal & South Lakes)

March 2024

Salary: Up to £26,988 per annum (pay review pending)



Built by the people,
for the people



St John's Hospice - Slyne Road - Lancaster - LA2 6ST
01524 382538
sjhospice.org.uk/jobs



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Director of Income Generation
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***“How people die remains
in the memory of those who live on”***

Dame Cicely Saunders





A Message from Catherine Butterworth Director of Income Generation



Thank you for your interest in this exciting Community Fundraiser role with St John's Hospice. St John's is a local charity that puts patients and families at the heart of everything we do to ensure that on the journey towards the end of life, we provide the right care, in the right place, at the right time.

We are looking for a confident communicator who will excel in building long-term support within the community to maximise the income of the charity. As we approach 40 years as an outstanding hospice it is critical that we invest in our Income Generation team, grow fundraising capacity and ensure we have a strong foundation for our financial sustainability for the future. St John's Hospice is extremely fortunate to have a growing supporter database in the Kendal and South Lakes area who value the care we provide to this community, in the Hospice and in patients' homes. This means there is the potential to create and deliver fundraising opportunities in the area to raise funds for the outstanding care we provide. You will identify and generate new income sources as well as encouraging support for some of our key community events as well as supporting and guiding our amazing supporters with their events. Strong planning and organising skills are essential, as is the need to be a creative problem solver with a can-do attitude.



You will manage, motivate, and steward individuals to meet and exceed fundraising targets whilst developing strong connections within community groups, faith groups and schools inspiring charitable ideas and initiatives.

St John's Hospice is a great place to work and it is important to me that the fundraising team are happy to start their working week, and to end the week knowing they've made a real difference to our patients and their families in the community. Creating an inclusive culture is really important to St John's, and so we work hard to help everyone feel like they belong and can bring their full selves to work. You'll be working alongside supportive, welcoming colleagues and for a local charity that really does make a positive difference at one of the most difficult times in people's lives. If you want to work in a job where variety is key: community fundraising is the job for you. I hope you will consider applying and if you would like to meet for an informal chat, coffee and cake please don't hesitate to contact me at catherine@sjhospice.org.uk.

Catherine Butterworth

Director of Income Generation





About Us



Our Purpose

St John’s Hospice is a charity providing specialist in-patient and community-based palliative care and support for the people of North Lancashire, South Lakes and parts of North Yorkshire.

We believe that when people die in our community, they should do so in the place they choose, and with dignity.

The staff and volunteers of St John’s Hospice strive to provide world class end of life care and support to patients and their loved ones.

To be truly successful we must uphold our values, work across our communities and with many partner organisations, lobby decision makers both locally and nationally and raise sufficient funds to deliver care of the highest quality.

The St John’s Hospice Vision

We will put local patients and families at the heart of everything we do to ensure the right care, in the right place, at the right time on the journey towards end of life.

Our Values

Care
We will provide first class care, delivered by competent, committed people who put the patient at the heart of all we do.

Compassion
We will treat everyone with respect, dignity and empathy.

Collaboration
We will work with other to ensure that patients and families receive the best care possible.

Charity
We will provide care free of charge to patients and families and will connect with our local communities so that they continue their generous support.

Celebration
We will celebrate the abilities of the people we care for, however limited they may be. When people are bereaved, we will support them to celebrate the lives of the people they have lost.

Funding

Hospice care at St John’s is provided free of charge. The NHS contributes approximately 25% of the Hospice’s annual running costs, the remaining being obtained via the generosity of the public.



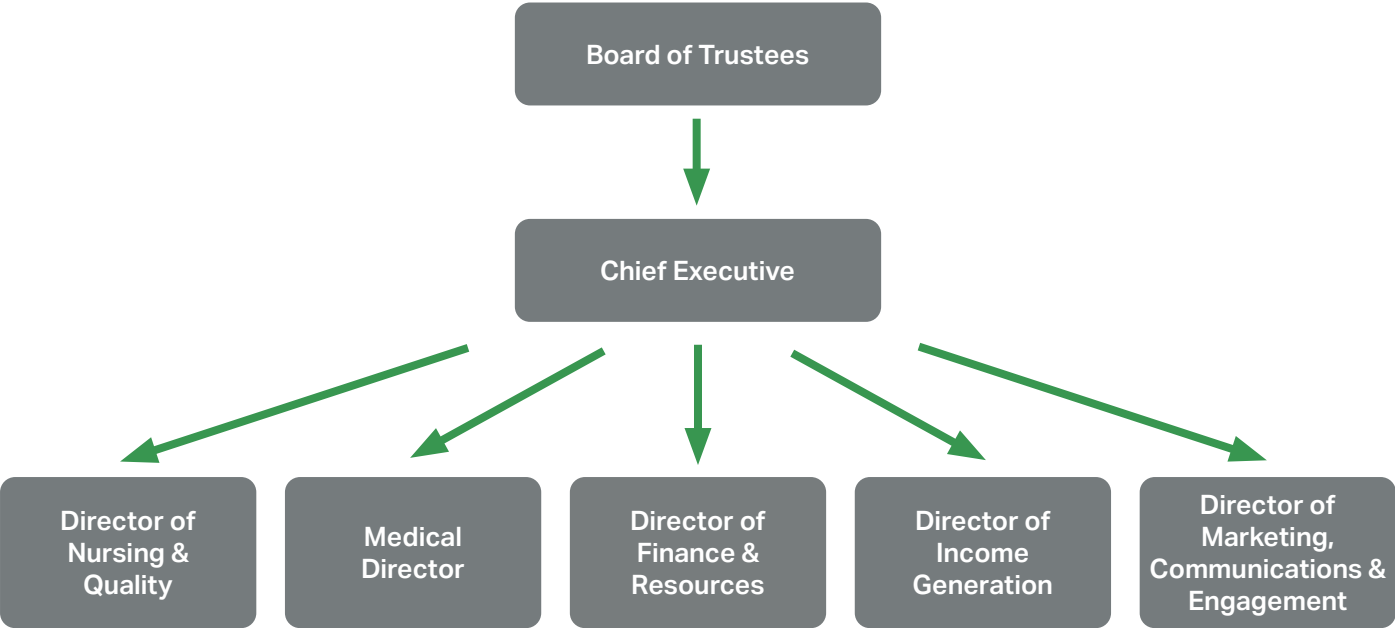


Our People

St John's is governed by a Trustee Board that takes overall responsibility for its work and is managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with wide-ranging skills and expertise in a variety of fields and is led by a Chairperson.

The Senior Management Team is led by the Chief Executive and has five other members with specific responsibilities.



St John's currently has 220 employees across the organisation, and volunteers are an integral part of the Hospice team. We have over 500 volunteers, with each one playing an invaluable role either within the Hospice and/or our local community, for example volunteering in our retail team.



Staff from our Inpatient Ward celebrating 35 years of care at St John's Hospice





What we do



St John's Hospice provides Specialist Palliative Care services and support to those affected by life-shortening illnesses. These currently include:-

- In-patient care, currently 13 beds
- Provision of community specialist palliative care through a combined team of Clinical Nurse Specialists, our Hospice at Home Team and our night sitting and day respite services
- Specialist clinics with a Consultant in palliative medicine
- Education for community GPs, nurses, undergraduates (nursing, medical and allied health professionals)
- Bereavement and Family support
- Complementary Therapy
- Day Therapies

To provide these services, the Hospice employs around 220 staff and benefits from over 500 volunteers, across a wide range of skills and specialities. Most of our care is provided outside of the main Hospice building to patients in their own homes.

The Hospice is a Charitable Incorporated Organisation and the responsibility for its governance and management falls on our Board of Trustees.

Day-to-day management of the Hospice lies with the Hospice's Senior Management Team, consisting of:-

- Sue McGraw, CEO
- Dr Alison Bacon, Medical Director
- Maddy Bass, Director of Nursing & Quality
- Catherine Butterworth, Director of Income Generation
- Vicki Askham, Director of Finance & Resources
- Sophy Horner, Director of Marketing and Communication

Although the majority of our patients are admitted with cancer-related illnesses, our services are also open to patients with non-malignant disease, such as chronic heart failure, chronic lung disease, chronic renal disease and neurological diseases.

There is a close liaison and collaboration between the Hospice and hospital, community palliative care teams, primary healthcare teams and other community health and social services. We have close working ties with academic colleagues in the International End of Life Observatory, based at Lancaster University and many other health, social and third sector partners.





Job Description

POST:	Community Fundraiser (Kendal & South Lakes)
HOURS:	22.5 - 37.5 hours per week depending on preference. Flexibility needed to cover occasional evening & weekend community events with time off in lieu given for these hours.
CONTRACT:	Permanent
SALARY:	Up to £26,988 per annum (pay review pending) + 8% employer funded pension scheme
ACCOUNTABLE TO:	Director of Income Generation
REPORTS TO:	Community Fundraiser Manager
LOCATION:	Hybrid working - Kendal & South Lakes areas

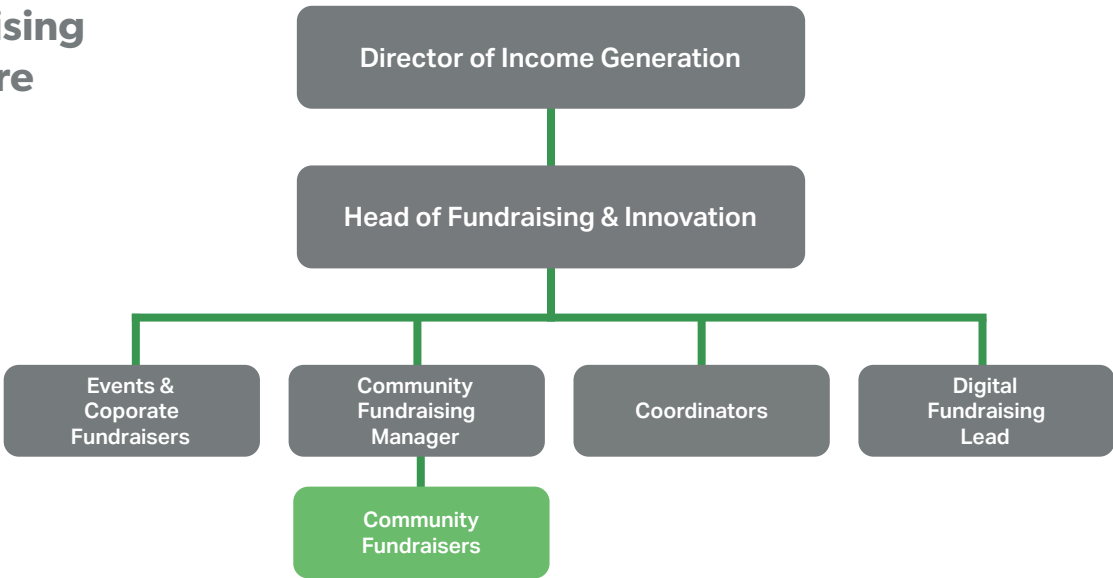
Job Purpose

To co-ordinate and proactively develop Community fundraising activities for St John’s Hospice through engagement with patients and their families, community groups (including schools, churches and membership organisations) and through personalised donor-led relationship management with new and existing supporters. You will work collaboratively across all directorates to raise the profile of the hospice and secure the wellbeing of patients, carers and their families.

Key Working Relationships

- Internal** - All members of staff and volunteers, CEO, Senior Management Team, Managers and Trustees
- External** - Commercial, statutory and voluntary organisations, Hospice supporters and members of the public.

Fundraising Structure



Continued...





Job Description continued



Main Duties

- To develop, implement and manage the community fundraising strategy and associated income and expenditure budgets, working to achieve agreed annual targets.
- Recruit and support a network of volunteers and ambassadors to deliver presentations to community groups and schools as required to a high standard.
- Work with an innovative, positive and creative ethos to identify and research new opportunities for fundraising.
- Provide excellent donor care, ensuring the needs and expectations of existing and potential donors are met and exceeded in order to maximise fundraising income, and build long-term support for the hospice
- Negotiate, network and develop relationships across a wide range of external customers including individuals and groups.
- Review and improve all community fundraising activities to ensure the best use of volunteers, resources and systems to deliver our objectives.
- To understand the ethos and work of the hospice in order to act as an effective spokesperson to the general public and in the local community as and when required.
- Be aware of the overall activities of the Hospice and represent the Hospice at functions when necessary.
- To act as the main liaison for Friends groups, providing hospice updates, liaison meetings and fundraising support.
- Engage community supporters through face to face meetings, presentations and phones calls to provide support and inspire them to participate in fundraising activities.
- Communicate approved case studies to engage supporters in activities to strengthen their relationship with St John's Hospice.
- Deliver effective and timely pre and post-engagement communication working with the communication and marketing team.
- To maintain accurate and up to date records and accept responsibility for the safe and secure handling and storage of confidential information, and in accordance with GDPR and St John's Hospice's own data protection policies.
- Ensure the Income Generation database is maintained in line with best practice and internal processes, and ensure data integrity and security is maintained.
- Ensure all activities comply with the Fundraising Regulator and all records are compliant with relevant legislation.
- To ensure that best practice advice is offered to all community supporters with regard to legalities, how to organise a successful event and maximise income.
- To work alongside the Fundraising Department to support the delivery and achievement of the full fundraising department plan, including the promotion of non-community activities.
- Carry out any other duties as requested by the Fundraising Manager.
- Manage general queries from supporters, members of the public and internal colleagues.
- Adhering to the St John's Hospice values and ways of working.

Continued...





Job Description continued



Skills & Abilities

- Confident and strong team worker with an ability to motivate others and elicit support from Volunteers and the community
- Good interpersonal skills with the ability to communicate at all levels
- Well organized with attention to detail and the ability to inspire others to achieve the same standards
- Ability to manage workloads and identify priorities
- Innovative and positive "can do" outlook with a willingness to suggest new ideas and be flexible to changing situations

People & Department Management

- To share ideas and opportunities with other members of the Fundraising Department and to identify and research new activities.
- To have responsibility for risk assessments for all activities as required and act responsibly in relation to health & safety.
- To respond to all enquiries in a timely manner.
- To work within set budgets as directed.
- To promote the hospice and its work to external organisations and members of the general public.
- Use own initiative to manage work volumes and prioritise workload. Accountable to the Fundraising Manager who will provide management support.
- Work is a mix of supervised and unsupervised with a degree therefore of self-checking. Responsible for ensuring that workloads and deadlines are managed effectively.
- To work hours as designated and agreed with the Fundraising Manager
- Driving within local community required with role.
- Own transport needed to attend external events and appointments with business insurance required on own vehicle
- A balance of home and office working is an option for this role to meet the needs of the hospice.
- Physical demands in relation to some activities, expected to be a fully active member of the team.
- Setting up at venues will involve carrying equipment/materials up to approx. 10 kilos.
- PC work – hand and wrist dexterity and use of VDU.
- You will be required to work Evening/weekends, Bank Holiday, lone working as and when required.

Other Duties

The responsibilities set out in this document may change from time to time through discussion with the post holder. In addition, the post holder might, at the discretion of the Senior Management Team, be required to take on other tasks in the wider interests of the hospice.

DBS Disclosure Requirement

Appointment is subject to a Enhanced Disclosure (supervision of young people).

Continued...





Job Description continued



Duties and Responsibilities to St John's Hospice

1. Confidentiality

Each member of the Hospice staff is responsible for ensuring the confidentiality of any information relating to patients, personal information relating to staff, volunteers, supporters, visitors or contractors, financial information, commercial information, and for complying with all the requirements of the Data Protection Act, GDPR and Caldicot Guidelines whilst carrying out the duties of the post. Any breaches in Hospice confidentiality will be dealt with by St. John's Hospice Disciplinary Procedure.

2. Health and Safety

Each member of the St Johns Hospice staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

3. External Interests

Each member of the St Johns Hospice staff is responsible for ensuring that any external interest they have do not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict with their work. Each member of staff is reminded to refer to their employment contract in relation to any other secondary work that they may do alongside working for St John's Hospice and their obligations under the Working Time Directive.

4. Statutory Training

Each member of the St Johns Hospice staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

5. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the St John's Hospice to achieve its corporate goals and objectives.

6. Safeguarding

Each member of St John's Hospice staff is responsible for understanding their responsibilities for Safeguarding Children and Vulnerable Adults in accordance with their job role and any requirements they are obliged to follow as members of their profession. Staff should seek guidance from their immediate supervisor if in doubt.

7. Disclosure and Barring

Each member of staff is required to disclose any caution, fine, penalty or criminal conviction that may occur during the course of employment. This should include any motoring convictions as this may affect the staff member's ability to use Hospice vehicles. Any change in circumstance must be reported immediately to the staff member's supervisor so that any impact on ability to work in post can be assessed.

8. Equality and Inclusion

Each member of staff is required to undertake their duties with due regard for the provisions of the Equality Act 2010 i.e. not to discriminate against members of staff, patients, patient family members, volunteers, supporters, contractors and any visitors to the Hospice.

9. Volunteers

The role of volunteers is integral with the work of St John's Hospice and paid staff are required to underpin this in their attitude and actions.





Person Specification



Requirement	Essential	Desirable	How Evaluated
Education / Qualifications	Good General Education to GCSE or equivalent level	Member of the Institute of Fundraising	AF
Experience	<ul style="list-style-type: none"> Several years' experience working in Fundraising/ Sales or Marketing Proven ability to balance a demanding work load with multiple ongoing projects and meeting tight deadlines Experience of using a CRM system to manage workflow and communication Proven experience of meeting financial targets 	<ul style="list-style-type: none"> Experience of dealing with the public to raise money and promote activities. Experience of securing and building high value relationships Supervising volunteers and working with a range of different audiences and individuals. 	AF / IV / PR
Knowledge & Skills	<ul style="list-style-type: none"> Demonstrable knowledge of Microsoft 365 Suite. Intelligent communicator with excellent writing and presentation skills. Excellent organisational and time management skills Excellent team working skills Ability to use a variety of research tools and techniques to identify and develop relationships to grown fundraising and volunteers. Ability to adopt a creative and proactive approach to all aspects of the work. Skilled at developing and maintaining internal and external working relationships at all levels. Ability to work on own initiative and cooperatively Excellent attention to detail and accuracy 	Proven ability of working within the charity sector	AF / IV / PR
Values & Personal Attributes	<ul style="list-style-type: none"> Empathy with the charitable aims of the Hospice. Commitment to involvement with all areas within the hospice Evidence of honesty, reliability and enthusiasm in work settings Professionalism at all times Calm and objective. Work well under pressure Donor focused, ensuring we keep the donor at the center of everything we do at the hospice A commitment to working with and supporting volunteers. Ability to adopt a flexible approach to working to support evening and weekend events and activities 		AF / IV
Other Requirements	<ul style="list-style-type: none"> Enhanced DBS Disclosure (supervise child/ vulnerable adult volunteers) Full UK manual driving licence and access to own vehicle during working hours (Business use insurance required) Physically fit and capable of regularly lifting and carrying equipment/materials up to approx. 10 kilos. 		Post appointment Documentary evidence post appointment Occupational Health

AF – Application form IV – interview PR - Presentation Ref – Reference HS – Pre-employment Health

Shortlisting candidates for interview

We will shortlist candidates for interview by scoring against the above essential and desired criteria. Please tell us in your application and 'Supporting Information' section how you meet the requirements we are asking for.





Main Benefits & Terms



Annual leave: the annual leave entitlement for a 37.5 hour a week post is 27 days, rising to 29 days after 5 years continuous service and 33 days after 10 years continuous service. In addition to the annual leave entitlement paid Bank Holidays (usually 8 per year) are granted. Any rise in annual leave entitlement due to length of service, takes place at the start of the next holiday year. The Hospice allocates annual leave in hours rather than days.

Pension: We offer a non-contributory pension scheme, fully stakeholder compliant and to which, if desired, you can contribute up to the statutory maximum. Currently the hospice contributes 8% to the stakeholder pension scheme. Employees that are existing members of the NHS Pension scheme may be able to continue their contributions, subject to their ability to meet the eligibility criteria under the scheme.

Learning & Development and Professional Development: A range of in-house training programmes and opportunities for our employees are available to develop and enhance their knowledge, skills and confidence to ensure consistent high-quality patient and family care.

As a specialist provider of palliative care, we also provide a range of high-quality training and development in End of Life and Palliative Care to the wider health care community and general public. Employees are encouraged to participate in continuous professional development, including clinical supervision for patient-facing staff.

Maternity, Adoption & Paternity Benefits: We offer generous maternity and paternity benefits to our employee's subject to a qualifying period.

Life Assurance Cover: All permanent employees have 'death in service benefit' of 2 years annual salary from the first day of employment, which forms part of their pension provision.

Parking & Travel: Free parking is available on site at St John's Hospice, Slyne Road, Lancaster. Employees are also able to take advantage of the Cycle to Work scheme. A car lease scheme is also available for all permanent employees. The Hospice is accessible by bus with bus stops located directly outside the Hospice.

Health & Wellbeing: The health, safety and welfare of our employees is very important to St John's Hospice, and we offer a comprehensive Employee Assistance Programme. From the first day of employment permanent employees will become members of Westfield Health who provide a range of services, including cash back on dental, optical and therapy treatments.

The hospice has favourable membership rates for health and fitness organisations in the local area.

Spiritual Care: Employees are able to access our spiritual care services and a multi faith worship facility is available for everyone to use and to participate in spiritual care events and services.

Wills Service: Hospice employees have access to a will making service. Local solicitors provide a free service in return for a donation to the hospice.

Social Events: There are numerous opportunities to become involved in social and fundraising events, held locally, in aid of the hospice.

Christmas Club: Employees have the opportunity to save monthly for Christmas via our Payroll department

Refreshment Facilities: Employees have access to refreshment facilities on-site and can purchase a range of hot and cold meals and snacks daily.

Notice period: 1 month

In addition to the benefits outlined above, there are a range of health and well-being initiatives such as access to free complementary therapies, support via a workplace supervision scheme, the support of mental health first-aiders plus the opportunity to take part in an annual programme of diverse and engaging fundraising events.





How to Apply



Thank you for your interest in this role at St John’s Hospice.

If you are interested in this position, please complete and submit the on-line application form, referring to the job description and person specification.

www.sjhospice.org.uk/current-vacancies

If you have any questions about this role, working at St John’s Hospice or to arrange a visit please contact our HR team via:

Email: jobs@sjhospice.org.uk

Tel: 01524 382538





St John's Hospice

Recruitment Pack

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