



# Begin your journey here

Registered Nurse  
Recruitment Pack



# Welcome from our Director of Nursing and Care.

Thank you for your interest in working with Pilgrims Hospices.

Our mission to provide open, compassionate and expertise for patients and their families.

We deliver this by ensuring the highest quality care across our three inpatient units, community teams and therapy and psychosocial settings. Nursing at Pilgrims is an exciting and challenging opportunity as we provide end of life care to patients with complex medical needs and our registered general nurses are at the forefront of delivering this vital service.

Pilgrims Hospices provides a range of development opportunities and there are opportunities to develop both professionally and personally with Pilgrims Hospices. Many of our palliative specialist nurses, Ward Sisters and advanced clinical practitioners started their careers with Pilgrims as a band 5 registered nurse on our patient units.

Working for Pilgrims and contributing to our mission is a truly satisfying experience and I thank you again for your interest in wanting to join us on this journey.

**Wendy Hills**  
Director of Nursing and Care Services



## Who we are and what we offer

### Our Vision

At Pilgrims Hospices we have a simple Vision:

“ of a community where people with a life limiting illness and their family and friends are supported and empowered to live well in mind and body until the very last moment of their life. ”



# Who we are and what we offer

## Our Mission

**Our Mission is to make a difference in the lives of individuals in east Kent who are facing the last year of life.**

To do this, we:

- Provide open, compassionate care and expertise for patients and their families; both in the community and in our in-patient units. We will continue this support for families through their bereavement.
- Inform, educate and enable patients and their families so they can make informed choices and participate in planning their own care.
- Form strategic partnerships throughout our community; sharing our research, knowledge and expertise to enable others to play their part in supporting families where and when they need it.

## Our Values

**To achieve our Vision, we have a shared set of values and behaviours that will enable us to be the people and the charity that patients and their loved ones need us to be.**

They form our 'CODE' which guides us in our daily working and decision making.

### Compassionate

We treat everyone with compassion and care.

### Open

We communicate openly, honestly and effectively.

### Dynamic

We are dynamic, improving and developing our services.

### Empowered

We empower people to achieve their outcomes.



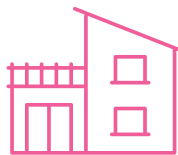
“ Come and work in an environment that will challenge you daily but one that will provide you with a great sense of purpose and belonging. Working in hospice care is rewarding and a privilege; come and find out how you can make a difference. ”

# Introducing the Nursing department

Pilgrims Hospices serves a population of approximately **750,000** providing adult palliative care services across East Kent.

 The charity employs around **350** people and is supported by over **1,500** volunteers.

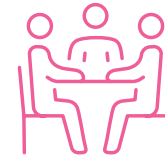
## Pilgrims provides support through a number of services:



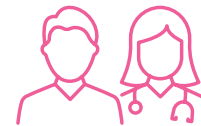
**Inpatient Units.** Pilgrims Hospices operate three in-patient units in Ashford, Canterbury, and Thanet. At each site, specialist palliative care is provided through a holistic process of medical and therapeutic intervention; this includes management of physical pain and symptoms, alongside nurturing patients' mental and emotional wellbeing. The aim is to meet the needs of the individual patient and their family, whilst aspiring to provide a homely, welcoming environment where patients feel safe, comfortable and well cared for.

Pilgrims support patients with a variety of complex physical and psychological symptoms, at many different stages of their illness, offering dynamic solutions for their care via a deeply empathic approach. There is also the opportunity to build new skills, such as Advanced Communication through formal training,

which empowers clinical professionals to develop effective communication with patients and supports the delivery of high-quality symptom control and end-of-life care.



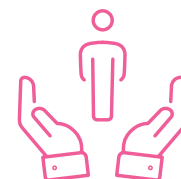
**Community Services.** Pilgrims' dedicated community teams provide Specialist palliative care assessment and advice for patients in community settings, whether in their own home, care home, or through outpatient appointments on site, via telephone or virtually. Support is also available 24 hours per day, 365 days per year through a dedicated advice line.



**Therapy & Wellbeing.** A multi-disciplinary team including Wellbeing Practitioners, Physio and Occupational Therapists provide therapies and wellbeing support for patients through Pilgrims Therapy Centres, as well as through home visits, provision of gym services, and specialist assessment. Therapies input is intended to ensure patients have access to the support they need to enjoy the highest possible quality of life, living as well and as comfortably as possible.



**Hospice at Home.** Hospice at Home provides dedicated domiciliary care for patients in the last days and hours of life. The team provide up to three visits per day, providing personal care and supporting patients to remain in their preferred place of care.



**Psychosocial and Bereavement Care.** Social Workers, Counsellors and Spiritual Care professionals work to provide holistic, person-centred care to patients, addressing their psychosocial needs. Counselling team also provide bereavement support to anyone across east Kent through the Stepping Stones Bereavement Services.

# Summary of the role

We are looking for registered nurses with the skills needed to provide specialist palliative care that encompasses patient choice, whilst providing direct personal, emotional and psychological care across a range of symptoms.

You will be responsible for assessing, planning and implementing individualised and effective patient care and evaluating the outcome. You will work at a strong with a multi-disciplinary team internally and externally, with a high nurse to patient ratio to ensure the best possible experience for patients on the ward and on discharge. You will be given time to develop your professional skills as well as support to gain knowledge and expertise in palliative care.

## The Candidate

To be successful in this role you must be a registered adult nurse with an interest and enthusiasm for palliative care.

As our wards operate on a rota basis you will need a flexible approach to working hours, including ability to work nights and on weekends. Our nurses must have excellent communication skills with a clear and empathetic approach to speaking patients and their families.

## Key Responsibilities

Our registered nurses deliver a complex and fulfilling role summarised as:

- Assess, plan and deliver individual patients' holistic care plans, coordinating with other clinical disciplines to provide the best possible service to the patient and their family.
- Manage clinical emergencies specifically related to palliative care through swift recognition and taking action...
- To share responsibility for the ward, delegating work and supervising training and untrained staff as needed.
- Maintain continuity of patient care through professional communication and effective and safe use of EMIS, our electronic patient management system.
- Expedite successful discharge where appropriate and put in place good quality planning for patients' needs.
- Provide sensitive and empathetic emotional and psychological support for patients and carers during the delivery of bad news, of terminal care and during and after the event of death.
- Maintain safe and effective drug administration.
- Promote a high level of consistent nursing care by participating in the development and implementation of clinical policies and protocols.
- Maintain and develop knowledge and skills, through continued professional development set out within the performance management process and underpinned by the clinical competency framework.
- Support the development of others through formal training and coaching.

“ A highly skilled team of professionals who work closely together in a friendly and relaxed environment, thus enables us as a team to provide patients our full attention resulting in patient and staff satisfaction. ”

# Benefits Summary

Pilgrims Hospices is a great place to work, develop a career and feel engaged by delivering a role that makes a real difference in the East Kent communities we work in.

To help candidates make an informed choice when considering employment with us, we have summarised below our main benefits, and some of the smaller perks of working with us.



## Salary

The salary for this role is benchmarked to NHS rates. We offer incremental increases through pay step progression, based on the length of service within each pay band and we recognise relevant experience already served within other organisations.



## Occupational Pension Scheme

We operate a defined contribution group pension scheme and make and employers contribution equivalent of 6% of gross pay into this scheme alongside and employee contribution equivalent of a 2% from your pay, or If you are a member of the NHS Pension Scheme and have contributed in the 12 months prior to commencement of employment, you are eligible to continue contributing to the NHS Pension Scheme. You will receive an employer's contribution of 20.6% of gross pay, alongside your employee contribution (rate dependant on hours and salary level).



## Enhancements

Unsociable hours worked are remunerated with the following enhancements:

### For Bands 2 and 3

- +33% for hours worked between 8pm and 6am or on Saturdays
- +66% for hours worked on Sundays or public holidays

### For Bands 4 to 8

- +30% for hours worked between 8pm and 6am or on Saturdays
- +60% for hours worked on Sundays or public holidays



## Overtime

For roles providing direct clinical care on our inpatient units, any additional hours worked are paid at a rate of +50% (time and a half).



## Enhanced Maternity Pay

Pregnant employees who have worked for Pilgrims Hospices at least 12 months at the 15th week before the expected week of childbirth, will be entitled to: 6 weeks' full pay, 20 weeks of half pay and 13 weeks at Statutory Maternity Pay.

\*The 26 weeks of Enhanced Maternity Pay is inclusive of SMP



## Other Benefits

- Special Leave
- Training opportunities, supported by Study Leave
- Free tea / coffee for staff
- Free parking on site
- Subsidised meals (meals available from £1.65).



## Occupational Sick Pay

Once a member of staff has been employed for 6 months, they are entitled to occupational sick pay at the follow rates:

| Length of Service | Full Pay | Half Pay |
|-------------------|----------|----------|
| 0 – 12 months     | 2 weeks  | 2 weeks  |
| Over 1 year       | 4 weeks  | 4 weeks  |
| Over 2 years      | 8 weeks  | 8 weeks  |
| Over 3 years      | 12 weeks | 12 weeks |



## Paid Holiday

6.8 weeks per year, inclusive of public holidays.



“ I was inspired to work within the hospice after caring for relatives, I wish to develop my carer further in the future. I enjoy working at pilgrims because I feel I make a difference even if it is just to make a patient smile. The Hospice has a great team of staff who all work together hard to provide the top quality of care for our patients. I would recommend working in the hospice if you enjoy caring for others and like making a difference. ”

## How to apply

If you are interested in applying for this role please find the full job description and a link to complete an application form here:

[www.pilgrimshospices.org/jobs](http://www.pilgrimshospices.org/jobs)



You can also scan the QR code opposite to visit the website

Please note that due to our close relationship with the NHS, you will be redirected to NHSJobs portal to submit your application.

This vacancy will close on **XX February 2023** and interviews for successful candidates will be held on **XX February 2023**.



Find out more about  
our work and other ways  
you can support us.

**Call:** 01233 504 133

**Email:** [wellbeing@pilgrimshospices.org](mailto:wellbeing@pilgrimshospices.org)

**Visit:** [www.pilgrimshospices.org](http://www.pilgrimshospices.org)  [pilgrimshospices](https://www.facebook.com/pilgrimshospices)  [@PilgrimsHospice](https://twitter.com/PilgrimsHospice)

**Our hospices:**

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Kent CT2 8JA

Hythe Road, Willesborough,  
Ashford, Kent TN24 0NE

Ramsgate Road, Margate,  
Kent CT9 4AD