



Social Care Trustee

RECRUITMENT BRIEF 2019



Dear Applicant,

Noah's Ark Children's Hospice Application Pack

Thank you for your interest in Noah's Ark Children's Hospice.

In this application pack, you will find the Candidate Recruitment Brief which consist of the following information:

- About Noah's Ark
- Our Care Model and Relationships with Families
- Building the ARK
- Hospice Build Update
- Trustee Board Structure
- Board and Sub Committees
- Application Process
- Job Description and Person Specification

We encourage you to visit our website for further useful information and hope that you will find it easy to apply for this vacancy and we look forward to receiving your application. However, if you do have any queries about submitting your application, please contact the HR Team by email to DTurnbull@noahsarkhospice.org.uk or by telephone on 020 8449 8877.

Please note that due to our limited resources, we are unable to provide feedback to candidates who are not invited to interview.

If you would like a confidential discussion about this role or for further enquiries please contact:
Derek Turnbull, Assistant HR Director via email at DTurnbull@noahsarkhospice.org.uk

Yours sincerely

Human Resources Team

Candidate Brief

Brief for the position of

Social Care Trustee

Noah's Ark Children's Hospice

April 2019



ABOUT NOAH'S ARK CHILDREN'S HOSPICE

What we do

Noah's Ark Children's Hospice is a community based hospice service providing support for children and young people with life-limiting or life-threatening conditions and their families in Central and North London. Our mission is:

- To provide care and support for children and young people from birth who have a life-limiting or life-threatening condition. Our aim is to enable them to live full lives and to achieve their aspirations;
- To ensure that families are able to live life as fully as possible whilst their child is still alive and go on to face the future with hope after bereavement.

Our story

Noah's Ark Children's Hospice is a community based hospice service providing support for children and young people with life-limiting or life-threatening conditions and their families in the Central and North London boroughs of Barnet, Camden, Enfield, Haringey, Islington and Hertsmere.

The children we work with have a range of conditions and often have very complex needs. Our services aim to help the children, their siblings and parents make the most of the time they have together, and we continue to support the families after bereavement.

We have built a unique model of care over the years. Working with over 300 families, we have acquired a deep understanding of families' needs. We understand the significance of holistic care, addressing emotional, clinical, social and practical issues, and we tailor our approach to the individual requirements of our families.

We have built a pioneering volunteer programme. In 2008, Noah's Ark was the first children's hospice to establish a community volunteering project. Our volunteers make a real impact at home, events, and across the charity.

In our early days, we were founded as a 'hospice at home' service. We had identified an immediate need, and recognised families' preference for hospice services at home. This worked for our families and it is still working for them, but we are now looking to the future. While we will always provide hospice services at home, we are now also committed to offering end-of-life care in a hospice setting. In January 2015, we laid the foundations to our Environmental Centre, which forms part of the hospice site. Our award-winning new hospice building will be completed this Spring, situated in a 7.5 acre nature reserve, but only 30 minutes from central London.

Our Care

Making every precious moment count

We are committed to providing high quality care and are regulated by the Care Quality Commission. The Registered Manager is currently Julie Quinn, Director of Care, and the Responsible individual is Mark Watkins, Chief Executive.

Noah's Ark Children's Hospice provides vital community hospice services to babies, children and young people with life-limiting and life-threatening conditions under the age of 19 and their families in north London.

Every parent wants the best for their child. Meeting a child's needs can be a challenge at the best of times, but for the parents of a seriously ill child, that challenge is even greater. We know that a child with a life-limiting or life-threatening condition often requires 24/7 care; many are in and out of

hospital, and for some families, simply getting out of the house can prove an overwhelming task. Noah's Ark is here to help families.

NOAH'S ARK MODEL OF CARE & RELATIONSHIPS WITH FAMILIES:

- Enabling
- Holistic, not focused entirely on health
- Considering Strengths rather than Deficits
- Providing more care for more people with fewer resources
- Promoting resilience

Every family's start point is a holistic assessment of need, during which we ask them to articulate 3 family reported outcomes. These will determine the bespoke package of care we create for them and how we measure its effectiveness. Our Family Link Team lead on this work and the multidisciplinary team develop the bespoke package of care for each family.

Noah's Ark Care team build strong professional relationships with the families. We focus upon understanding the unique dynamics within each family group and seek to build upon individual and family strengths and not to promote dependence on our services or people.

Working with family strengths, we aim to support families to build their individual and family resilience as they encounter adversity. Enabling each family to develop roots within their local community, through volunteer support and local activities, is fundamental to this approach. Unique family reported outcomes help us to understand what each individual family requires and to measure the effectiveness of our services. Thematic analysis of all family reported outcomes drives our service development, ensuring that Noah's Ark maintains ongoing engagement with the changing needs of all the families with whom we work.

The Noah's Ark team keep the child at the centre of their work at all times. We embrace change – the babies, children and young people with whom we work are a dynamic population – and we challenge traditional ways of working, using and generating evidence to drive improvement. We review our approach and develop innovative services to ensure that we keep pace with the ongoing and emerging needs of the people we serve. A recent example is our provision of in-reach crèche and music therapy services to Great Ormond Street neonatal intensive care unit. Through these services we take relevant and necessary hospice care to babies and families at their point of need and introduce them to the helpfulness of hospice at an early stage of their journey. The success of these services has enabled them to be extended into the general and cardiac intensive care units in Great Ormond Street Hospital.

THE CARE TEAM:

DIRECTOR OF CARE SUPPORTED BY 3 HEADS OF SERVICE OVERSEE THE THREE KEY FUNCTIONS OF THE CARE TEAM:

- Head of Family Link and Therapies
- Head of Specialist Care and Nursing
- Head of Home Support Volunteering and Family Activities

We have a total of 30 staff and approximately 100 care volunteers, all of whom are trained and in receipt of clinical supervision. Our 2016 - 19 care strategy focuses upon using evidence to drive diversification of our service provision to ensure more babies, children, young people and families receive the support they need, at the right time and in the right place. In particular, we seek to deliver end of life care and symptom management in partnership with local statutory services.

By growing the team, implementing new roles and developing new outputs, we have achieved outstanding results ahead of schedule, as well as designing and building The Ark, a new hospice facility, to secure future growth and development.

CARE ACHIEVEMENTS:

	2015	2016	2017	YTD – Nov 2018
Number of Families	187	189	234	300
Number of Referrals - Received (Families)	39	40	73	109
	2015	2016	2017	YTD - Nov 2018
Unique Children Receiving Specialist Care	70	74	102	106
Unique Children (includes some Siblings) Receiving Specialist Play & Therapies	32	37	83	87
	2015	2016	2017	YTD - Nov 2018
Unique Families receiving Home Support Volunteers	52	25	66	56
Unique Volunteers providing Home Support Volunteering	56	33	45	44
Unique Families attending Family Days	71	59	68	65
Unique Siblings attending Sibling Groups	66	58	78	94
Unique Referred Children attending Noah's Ark Children's Groups	18	35	51	39

THE NEW HOSPICE AND FUTURE STRATEGY:

In order for families to get on board the Ark our short and medium term focus will be:

REGISTRATION

- New location
- New services
- Preparation for Inspection

GROWTH

- More Nurses for 24/7 basic operation.
- More carers: bed numbers dictated by staffing.
- More community outreach: Activities, Volunteers, Therapies.
- More Family Link workers to underpin our model of care.

SERVICE DEVELOPMENT

- Maintain community outreach whilst developing residential end of life and step down services.
- Extend neonatal in-reach services to local hospital neonatal units.
- Develop family drop-in opportunities at the Ark.

CHALLENGES

- Recruitment and retention of nurses.
- Recruitment and retention of all key staff and volunteers.
- Maintaining the courage to develop innovative services in response to family reported needs.
- Developing effective partnerships in a context of ongoing austerity.
- Maintaining a nimble and responsive team mind set when external agencies challenge our approach.

BUILDING THE ARK APPEAL

A hospice building for children and families in north London

Our Building the Ark Appeal is raising the funds required to construct North and Central London's only children's hospice building.

Complementing our sector-renowned 'hospice-at-home' and community-based services, a hospice building will allow us to offer a wider breadth of care to more of the 1,200 babies, children and young people with life-limiting and life-threatening conditions in our catchment area.

The hospice is being built on a 7.5 acre nature reserve close to Barnet town centre and will provide an inspiring space for relaxation, adventure and for children and their families to connect with others facing similar challenges. It will be a 'home from home' for children with life-limiting and life-threatening conditions, where they will be given the time and space to be children and not just patients.

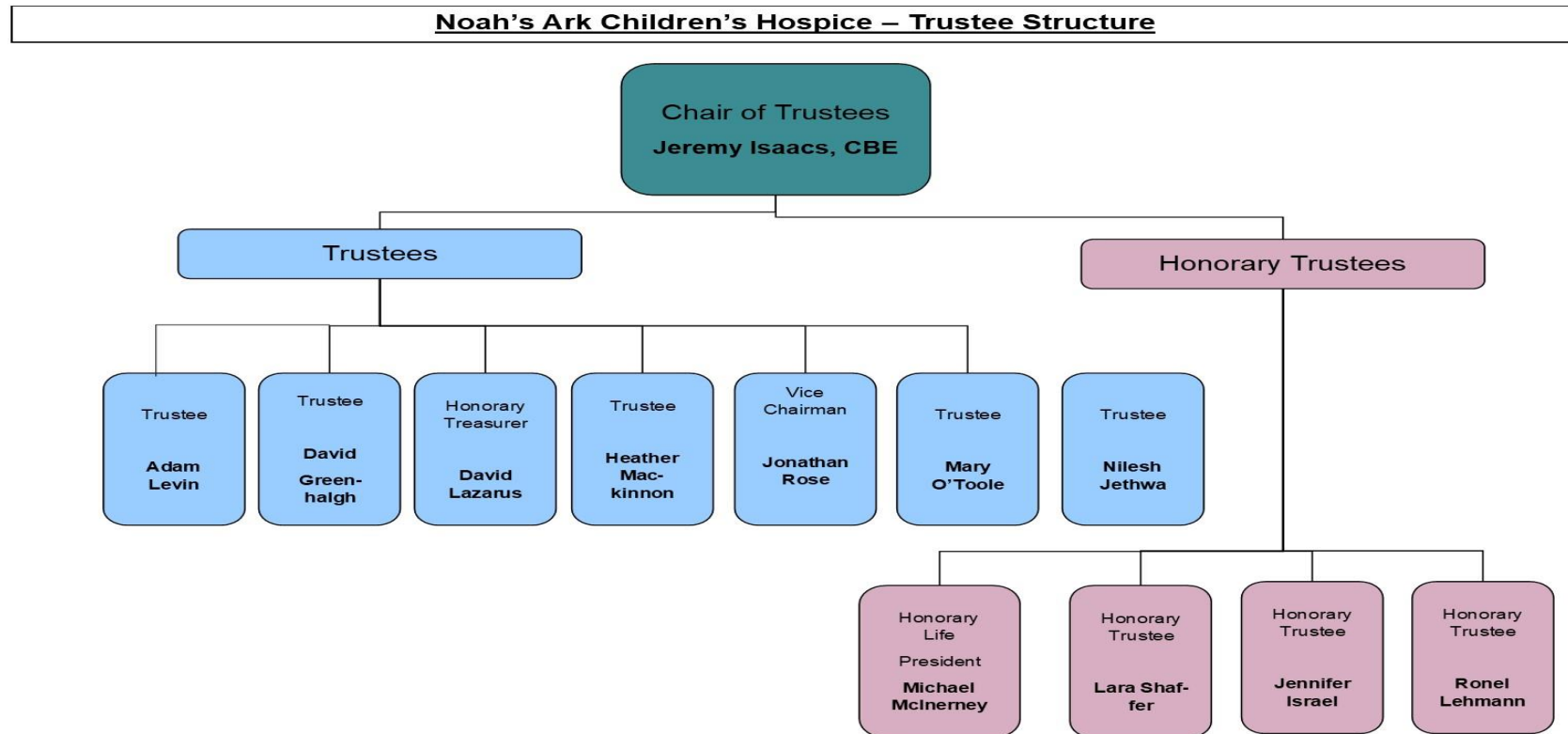
For further information please visit: <https://www.noahsarkhospice.org.uk/building-the-ark-appeal/>

THE HOSPICE BUILD UPDATE

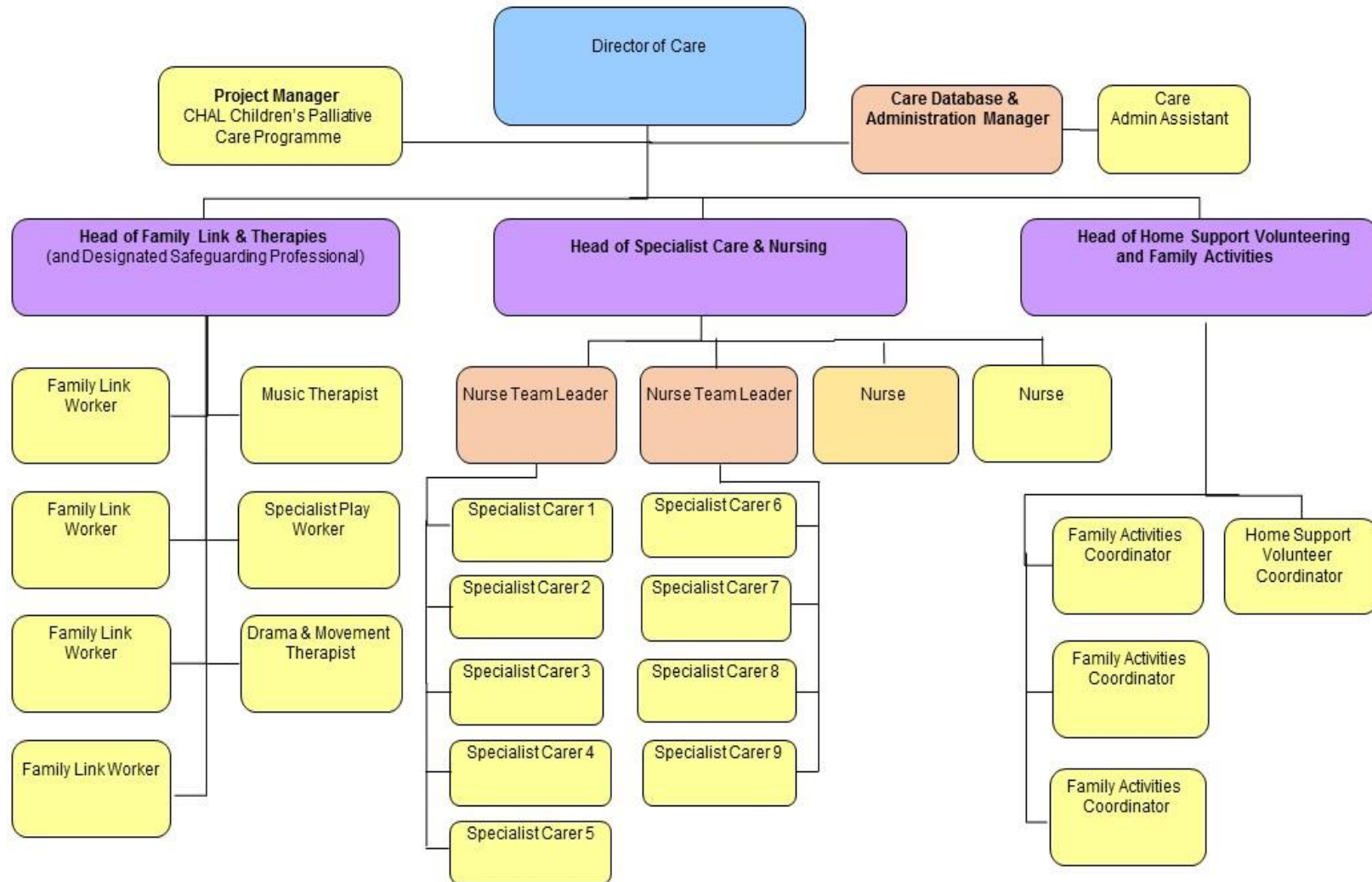
As 2018 drew to a close, our Building the Ark project went from strength to strength. Our build team have been working hard on one of the key features of our building, our environmentally friendly green roof. Bridgeman and Bridgeman have used their expertise to install our green roof and as such created a “garden in the sky.” As well as the roof, our build team have been working flat out on the interior of the hospice. We have come a long way since the first brick was laid in March!

THE TRUSTEE STRUCTURE

The senior management structure is highlighted below



Noah's Ark Children's Hospice – Care Team



BOARD AND SUB-COMMITTEE MEETING SCHEDULE - 2019

	Q1	Q2	Q3	Q4
Quarterly Board Meeting	04.02.19	29.04.19	29.07.19	28.10.19
Care Sub-Committee	28.01.19	18.04.19	16.07.19	21.10.19

APPLICATION PROCESS

If you are interested in this role, please send your CV and a comprehensive covering letter, outlining why you wish to be a trustee of Noah's Ark Children's Hospice and details of how you meet the requirements of the role as outlined in the Person Specification.

For further information, or if you like to arrange an informal chat with our Chief Executive please send us a message via DTurnbull@noahsarkhospice.org.uk

Regrettably, we cannot accept any applications received after the closing date stated on the advertisement.

The job description and Person Specification

The job description is included with this Application Pack. It outlines the duties of the post and includes key competencies specifically for the Care Trustee which are a list of carefully considered and justifiable criteria based on the job description.

Supporting Statement Guidelines

It is important that you read and follow these instructions.

All applications must be accompanied by a comprehensive supporting statement. We shortlist applications specifically against the Person Specification (attached to the job description):

Please include in your application your current salary, notice period/availability, names and contact details of two referees. (*Referees will not be approached until the final stages and not without your prior permission*).

Further information about working for Noah's Ark Children's Hospice

All Trustee appointment will be subject to a satisfactory DBS clearance.

The next step

Please ensure you send your completed application to us by the closing date. Interviews are generally held within 2 weeks of the closing date.

Recruitment Timeline

Application Closing Date:	Friday 12th July 2019.
Interview Date:	TBC