

Hospice Matron

Acorns Children's Hospice Trust



Welcome

Thank you for your interest in becoming a Matron at Acorns Children's Hospice.

I can think of no better cause and organisation for a committed and dynamic professional to support than this one.

Acorns is an exceptional charity and fully deserves the fine reputation and support we have enjoyed over the past 35 years.

The Matrons at Acorns are dedicated leaders with a passion for delivering outstanding care.

Their clinical expertise and compassionate approach makes a meaningful difference every day to those who need it most.

Our Matrons play a pivotal role in overseeing the day-to-day clinical care provided within our hospices, leading dedicated, highly-specialist teams to deliver excellence.

The person fulfilling this role will be instrumental in ensuring a family's experience with us has a positive impact on their lives. They will change lives, inspire others and help Acorns set even greater standards for children's palliative care.

Please read through this document to learn more about Acorns.

Trevor Johnson
Chief Executive Officer



About Acorns Children's Hospice

Background information

Established in 1988, Acorns Children's Hospice Trust is a registered charity, based in Birmingham. We offer our children's hospice service across the West Midlands and Gloucestershire. Acorns owns and operates three state-of-the-art children's hospices, in Birmingham, Walsall and Worcester.

We care for babies, children and young people up to 18 years and support their families. Our teams provide care services for the life limited or life threatened children across our region who meet our

referral criteria. Many of the children and young people that we help are not expected to reach adulthood and require specialist care 24 hours a day, seven days a week.

To deliver our care, Acorns relies on the goodwill and support of our local community. We are the UK's largest children's hospice charity, both in terms of numbers of children and families supported, and in how much we spend on our care annually.

Further information

Please visit acorns.org.uk to find out more about the wide range of care and support services we provide, the excellent facilities in our hospices, our shops and volunteers, and our focus on safeguarding and diversity.



[View our strategic plan](#)



[Watch a short video about Acorns](#)

Our vision

Every baby, child and young person living in our region who is life limited or life threatened and their families should receive the specialist care and support they need.

Our mission

To provide a range of holistic, specialist, palliative care services to babies, children, young people and their families across our region. We will deliver these services in partnership with others wherever possible, while championing the cause of children's palliative care.

Our values



Caring

We are passionate about getting it right, actively responding to individual needs to deliver the highest quality of care and service.



Committed

We are determined to achieve our goals and take accountability for our results.



Trusted

We build effective relationships based upon trust by consistently being open, honest and transparent, delivering what we commit to.



Collaborative

We actively work together with colleagues and build external partnerships that help us deliver our mission.



Courageous

We are brave in challenging the status quo, embracing difference and change.



Curious

We are inquisitive and empathetic, putting ourselves in the position of others. We seek to understand the why, exploring different ways to succeed.

Facts and figures

Our care work

- > We are usually supporting between 700 and 800 children at any one time, and almost 1,000 families, including those who are bereaved.
- > 39% of the children and families at Acorns are from Black and Asian minority ethnic backgrounds.
- > Our key ambition in our 'For Any Child' strategy is to reach more children and families in the West Midlands who meet our eligibility criteria.

Acorns provides support to children and families through seven different services. While these are set out individually, it is of course common for a child and family to access many or all of these different services during the time of their overall relationship with us at Acorns.

- > End-of-life and after death care
- > Outreach
- > Rehabilitative respite stays
- > Therapeutic services
- > Symptom management
- > Commissioned beds
- > Specialist family support

Acorns aims to provide a holistic service designed and delivered in response to individual needs with a package of care tailored for each child and family which includes their medical, emotional, cultural, religious and spiritual needs. This package is provided in our hospices and in the wider community, including a family's home.



[Find out what it's like to be a nurse at Acorns](#)



[Watch a tour of Acorns for the Three Counties](#)



Our hospices

- > Acorns owns and operates three children's hospices:
 - > Acorns in Birmingham (located in Selly Oak) opened in 1988
 - > Acorns in the Black Country (located in Walsall) opened in 1999
 - > Acorns for the Three Counties (located in Worcester) opened in 2005
- > The hospices are purpose built with specially decorated bedrooms designed to be a homely environment to help children enjoy their stay and make the most of every day.
- > On site hospice facilities include hydrotherapy pools and spas, multi sensory rooms, complementary therapies, play and activity areas with up-to-date IT equipment and landscaped gardens.
- > Special adolescent wings ensure privacy and a managed level of independence for older children.
- > Separate on-site accommodation for families allows them to stay with their child if they wish.
- > The hospices have 'special bedrooms' in a separate area within the building where children can stay after they have died until their funeral.
- > From our hospice base we also support children and families in their homes through our outreach and family support services.

Our voice and our audience

- > We have a wonderful group of Young Ambassadors and Parent Carer Champions at Acorns, who kindly volunteer to talk about the charity to our partners and supporters, and local media. We aim to provide the platform for these ambassadors to be the primary spokespeople for our charity.
- > We are also fortunate to have a wonderful group of Patrons, Vice-Presidents, and other supporters to spread awareness of and raise funds for our care work.
- > We aim to generate consistent media coverage, with an average potential audience reach of more than 200 million, obtained by regular, in-depth coverage of our stories on local television, radio and newspapers.
- > We have a growing social media presence with a combined social media following of over 56,000. We currently have over 9,000 users actively engaging with [our website](#) every month and we are currently committed to refreshing this every few years.

Our people

- > Acorns employs around 330 dedicated colleagues in positions ranging from our clinical nursing teams to retail shop managers, marketing and communications specialists and fundraising teams, alongside support functions such as ICT, Finance, Data Services, HR and Facilities and Estates.
- > Our teams work across our three hospices, our shops and in our Acorns central teams.
- > Acorns has over 1,600 active volunteers who work in all areas of the organisation.



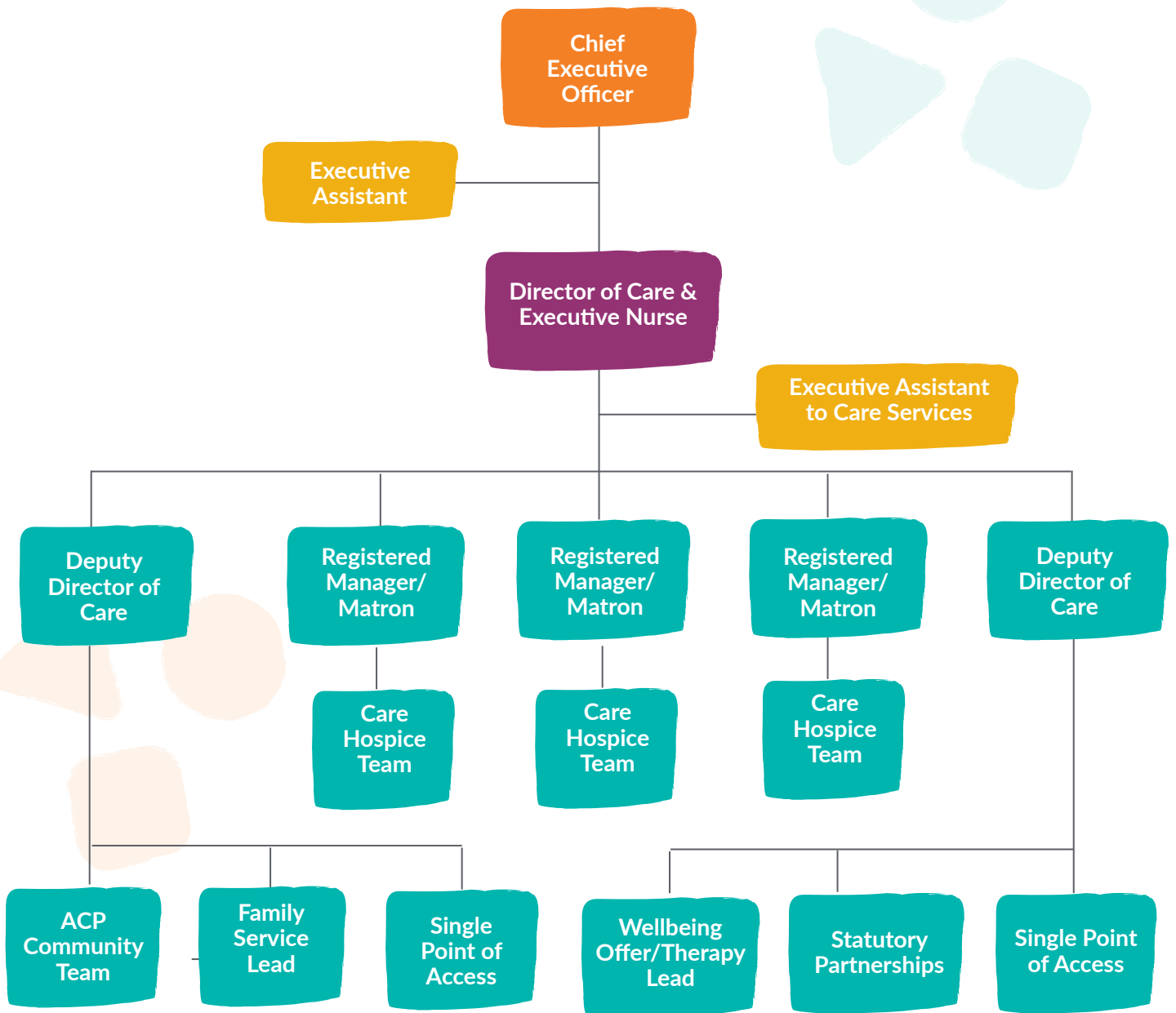


Supporter engagement*


- > It costs around £13 million a year to run care services in Acorns three hospices and the wider community, providing care for the child and support for families.
- > Partnerships with NHS England, Integrated Care Boards (ICBs) and other statutory bodies contribute around one third (29%) of the total funds we raise.
- > Voluntary fundraising contributes over two thirds (67%) of the funds we raise (this figure includes income from Individual Giving, Events, Community Fundraising, Major Donors and Trusts, Corporate Partnerships, Lotteries, Joint Ventures & Legacies, as well as the profits from our network of 45 charity shops).
- > Our last set of audited accounts showed that 82p in every £1 we spent went on charitable activities (i.e. care services).
- > Acorns participates in two lotteries: [TLC Lottery](#) in Birmingham and the [Hospices Lottery](#) in Worcestershire.
- > Acorns is part of [Childlife](#), a fundraising partnership between four charities working with children, young people and their families throughout the UK.

* Figures from April 2023 - March 2024


Executive organisation structure



Role description



Role title:	Matron
Responsible to:	Director of Care
Location:	Acorns in Birmingham Hospice, 103 Oak Tree Lane, Selly Oak Birmingham, B29 6HZ
Salary:	£53,000 to £58,000 per annum
Allowances:	Car allowance of £4,704 per annum
Notice:	12 weeks
Hours:	37.5 hours per week.
Work plan:	Predominantly Monday - Friday, 8am - 6pm. Occasional nights and weekends may be required to meet the needs of the service. On call rota 1 in 6, approx.
Holidays:	262.5 hours (35 days) per annum
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme
Life assurance:	NHS Pension Scheme Life Assurance cover or Acorns Group Life Assurance Scheme

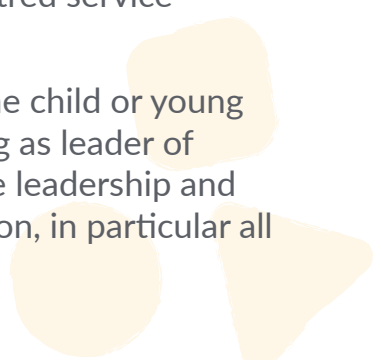


Job purpose

This is a key leadership role within Acorns, operating as part of the care leadership team and enabling the Director of Care to fulfil their role in leading high-quality services that deliver the best outcomes for children and young people across Acorns Children's Hospice. As registered manager they will ensure CQC compliance, supported by the Director of Care as Responsible individual.

The Matron reports to the Director of Care and provides leadership, operational management and strategic direction of the service area in line with the strategy. They will lead services that deliver high quality outcomes against best practice standards and demonstrate value for money. They will promote a culture of openness and transparency whilst enabling their teams to engage in person centred service developments through hospice initiatives.

The Matron is an integral part of service transformation which puts the child or young person at the centre of everything we do. Key roles will include acting as leader of change and role model within the clinical area and provide high profile leadership and management support for staff in the hospice and the wider organisation, in particular all departments where children and young people access our services.



Main duties

Inclusive leadership, professional standards and accountability

- Responsible for the operational, professional and resource management of the hospice
- Undertake regular clinical activities to maintain their professional competence and clinical credibility within their field
- Exercise professional accountability as guided by their Professional registration.
- Provide professional and clinical leadership as required to all care staff within the agreed clinical area
- Foster a multi-disciplinary patient centred approach to care delivery, taking into account cultural and language differences
- Be responsible for monitoring standards of care and practice within the clinical area by identifying, initiating and developing evidence-based care initiatives
- Taking a leading role in audit and effectiveness ensuring that relevant aspects of care are audited and action plans are developed and evaluated to ensure any required action is taken
- To ensure adequate staff cover for the clinical area
- Ensure that the hospice has an appropriate learning environment which meets the needs of learners to be taught, supervised and assessed appropriately
- Identify areas where the scope for clinical practice can be developed and work with others to achieve this
- Participate in the clinical governance meetings ensuring that risks are identified reported and acted upon
- Work closely and in partnership with all colleagues across Acorns to ensure the care of children and young people is provided based on current research and national guidance
- Act as a professional resource for universities across the West Midlands supporting the implementation of evidence-based practice and service developments for children and young people's healthcare needs
- Work closely with the Lead Practice Educator to identify the relevant skills and knowledge gaps in the work force ensure these are addressed
- Contribute where appropriate to the training and development of all colleagues involved in the care of children within the agreed clinical area
- Actively participate in training and development programmes in order to meet CPD requirements and update your own clinical practice

- In order to maintain effective registration with the NMC or relevant professional body you must adhere to the Council's requirements for Revalidation
- You must proactively manage all aspects of Revalidation requirements including keeping an up to date portfolio and proactively seeking out opportunities for reflection, continuing education and professional growth.

Collaborative working and clinical effectiveness

- Ensure workforce engagement through collaborative working across departments throughout Acorns
- Consistently role model the required behaviours for your role, as defined in Acorns Behaviour Framework
- Work collaboratively with the Acorns Medical Director and GP's and local community care teams ensuring equitable access for children including those who need symptom management or end of life care
- Ensure safe medicines management including effective use of controlled drugs, in conjunction with the Control Drugs Accountable Officer
- Collaborate with the hospice facilities manager to ensure systems are in place to ensure a warm welcoming, safe environment that meets both statutory health and safety requirements and professional practice for children, families, employees, volunteers and visitors
- Actively promote employee engagement through collaboratively working with all levels of the organisation encouraging team members to participate in Team meetings, Town Hall events and workforce engagement surveys
- Ensure teams work collaboratively with both volunteers and employees across all Acorns sites.

Service improvement and transformation

- In collaboration with the Senior Care Leadership team demonstrate a curious and courageous approach to deliver service improvement and transformation
- Implement quality improvement methods to deliver continuous improvement locally.

Registered Manager

- As registered manager you are responsible for the day-to-day management of the hospice
- Responsible that the service meets all legal and regulatory requirements, and that the hospice provides quality care for the children and families requiring hospice care.

Other duties

- To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support
- To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- To actively participate in a performance and development review process and any training and development identified to further enhance your role with Acorns.
- Promote a coaching and continuous improvement culture.
- To carry out any other reasonable duty as requested by the Senior Care Leadership team

All terms and conditions will be detailed in writing together with Employee/Health & Safety handbook, which must be read and observed.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.



Personal specification

Qualifications	<p>Essential</p> <ul style="list-style-type: none"> ➤ Registered Nurse/AHP/Paramedic ➤ Recognised management/ leadership qualification or equivalent experience ➤ Non-medical prescriber (or willing to undertake) <p>Desirable</p> <ul style="list-style-type: none"> ➤ Educated to degree level ➤ Palliative care qualification
Experience	<p>Essential</p> <ul style="list-style-type: none"> ➤ Experience of managing a clinical team. ➤ Experience of supporting families who have experienced loss or bereavement. ➤ Up to date knowledge of safeguarding ➤ Evidence of service delivery in multi-cultural environment <p>Desirable</p> <ul style="list-style-type: none"> ➤ Experience of paediatric palliative care. ➤ Experience of the voluntary sector. ➤ Experience of working with children with special needs or disability and their families. ➤ Experience of 24 hour on call. ➤ Family-centred work. ➤ Knowledge of the requirements of the Care Quality Commission, HSE and other regulatory bodies.
Operational decision making	<p>Essential</p> <ul style="list-style-type: none"> ➤ Ability to maintain boundaries. ➤ Excellent written and verbal communications. ➤ Extensive experience of managing people and resources. ➤ Digitally competent. ➤ Working in a targeted environment. ➤ Good assessment skills. Holistic approach. ➤ Ability to take responsibility for setting standards.
Team leading	<p>Essential</p> <ul style="list-style-type: none"> ➤ Extensive experience of leading a nursing team and multi-disciplinary support team. ➤ Proven team management skills. ➤ Ability to work under pressure/tolerate stress within themselves and others. <p>Desirable</p> <ul style="list-style-type: none"> ➤ Coaching and mentoring skills. ➤ Presentation and facilitation skills.
Organisational awareness	<p>Essential</p> <ul style="list-style-type: none"> ➤ Excellent interpersonal skills. ➤ Ability to work collaboratively and contribute at senior level to operational and strategic development of care services across the organisation. ➤ Ability to build good internal and external relationships. <p>Desirable</p> <ul style="list-style-type: none"> ➤ Multi-disciplinary project work.

Personal specification

Flexibility	<p>Essential</p> <ul style="list-style-type: none">> Flexible and used to being accountable.> Willingness to learn new skills.> Excellent administrative and organisational skills.> Prioritise own workload and work to deadlines.> Ability to travel independently to attend meetings. <p>Desirable</p> <ul style="list-style-type: none">> Evidence of Continuing Professional Development.> Valid driving license.
Behaviours	<p>Essential</p> <ul style="list-style-type: none">> Will challenge the status quo.> Positive, enthusiastic approach & can-do attitude.> Curious, always seeking to understand and improve the experience of children and families.> Open to change and continuous improvement.> Harness an innovative mindset and demonstrate a passion for continual development.> Commitment to the Acorns strategy & its success.



How to apply

Closing date for applications: Thursday 31st October 2024

Please apply directly through [Acorns careers site](#).

Once your application is submitted our Talent Acquisition team will be in touch with you, in due course, to take you through the next steps and for you to ask any questions you may have about the role or Acorns.

This is a two-stage interview process. It is anticipated **initial interviews will take place on Monday 18th November**, followed by a **second panel interview with trustees on Monday 25th November**.

We really look forward to hearing from you and thank you for your interest in this role and Acorns Children's Hospice.

For detailed information on how we process your personal data, please review our [privacy policy](#) on our website.

In line with GDPR, we ask that you do NOT send us any information that can identify children or any of your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, data concerning health or sex life or sexual orientation, genetic and/or biometric data) in your CV and application documentation.

Following this notice, any inclusion of your Sensitive Personal Data in your CV/application documentation will be understood by us as your express consent to process this information going forward. Please also remember to not mention anyone's information or details (e.g. referees) who have not previously agreed to their inclusion.

If you have any queries or would like more information in regard to this document, please contact our talent acquisition team: recruitment@acorns.org.uk

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