



# Sister Hospice at Home

Inspected and rated

Outstanding 



21.02.2024



**Employer of the  
Year - 2022**

**SISTER: (2 positions) Full or Part time e.g. 22.5, 30 or 37.5 hrs/wk**

**Salary: £45,020 per annum WTE (Hrly rate £23.02)**

**(including shift allowance)**

Thank you for your interest in the position of **Sister within the Hospice at Home Team at Pendleside Hospice**. We hope this recruitment pack provides everything you need to help you decide whether this rewarding and influential role is the right opportunity for you.

Due to development within the team and an upcoming retirement we are seeking **TWO** dedicated and forward-thinking **Registered Nurses (NMC registered)** to join our Hospice at Home Team. This team plays a vital role in ensuring Pendleside continues to deliver safe, effective and compassionate care for people living with palliative or end of life needs in their own homes.

As a Registered Nurse within this service, you will demonstrate strong clinical leadership and the ability to support change, while maintaining the highest standards of individualised care, compassion and bereavement support. Our aim is to make living with dying better for patients and those important to them, and as a Registered Health Care Professional you will be privileged to support people at some of the most significant moments of their lives. If you are enthusiastic, compassionate and have a genuine passion for palliative care, we would welcome your application. **As this is a community based role, it is essential that you are a car driver with access to your own vehicle and business insurance.**

Pendleside offers a supportive, values-driven working environment where staff wellbeing, learning and professional development are actively encouraged and prioritised.

**Employees joining us from the NHS may continue with their NHS pension.**

By joining **#TeamPendleside**, you will become part of a caring, collaborative and committed team focused on delivering exceptional experiences for the patients, families and communities we serve.

This job role is a crucial one for the Hospice and we want to be sure of finding the right person. However, we recognise it is probably also a big step for you, so if you wish to know more, I encourage you to attend one of the informal visits to the Hospice. You can do that by emailing: [Rebecca.smith@pendleside.org.uk](mailto:Rebecca.smith@pendleside.org.uk)

Closing Date: Sunday 19<sup>th</sup> July 2026 – 10pm

**Interview Date: Wednesday 5<sup>th</sup> August 2026**

Thank you,

Rebecca Smith  
Inpatient and Hospice at Home Manager

## ABOUT US

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community. It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn't free to provide and most of it is funded through the generosity of the local community in which we serve. It costs over £6.5 million to run Pendleside Hospice of which over £5 million needs to be raised through voluntary donations.

### OUR MISSION:

Pendleside exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.

### OUR VISION:

Every adult with advancing long term and life limiting illnesses and those most important to them within our community will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

### PHILOSOPHY OF CARE:

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

### OUR AIM:

To provide the highest quality services possible to our local community, which are easily accessible to all who need them.

To achieve this through the five pillars of Pendleside: -

- **Proud to be Pendleside:** our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for
- **Community collaboration:** to build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care
- **Care delivery:** to reach out to as many people as possible who need our care
- **Governance:** the Hospice meets its regulatory requirements and manages risk effectively
- **Sustainability:** services are sustainable in the changing external environment

### OUR VALUES:

Our values underpin everything that we do:

- **Care**

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect

- **Compassion**

We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services

- **Support**

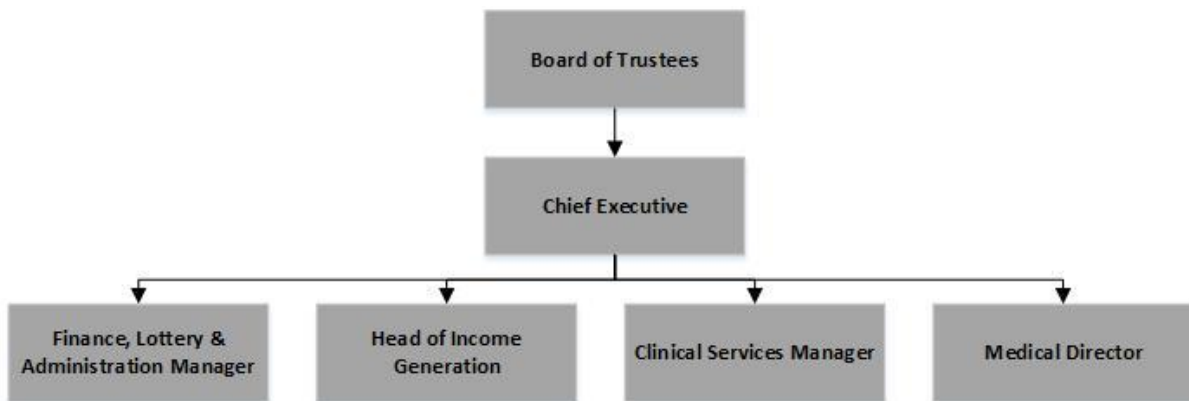
We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

### OUR PEOPLE:

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has four other members with specific responsibilities including this role.



Pendleside currently has 140 employees across the organisation which equates to approximately 90 whole time equivalent (WTE). In addition, we have several staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Healthcare Assistants.

Volunteers are an integral part of the Hospice Team with over 400 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

### OUR SERVICES:

Pendleside cares for over 2000 people each year, across a number of services. These include:

- Inpatients

- Hospice at Home
- Health, Wellbeing and Rehabilitation Services
- Outpatients
- Family support
- Spiritual Care
- Rehabilitation
- Complementary therapy
- Psychological support
- Bereavement support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

### Description of Hospice Services

- **Inpatient Unit** – Pendleside Hospice has a 10 bedded inpatient unit for the short term assessment of patients for symptom management, end of life care and rehabilitative for those with palliative care needs. The IPU provides care for patients residing in Burnley, Pendle and Rossendale. The unit is supported by a multi-disciplinary team and holds daily medical handovers, weekly discharge planning and MDT meetings. The unit accepts planned weekday admissions and crisis admissions 7 days per week. In 24/25, the IPU admitted 165 patients of which 92% had a cancer diagnosis. The medical team is currently supported by Consultants in Palliative Medicine employed by East Lancashire Hospitals Trust and the following employed staff in addition to the Medical Director role:
  - Medical Director
  - Hospice Physicians
  - Advanced Clinical Practitioners
  - On call Hospice Physician (GP working 1 in 10 weekends)
  - GP Trainee (6 month rotation)
  - FY1/2 (4 month rotation)
- **Hospice at Home** – The service is one of the largest Hospice at Home services in the NW region, with a caseload of c. 130 patients and approx. 700 referrals per year. The team consists of specially trained Registered nurses and Health Care Assistants who provide palliative and end of life care to patients residing in Burnley and Pendle localities. Services include specialist Nursing assessment, emotional support, respite care, night sits and extended service (24hr care for patients in the last days of life who's preferred place of care is home). The Hospice at Home service is also the single point of access for the co-ordination of District Nurse fast track applications.
- **Health, Wellbeing and Rehabilitation** – The multidisciplinary team provides support to patients with palliative and rehabilitative needs. Services are offered either within the community, as an outpatient or by attending group sessions within the Day Services unit. Groups include Living with Dementia, Breathlessness, Fatigue Management, Exercise sessions, creative therapies, peer support, specialist palliative sessions. Complementary Therapy treatments are also available for patients and their carers.

- **Family Support** – The Family Support team provide pre and post bereavement counselling to adults and Children residing in the Burnley and Pendle localities. Sessions are either individual or through specialist groups.
- **Consultant led Medical Outpatient Clinics** – these are currently delivered twice a week by Palliative Care Consultants employed by East Lancashire Hospitals Trust

## **JOB DESCRIPTION**

**JOB TITLE:** Sister

**REPORTS TO:** IPU and HH Manager

**REPORTED TO BY:** Staff Nurses, Healthcare Assistants and Apprentices

### **MAIN RESPONSIBILITIES:**

- Provide a high standard of holistic, skilled, patient-centred, palliative care to all inpatients.
- Support the Inpatient and Hospice at Home (IPU/HH) Manager to lead and manage staff
- Support the IPU/HH Manager with service developments
- Assist the IPU/HH Manager in supervision, training and of junior staff
- Take regular charge of Hospice at Home in the absence of the IPU/HH Manager
- To be a link nurse for specific specialist clinical topic areas

### **CORE TASKS**

#### **Clinical**

- To have in-depth knowledge in specialist palliative care and act as a knowledge base / resource for others including staff and patients
- Ensure uniformity of the quality of nursing care across the service
- Participate in the daily handover and admission meetings and the unit's weekly Multi Disciplinary Team (MDT) meeting
- To lead the process of assessment planning and admission to Hospice at Home, and review and discharge process, ensuring that all staff understand and are able to carry out the process
- Along with other staff to identify and assess physical, psychosocial and spiritual needs of patients and their families/carers
- To plan, implement and evaluate evidence-based nursing care strategies for patients and their family/friends in an open and co-operative manner respecting the rights of the individual; identify and implement nurse driven service development
- To provide help and direction in a timely and supportive manner to volunteers and others in Hospice at Home
- To participate, oversee and support the bereavement process; supporting staff in managing the process after an Extended service shift
- To ensure that all the hospice clinical and administrative policies and procedures are followed
- In collaboration with the other Sisters and IPU/HH Manager, coordinate and ensure smooth running of the Day and Night teams, ensuring good communication between patients, staff members and other healthcare professional involved
- Ensure medicines are managed in accordance with all internal policies, procedures and standard operating procedures and the misuse of drugs act 1971 and the controlled drugs (supervision and management and use) regulations 2013
- To ensure that patient electronic records and documentation is completed accurately and fully in line with the NMC guidance on documentation

- To be a proactive link nurse to share best practice about specific specialist clinical topic areas e.g. oncological emergencies, just in case medication administration

### **Management and Leadership**

- To support the other Sisters and IPU/HH Manager with day-to-day management responsibilities
- To manage the Hospice at Home service in the absence of the IPU/HH Manager; ensuring that staff and skill mix are maintained, and complaints/adverse incidents are handled effectively
- To promote a harmonious environment conducive to the work of the hospice by actively managing performance
- Provide clear leadership to the team, delegating tasks efficiently and ensuring that expectations are explicitly known
- To act as a clinical role model for junior staff; ensuring evidence based practice
- To provide effective line management to a team of Registered Nurses and Healthcare Assistants including conducting regular appraisals, one-to-one's, undertaking competency assessments and ensuring that there are effective teaching, educational and development opportunities for Hospice at Home staff
- To provide constructive feedback at all levels, challenging poor performance when required
- Implement performance management strategies; identify performance improvement needs and help others to develop strategies
- To ensure effective implementation of HR procedures including participating in staff recruitment and selection, management of sickness/absence and performance management in accordance with Hospice policies, procedures and employee guide
- To participate in the development of organisational objectives as part of the Senior Nursing Team
- In the absence of the IPU/HH Manager attend organisational meetings and contribute positively and constructively to the team
- To lead the process of change and ensure Hospice at Home team are supported throughout
- To be involved with active promotion of Hospice at Home services to the MDT and service users

### **Communication Skills**

- Foster good working relationships and effectively communicate with members of the multidisciplinary team, users of the service and other healthcare professionals working externally
- Act as a resource of clinical knowledge for Hospice staff and external agencies
- Give clear, concise reports on patients' progress and concerns to the multidisciplinary team and facilitate others to do so
- Communicate information to distressed and/or bereaved people in a sensitive manner
- Manage situations where people are distressed or angry in an effective, safe manner
- Be able to communicate effectively with people exhibiting challenging behaviours, ensuring they are respected but expectations are made as clear as possible
- Have excellent telephone communication skills, taking calls from patients, carers and professionals managing their concerns effectively and sensitively
- Manage complaints in a sensitive manner ensuring that the Hospice policy and procedure is adhered to
- Ensure accurate and contemporaneous documentation of patient care both personally and by others using electronic systems
- Identify problems in communication both within the Hospice and in dealings with external agencies, reporting these promptly

- Advocate for patients and other service users ensuring their views are known to the team including in the case of advance care planning and occasions where offered care is declined
- Work in accordance with Hospice policies to ensure that confidentiality is maintained at all times.

### **Personal and People Development**

- To continue own personal and professional development
- Attend organisational mandatory training as required
- Create a learning environment for all staff and support the development of a clinical supervision process
- To participate in the support and educational development of student nurses and less experienced clinical staff
- To mentor students and professionals from other agencies, as well as volunteers, students / agency or bank staff.
- To identify and participate in the development of teaching and educational programmes as agreed with line manager
- As part of the line management and appraisal process identify and ensure all relevant professional skills are maintained
- To participate in 1-1 supervision with own line manager
- To provide 1-1 supervision to specific team members
- Ensure that NMC requirements for nurse revalidation are fulfilled both personally and by Registered Nurses within the Hospice at Home team

### **Quality and Service Improvement**

- Collaborate with other members of the multidisciplinary team in the delivery of high standards of effective healthcare within best-practice guidelines
- Act consistently within legislation, policies and procedures
- Maintain accurate and legible records
- Use and maintain resources efficiently and effectively and encourage others to do so
- Prioritise own workload, organise and carry out own work in a manner that maintains and promotes quality
- Monitor and evaluate the quality and effectiveness of clinical services, highlighting where and how improvements can be made, taking appropriate, immediate action and implementing agreed, planned changes
- In support of the IPU/HH manager and identified others contribute to the identification of practices that could improve service delivery outcomes through:
  - audit
  - research
  - evaluation
  - education/training
  - user involvement
  - project management
- Ensure that resulting action plans are kept up to date and any deviances or issues are highlighted to the IPU/HH Manager or in their absence the clinical services manager
- Encourage others to submit their ideas for service improvement and raise concerns regarding quality and risk
- Take an active role in team meetings, highlighting areas requiring quality improvement
- Be aware of organisational strategic direction and future issues pertaining to the provision of specialist palliative and supportive care, and contribute to and participate in organisational service development
- Have a knowledge of developments in specialist palliative care

- Be a positive influence in implementing change, ensuring team members are aware of the rationale for change and what their role is in achieving it
- Work with the Fundraising Department and Clinical Services Manager to identify individual patient stories that can be used in connection with publicity for the Hospice.

### **Health, Safety and Security**

- Identify risks as they arise and carry out risk assessments, taking immediate remedial action as required and updating risk assessments regularly
- Be aware of the Hospice Risk Register and ensure self and others adhere promptly to the incident reporting policy and complete appropriate forms and action plans
- Encourage others to consider risk-reduction measures when completing incident reports
- Recognise risk as covering all aspects of the Hospice including patient welfare and care, facilities and estates and finances
- Be familiar with and support implementation of safeguarding policies, the Mental Capacity Act and Deprivation of Liberty Safeguards
- Promote an environment that supports infection prevention and control policies and procedures, ensuring staff practice in accordingly
- Work in accordance with Hospice policies, procedures and guidelines
- Ensure staff are trained and competent to use equipment safely and that equipment is issued in accordance with instructions and departmental procedures, reporting faults as necessary
- In the absence of or in consultation with senior nursing staff, ensure that the off-duty rota meets the requirements of Hospice at Home and organisational requirements for safe staffing
- Advise the IPU/HH Manager or in their absence the clinical services manager of any staffing difficulties which may lead to compromised care.

### **Governance**

- Ensure the effective utilisation of the Hospice's electronic patient record system, promoting the use of information technology for recording patient information, communication and information sharing; implementing procedural change as necessary
- Ensure that Hospice policies, procedures and standards are adhered to at all times with particular regard to those concerning confidentiality, information governance, health and safety, prevention and control infection and medicines management
- Ensure that Hospice at Home is compliant with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Ensure effective outcome monitoring of service delivery

This document is intended to convey an outline of the post and the post-holders responsibilities. You may be asked to carry out other duties relevant to your job role.

## JOB SPECIFICATION

Attributes	Essential	Desirable	How assessed
Experience	<ul style="list-style-type: none"> <li>Leading a team in a first-line management position</li> <li>Minimum of 4 years post registration</li> <li>Understanding of professional nursing issues</li> <li>Experience of working in an oncology/palliative care setting</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
Education, Qualifications & Training	<ul style="list-style-type: none"> <li>RGN</li> <li>Palliative Care qualification (or willingness to complete within 12 months)</li> <li>Evidence of CPD</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>NMC Registration</li> <li>Certificates</li> <li>CPD file / portfolio</li> </ul>
Practical & intellectual skills (including any specialist knowledge)	<ul style="list-style-type: none"> <li>Understanding and sensitivity to the needs of patient with a life limiting illness/ their families and carers</li> <li>Liaison with other agencies and professionals</li> <li>Mentoring Skills</li> <li>Good communication, record keeping and organisational skills</li> <li><b>Full UK driving licence, access to own vehicle, Business Insurance</b></li> <li>Computer literacy (Outlook, Excel, Electronic clinical records)</li> </ul>	<ul style="list-style-type: none"> <li>Counselling skills/communication skills training</li> <li>EMIS experience</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> <li>Driving Licence</li> </ul>
Disposition / attitude / adjustment	<ul style="list-style-type: none"> <li>Evidence of an ability to work independently and as part of a team</li> <li>Ability to relate positively to colleagues and members of the MDT</li> <li>Demonstrate an understanding of confidentiality and information governance</li> <li>Positive attitude to change and flexible working practices</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> </ul>
Health & Physical	<ul style="list-style-type: none"> <li>Good attendance record</li> <li>Ability to move and handle people and equipment</li> </ul>		<ul style="list-style-type: none"> <li>Interview</li> <li>References</li> </ul>
Circumstances	<ul style="list-style-type: none"> <li>Work shifts over 7 days including weekends</li> <li>Work flexibly according to the needs of the service</li> </ul>		<ul style="list-style-type: none"> <li>Interview</li> </ul>
Equal Opportunities	<ul style="list-style-type: none"> <li>To have an understanding of, and an ability to promote and implement equal opportunities</li> <li>Commitment to client-centred, non discriminatory practice</li> </ul>		<ul style="list-style-type: none"> <li>Interview</li> </ul>

## MAIN BENEFITS TERMS AND CONDITIONS

Annual leave: the annual leave entitlement for a 37.5 hour a week post is 262.5 hours (27 days plus 8 public holidays)

DBS: appointment is subject to an enhanced disclosure and barring check

Healthcare Scheme: all staff are eligible to access the Benenden Healthcare Scheme  
[www.benenden.co.uk](http://www.benenden.co.uk)

Meals and drinks: all employees and volunteers based at Pendleside Hospice can access subsidised meals if working over a meal time

Notice period: 2 months

Parking: all employees and volunteers can park for free at Pendleside Hospice

Pension: Pendleside Hospice has a stakeholder pension scheme; the Hospice will match contribute up to 5% of an employee's salary into the pension scheme.

### **Employees joining Pendleside Hospice from the NHS may continue with their NHS pension**

Sick pay: if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

During probationary period (first 3-6 months)	No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)
From completion of probation up to 12 months service	Two months sick pay at half-pay
From 12 months service	A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay

## HOW TO APPLY

If you are interested in this position, either complete the application form on the NHS Jobs website <https://www.jobs.nhs.uk/> or the on line form on Pendleside Hospice website [www.pendleside.org.uk/jobs](http://www.pendleside.org.uk/jobs), referring to the job description and person specification.