

Job Description



Job Title:	Associate Director of Care
Responsible to:	Executive Nurse Director of Care
Accountable to:	Executive Nurse Director of Care

About Us:

We are an organisation who are determined to ensure that children across our region get the vital care they need and to support families in ways that meet their needs best. Where our vision is to provide outstanding specialist care to every child and their family who needs us now and in the future.

Job Purpose:

The role of the Associate Director of Care will:

- > Function as senior leader within the organisation. Deputising for the Executive Nurse/Director of Care and other senior colleagues as required. Acting at any time with compassion, maturity and sensitivity.
- > Support the Executive and wider Strategic Development Team in driving long-term vision, innovation, and sustainability of Acorns Children's Hospice.
- > Work alongside the Executive Nurse/Director of Care focusing on sustaining strategic planning, partnership development and service transformation to ensure the hospice continues to meet the evolving needs of children with life-limiting conditions and their families.
- > Be inspirational passionate and forward thinking and drive our purpose to positively impact children with short lives.
- > Be motivated to lead, manage, develop and transform care services. Committed to individualised palliative care and delivery of that care to the highest possible standard.
- > Be a visible and accessible leader who motivates and inspires through advocacy and compassionate strategic leadership.

Key Responsibilities

Strategic Leadership

- > Support the development and implementation of the hospice's strategic plan in alignment with its purpose vision and values
 - > Identify emerging trends in paediatric palliative care and translate them into actionable strategies
 - > Lead service transformation and innovation projects.
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Innovation & Service Transformation

- > Champion innovation in care delivery, digital transformation, and family support services.
- > Oversee strategic projects that enhance service reach, quality, and impact.



Organisational Growth & Sustainability

- > Support income generation strategies, including fundraising, grants, and social enterprise initiatives.
- > Contribute to business development and diversification of funding streams.
- > Responsible for budget management ensuring financial sustainability

Stakeholder Engagement

- > Build and maintain relationships with families, staff, regional and national partners, and funders.
- > Represent the hospice in external forums and networks.

Innovation & Development

- > Identify and implement service improvements.
- > Identify digital transformation to improve care delivery and data-driven decision-making.

Governance & Performance

- > Work closely with the Strategic Development Group and Executive Team to ensure strategic goals are met.
- > Monitor key performance indicators and report on strategic project outcomes, for Care Assurance Committee
- > Line management responsibility for Heads of Care

Infection Prevention and Control

All Employees and Volunteers of Acorns will be expected to follow all infection prevention and control policies and procedures to ensure a safe and healthy environment. This includes maintaining best hygiene practices, using personal protective equipment (PPE) as required, and adhering to safety protocols to minimise the risk of infection. It everybody's responsibility to promote a clean and safe environment for staff, children, young people and their families.

Health and Safety

All Employees and Volunteers of Acorns are required to comply with all health and safety policies and procedures in accordance with the Health and Safety at Work Act 1974. This includes taking reasonable care of their own health and safety, as well as that of others who may be affected by their actions. The role involves using personal protective equipment (PPE) when necessary, following established safety protocols, reporting hazards or unsafe conditions, and participating in health and safety training. All Employees and Volunteers of Acorns must actively contribute to maintaining a safe and healthy environment and cooperate with the employer to ensure compliance with relevant health and safety legislation.

Environmental sustainability

All Employees and Volunteers of Acorns are required to support in minimising environmental impact wherever possible, including recycling, switching off lights, computers, monitors and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and



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minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

Safeguarding

Acorns is committed to safeguarding and promoting the welfare of children and adults and expects all staff and volunteers to share this commitment. It is the responsibility of all staff to always safeguard and protect children and adults at risk, staff must report any concerns as per safeguarding policies and procedures which are available on Acorns internal systems. Every staff member must undertake regular mandatory safeguarding training at a level relevant to their role.

Data Protection and Confidentiality

All Employees and Volunteers of Acorns are required to comply with all relevant data protection laws, including the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). This includes ensuring the confidentiality, integrity, and security of personal and sensitive information. All Employees and Volunteers of Acorns must handle all data in accordance with organisational policies and procedures, ensuring it is only used for its intended purpose and is not disclosed to unauthorised individuals. The role may involve safeguarding personal data, reporting any data breaches, and always maintaining strict confidentiality to protect both individuals' privacy and the organisation's legal obligations.

Equality, Inclusivity and Diversity

All Employees and Volunteers of Acorns are required to promote and uphold the principles of equality, inclusivity, and diversity in all aspects of their work. This includes ensuring that all individuals are treated with respect and fairness, regardless of their race, gender, age, disability, sexual orientation, religion, or any other characteristic protected by law. All Employees and Volunteers of Acorns must comply with relevant legislation, including the Equality Act 2010, and contribute to creating an inclusive environment that values diverse perspectives. The role involves actively challenging discrimination and bias and supporting the organisation's commitment to providing equal opportunities for all.

CQC Regulatory Body

Acorns is regulated by Care Quality Commission (CQC). All Employees and Volunteers of Acorns support with and influence the compliance with the Care Quality Commission (CQC) regulations and support the organisation in maintaining high standards of care and service delivery. This includes an awareness and knowledge of the Key Lines of Enquiry (KLOEs). All Employees and Volunteers of Acorns will work closely with senior management to ensure that the service is meeting the CQC's five key domains: Safe, Effective, Caring, Responsive, and Well-led, while promoting continuous improvement and high-quality care for all children, young people and families.

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
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- > To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- > To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
- > Promote a coaching culture within Acorns and provide coaching expertise as a resource across the organisation.
- > To carry out any other reasonable duty as requested by your line manager.

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.

Person Specification: Associate Director of Care

	Essential	Desirable
Qualifications	> Registered Nurse/AHP > Evidence of Continuing Professional Development. > Educated to degree level or equivalent	> Relevant postgraduate qualification (e.g., MBA, MPH, MSc in Healthcare Leadership)
Experience	> Proven strategic and transformational leadership experience in healthcare, social care or non-profit sector > Strong grasp of strategic frameworks > Strong understanding of paediatric palliative care or related services	> Experience in fundraising, public relations or policy advocacy
Skills and Ability	> Ability to take responsibility for setting standards. > Digitally competent. > Excellent written and verbal communications > Proven team management skills. > Excellent interpersonal skills. > Ability to work collaboratively and contribute at senior level to operational and strategic development of care services across the organisation. > Excellent stakeholder engagement and influencing skills > Strong analytical and project management capabilities > Passion for improving the lives of children and families	
Other	> Ability to maintain professional boundaries. > Ability to work under pressure/tolerate stress within themselves and others. > Flexible and used to being accountable. > Willingness to learn new skills. > Excellent organisational skills. > Prioritise own workload and work to deadlines. > Ability to travel independently to attend meetings.	
Behaviours	> Build collaborative relationships across the organisation, creating a culture of cross function working. > Take responsibility to remove barriers and obstacles that cause frustration or hinder success. > Ensures team and function(s) have clear sight of performance at all times, focusing others on achievement, effectiveness and efficiency. > A role model by consistently communicating in a way that is easy to understand, being open and transparent with positive and constructive feedback. > Sets the vision for others to follow, ensuring they take them with them on the journey, demonstrating personal integrity. > Engineer a culture of belonging, engaging teams by consistently recognising a job well done so everyone can be proud of their achievements. > Show exceptional pace of execution, being upbeat, energetic and resilient. > Use imagination and take appropriate risks to support change and foster a culture where others willingly follow. > Engage and enthuse others in new ways of working by using own knowledge to innovate and find ground-breaking approaches to deliver value to the organisation. > Be constantly curious demonstrating interest by asking questions to fully understand the organisation and its challenges.	

Terms and Conditions of Employment

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Job Title:	Associate Director of Care
Responsible To:	Executive Nurse Director of Care
Accountable To:	Executive Nurse Director of Care
Location:	Hybrid model with hospice base nearest to home location (Walsall, Worcester or Birmingham)
Salary:	£73,000-£83,000 per annum
Allowances:	Car allowance £3,192 per annum
Notice:	12 weeks
Hours:	37.5 hours per week
Holidays:	27 days plus statutory bank holidays
Pension:	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme)
Life Assurance:	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.