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hospice care in your home or ours

Job Description

Hospice Ward Manager (Inpatient Unit)

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Registered Charity No: 1121561

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Job Title: Hospice Ward Manager (Inpatient Unit)

Department: Inpatient Unit

Contract Terms: Full Time

Salary: £49,737–£54,349 per annum, depending on experience.

Location: ellenor, Coldharbour Road, Gravesend, Kent,

Responsible To: Director of Care and Quality

Accountable To: Director of Care and Quality

Manages: Staff and Volunteers

About

Us: ellenor is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

Our Vision: We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

Our Mission: We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

Our Values: We are inclusive, we are caring, we are focused.



Scope and Job Purpose:

The Hospice Ward Manager provides visible, compassionate and professional leadership for the inpatient unit, ensuring the delivery of safe, effective and high-quality specialist palliative and end-of-life care. The post holder is responsible for the day-to-day operational and clinical management of the ward, the leadership and development of the nursing team, and the promotion of excellent patient and family experience.

The role works closely with medical colleagues and the wider multidisciplinary team to coordinate admissions, care planning, discharge pathways, governance, workforce development and service improvement in line with organisational values and strategic priorities.



Main Duties and Responsibilities:

Key Responsibilities

- Provide day-to-day operational leadership for the inpatient unit, including staffing, rostering, bed management, admissions, transfers and discharge planning.
- Lead and coordinate high-quality, holistic and individualised care for patients with specialist palliative and end-of-life care needs.
- Act as a visible clinical leader and role model, promoting professional standards and behaviours, compassionate care and evidence-based practice.
- Support, supervise and line manage ward staff, including registered nurses, healthcare assistants, administrative staff, students and volunteers as appropriate.
- Promote staff wellbeing, supervision, appraisal, teaching and continuing professional development.
- Work collaboratively with the multidisciplinary team and external partners to ensure coordinated care and effective communication.
- Lead on quality improvement, clinical governance, audit, risk management, incident review and implementation of learning.
- Ensure compliance with safeguarding, infection prevention and control, medicines management, health and safety, and organisational policies.
- Contribute to service planning, policy development, workforce planning and service improvement initiatives.
- Monitor delegated resources responsibly, including staffing establishment, equipment, supplies and budget awareness.
- Maintain accurate, timely and legally compliant clinical and managerial records and reporting.
- Participate in on-call, emergency response and wider organisational leadership responsibilities as required.
- Infection Control Lead.



Person Specification

Essential Criteria

- Registered Nurse (Adult) with current professional registration.
- Significant post-registration clinical experience, including experience in palliative care, end-of-life care, oncology, complex care, or another relevant setting.
- Demonstrable leadership and people management experience within an inpatient, community or specialist care environment.
- Strong knowledge of clinical governance, risk management, safeguarding, infection prevention and control, and quality improvement.
- Excellent communication, interpersonal and team-working skills, with the ability to build effective relationships with patients, families and colleagues.
- Ability to lead change, manage competing priorities and make sound decisions in a busy clinical environment.
- Commitment to compassionate care, staff development, equality, diversity and inclusion.
- Evidence of continuing professional development.
- Teaching, mentorship or practice assessor qualification.
- Experience of managing budgets, workforce planning and service development.
- Experience of leading audit, research or quality improvement projects.

Desirable Criteria

- Postgraduate qualification in palliative care, leadership, management or a related subject.

Additional Requirements

- Enhanced DBS check required.
- Be part of ellenor's out of hours, on-call duty rota (one in five weeks). Paid allowance provided for this role.
- Willingness to work flexibly according to service need.
- Commitment to the values, philosophy and ethos of hospice care.
- Ability to maintain confidentiality and always uphold professional boundaries.

General Statement

This job description outlines the main duties and responsibilities of the post and is not an exhaustive list. The post holder may be required to undertake other duties appropriate to the grade and scope of the role.