

These roles matter



Recruitment Pack

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Community Fundraiser
November 2024

Salary: Up to £26,699 per annum



**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





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.



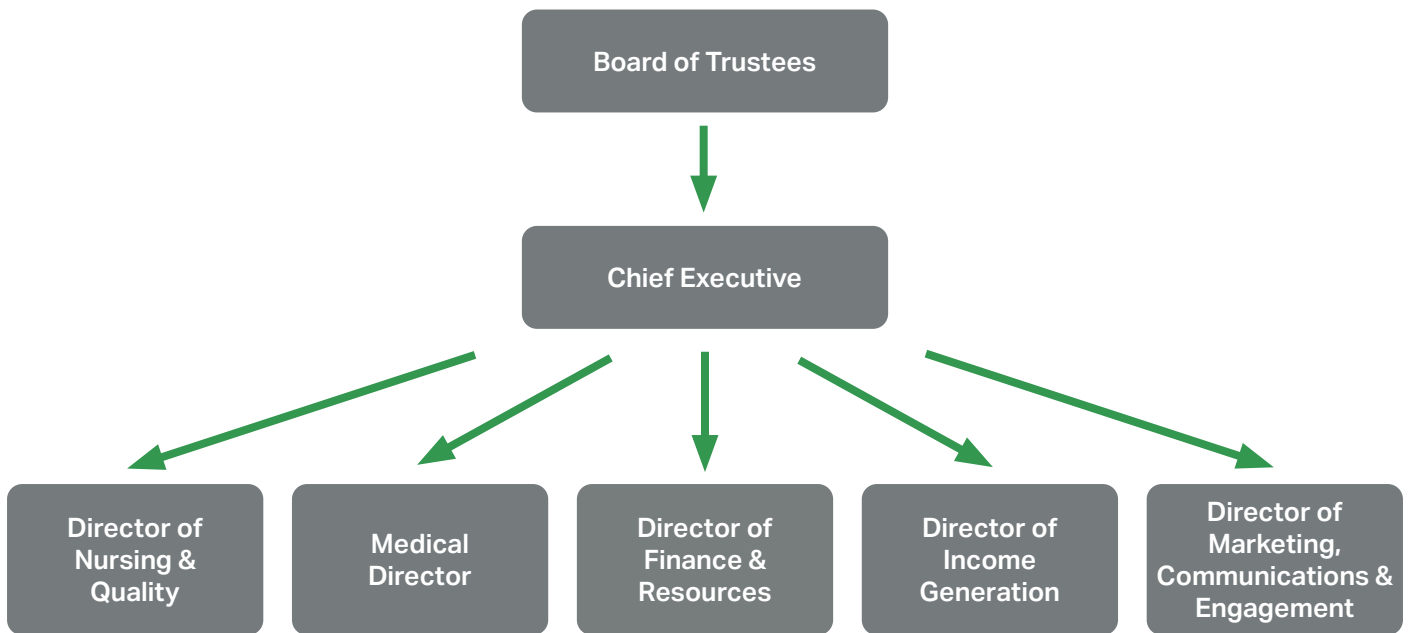


Our People

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.





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 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 Community 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...





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. 		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. You will be entitled to claim out of pocket expenses (mileage and parking) in accordance with our policy.

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.





St John's
Hospice

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