



# KEMP Hospice Head of Care & Quality

## Applicant Information Pack



## A message from our Chief Executive

At KEMP Hospice, we are incredibly proud of the care and support we provide to people across the Wyre Forest and surrounding communities. Our focus has always been on delivering compassionate, person-centred care for patients, clients and their families, and ensuring that support is there when it is needed most.

This is an exciting time to be joining KEMP. We have recently received a 'Good' rating from the Care Quality Commission, which reflects the commitment, professionalism and compassion of our teams across all areas of the organisation. While we are proud of this achievement, we remain focused on continuous improvement and on building services that meet the changing needs of our community.

A key part of this is the development and delivery of our Hospice at Home service, which is enabling us to extend our reach beyond the hospice and support more people to receive high-quality end of life care in the place they call home. This is a significant step forward for KEMP and an important part of our future vision.

We are now looking to appoint a Head of Care & Quality who will play a central role in shaping and leading our care services. This is a pivotal leadership role within the organisation, responsible not only for maintaining the high standards we are known for, but also for driving forward innovation, integration and service development — particularly as we continue to grow our community-based provision.

We are looking for someone who shares our values, brings strong clinical and leadership experience, and is passionate about delivering outstanding care. In return, you will be joining a committed and supportive team, with the opportunity to help shape what high-quality, compassionate care looks like for our community now and in the future.

If you are motivated by the opportunity to lead, influence and develop services at a time of real growth and opportunity, we would very much welcome your application.



**Caroline Beech**  
Chief Executive






## About Us

KEMP Hospice is a charity dedicated to providing end-of-life care and support services to individuals and their families facing life-limiting illnesses. KEMP Hospice operates in the healthcare and social service sector, specifically focusing on palliative care and bereavement support. The services offered by KEMP Hospice are end-of-life care, including pain management, emotional support, and finance and welfare support for both patients and their families. We also offer bereavement support and counselling to adults, young people and children from the age of 5.

At KEMP Hospice we care for patients facing life-limiting illnesses and their families. We collaborate with healthcare professionals, community partners, and volunteers to create a supportive network that addresses the physical, emotional and welfare needs of our patients and service users.

We never charge for our care and services and rely on the support of the local community by fundraising for KEMP Hospice, making donations, and purchasing pre-loved items in our charity shops. We also rely on legacies and gifts in Wills to help us raise the funds needed each year to ensure we can continue to provide our care and support services, now and in the future.

We have 60 employees and nearly 200 volunteers to help us provide our services and run our hospice, 7 shops, Donation Centre and eBay account. Our 2024-29 strategic objectives are:

-  **To provide excellent care and support both now and in the future**
-  **To grow our income and be financially stable**
-  **To ensure our buildings and infrastructure are fit for the future**
-  **To communicate well**
-  **To achieve success through our people**

## Our Vision

Compassionate care and support with dignity.

## Our Mission

To provide free holistic palliative care and support to people living with a progressive life-limiting illness.

Providing support to adults, children and young people affected by bereavement.

## Our Values



We  
**Care**



We are  
**Collaborative**



We are  
**Innovative**



We are  
**Inclusive**



We have  
**Integrity**



We are  
**Sustainable**

## KEMP Hospice Employee Benefits

- ✂ Fantastic team where everyone is welcomed and empowered to give their best
- ✂ Supportive management – keen to develop you
- ✂ 30 days annual leave + bank holidays, increasing with long service
- ✂ Opportunity to buy and sell holiday twice per year
- ✂ Discount schemes including Blue Light Card
- ✂ Increased employer pension contribution
- ✂ Discount in retail shops
- ✂ Company sick pay
- ✂ Bereavement leave
- ✂ Enhanced maternity leave
- ✂ Enhanced paternity leave
- ✂ Fully funded professional membership fees (e.g. NMC, BACP, CIPD, CIMA - exceptions may apply depending on circumstances)
- ✂ EAP: confidential financial, legal, wellbeing & mental health support
- ✂ Free eye tests
- ✂ Death in service benefit
- ✂ Opportunities for flexible working from day one
- ✂ Family friendly policies
- ✂ Free Will writing service.
- ✂ Staff events

## Job Description

<b>Job Title:</b>	Head of Care & Quality
<b>Reports to:</b>	Chief Executive
<b>Direct Reports:</b>	Care Services Manager
<b>Hours:</b>	30 hours per week
<b>Salary:</b>	£46,556 (FTE £58,195) per annum
<b>Location:</b>	Based at KEMP Hospice, Kidderminster (DY11 6AG), with flexibility for some home working.

## Purpose of the Post

With specific responsibility for leading the continuous improvement of our Care Services, safe delivery and strategic development of KEMP Hospice's Care Services, including Day Hospice, Hospice at Home and other clinical/community-facing services, the Head of Care & Quality will provide high-quality, dynamic, and inspiring leadership to our teams. As part of the Senior Leadership Team, the post holder will ensure the delivery of KEMP Hospice's strategic aims, particularly "To Provide Exceptional Care and Support, both now and in the future." The role involves leading the development and implementation of the clinical services strategy, ensuring services meet regulatory requirements, exceed patient and client expectations, and embody KEMP's core values:

- **We Care:** Demonstrating compassion and empathy in all interactions.
- **We are Collaborative:** Working as one team, internally and with external partners.
- **We are Innovative:** Seeking new ways to improve and develop our services.
- **We are Inclusive:** Respecting and valuing everyone's differences.
- **We have Integrity:** Acting with honesty and accountability.
- **We are Sustainable:** Ensuring long-term resilience and resourcefulness.

## Essential Criteria

### Qualifications / Professional Registration

- Registered healthcare professional with current registration with the appropriate professional body (e.g. NMC, HCPC or equivalent).
- Degree-level qualification or equivalent professional experience in a relevant health, nursing, allied health or care-related discipline.
- Evidence of continuing professional development relevant to leadership, quality, governance and/or palliative and end of life care.
- Evidence of safeguarding training appropriate to the role.

### Experience / Knowledge

- Significant senior leadership or management experience within a healthcare, hospice, palliative care, community care or similar regulated care setting.
- Experience of leading and developing clinical or care services, including service improvement and change.
- Experience of leading, managing and supporting multidisciplinary teams, including line management responsibility.

- Strong understanding of clinical governance, including audit, risk management, incident management, complaints, safeguarding and policy development.
- Experience of working within a regulated environment, with a sound understanding of CQC requirements and quality standards.
- Experience of working collaboratively with a range of internal and external stakeholders, including health and social care professionals, commissioners and partner organisations.
- Experience of preparing and presenting reports, data and service updates for senior leaders, committees, boards or external stakeholders.
- Experience of budget management and resource planning.
- Knowledge of current issues, challenges and developments in palliative and end of life care, community health and/or hospice services.
- Understanding of the importance of equality, diversity, inclusion and person-centred care in service delivery.

### **Skills / Attributes**

- Strong and visible leadership skills, with the ability to inspire, motivate and support others.
- Excellent communication and interpersonal skills, with the ability to build credibility and positive working relationships at all levels.
- Ability to think strategically while also maintaining oversight of operational delivery.
- Strong organisational and time management skills, with the ability to prioritise effectively in a demanding environment.
- Ability to analyse information, interpret data and use insight to inform decision-making and service development.
- Ability to manage change positively and lead teams through periods of development and transition.
- Demonstrates sound judgement, accountability and professionalism.
- A commitment to compassionate, inclusive and high-quality care.
- Ability to work in line with and actively promote KEMP Hospice's values.

### **Desirable Criteria**

#### **Qualifications / Professional Registration**

- Postgraduate qualification in a relevant subject such as leadership, management, palliative care, healthcare quality, governance or a related field.
- Management or leadership qualification.
- Formal training or qualification in safeguarding, clinical supervision, quality improvement or service development.
- Qualification or recognised training relevant to palliative and end of life care.

#### **Experience / Knowledge**

- Experience of working within a hospice or specialist palliative and end of life care setting.
- Experience of supporting or leading community-based services, including care delivered in patients' own homes.
- Experience of leading or supporting the development and implementation of a Hospice at Home or similar community service model.

- Experience of acting in a senior governance role such as Registered Manager, Caldicott Guardian, Safeguarding Lead or similar.
- Experience of working with commissioners, grant funders or external partners to support service development or sustainability.
- Experience of contributing to inspections, quality reviews or regulatory submissions.
- Knowledge of outcome measures, service evaluation and quality improvement methodologies.
- Experience of supporting evidence-based practice, research or innovation in care services.
- Skills / Attributes
- Confident and credible in representing the organisation externally.
- Able to work with ambiguity and complexity in a calm and solution-focused way.
- Demonstrates resilience, emotional intelligence and self-awareness.
- Passion for developing services to meet future community need.

## About you / person specification

- Be friendly with excellent communication skills, reflecting the We Care value.
- Demonstrate honesty, trustworthiness, and reliability, embodying We have Integrity.
- Exhibit exceptional time management and organisational skills.
- Show commitment to KEMP Hospice, colleagues, and service users, living We are Collaborative and We are Inclusive values.
- Bring passion and enthusiasm to their work while seeking innovative solutions.
- Create a culture of respect and inclusion for everyone.
- Display energy, drive, and resilience, delivering under pressure while ensuring sustainability.
- Inspire, empower, and collaborate with team members and stakeholders.
- Demonstrate self-awareness and openness to feedback, encouraging continuous learning.

## Main duties & responsibilities

### Strategic Leadership & Service Development

- As part of the Senior Leadership Team, contribute to the strategic leadership of KEMP Hospice and support delivery of the organisation's strategic aims.
- Lead on the development and implementation of the clinical services strategy across KEMP Hospice, ensuring services remain responsive, high quality, sustainable and aligned to local need.
- Lead the ongoing development and implementation of Hospice at Home as part of KEMP's wider clinical services strategy, ensuring the service is safe, effective, sustainable, responsive to local need and well integrated with KEMP's existing services.
- Utilise a range of internal and external data sources to review and develop Care Services, involving service users and key stakeholders, to ensure existing and emergent patient, client and family outcomes are achieved.
- Promote and support evidence-based practice and actively encourage research initiatives within KEMP and externally, within ethical committee guidelines.

## **Operational Leadership & Service Delivery**

- On behalf of KEMP Hospice, hold the positions of CQC Registered Manager, Deputy Safeguarding Lead for Adults and Children, Accountable Officer for Controlled Drugs and Caldicott Guardian.
- Provide strong, visible and supportive leadership to the managers of the Care Services, including Hospice at Home, enabling them to effectively lead their teams, deliver safe and responsive care, and continually review, develop and improve services.
- Be accountable for the safe operational delivery, quality assurance and continuous improvement of Hospice at Home, ensuring effective coordination with internal teams and external partners to support patients and families in community settings.
- As senior clinical lead, role model and lead by example to assure the highest levels of professional performance and conduct, ensuring all Care Services and Hospice at Home team members and volunteers fulfil the requirements of their job descriptions and adhere to all organisational policies and procedures.
- Ensure record keeping, information management, cleanliness, infection control, nutrition and hygiene standards meet hospice policies and procedures in line with ICB Grant specifications and wider regulatory expectations.
- Ensure Care Services training and development plans support the appropriate skills mix required for hospice and community service delivery.

## **Quality, Safety & Clinical Governance**

- Be accountable for ensuring KEMP Hospice adheres to the highest standards of clinical governance, quality and safety across all Care Services, including Hospice at Home.
- Provide leadership and oversight in relation to audit, risk management, safeguarding, incident management, complaints, policy development, learning from events and continuous improvement.
- Chair the Quality & Safety Group, ensuring the group provides effective oversight, scrutiny and assurance in relation to clinical quality, safety, governance and service improvement.
- Ensure that matters arising through the Quality & Safety Group are appropriately escalated, monitored and reported through the Hospice Services Committee and other relevant governance routes as required.
- Accountable for ensuring that all safeguarding regulations are adhered to and that mandatory training, policies and procedures reflect best practice.
- Working with Senior Team colleagues, ensure all complaints, concerns, accidents and incidents are handled effectively and efficiently, in accordance with hospice procedures and best practice.

## **People Leadership & Culture**

- Accountable for the recruitment, retention and development of Care Services staff and volunteers, ensuring effective workforce planning, staffing models, clinical skill mix and capacity across hospice-based and community-based services, including Hospice at Home.

- Oversee professional learning and development of the Care Team and ensure the provision of appropriate support, reflective practice and clinical supervision.
- Hold all staff and volunteers in positive regard and foster a culture of respect and consideration between all members of KEMP.
- Work across departments at KEMP, supporting effective communication and collaborative working as one team.
- Work closely with the Head of People & Operations to promote a culture of compassion, inclusion, accountability, continuous learning and high professional standards.

### **Partnerships, Representation & External Relationships**

- Represent KEMP externally, attending regional and network meetings, building relationships with other providers, commissioners and regulators of palliative and end of life care, and health and social care, with the aim of contributing to and influencing the specialist palliative and end of life care agenda regionally.
- Develop and maintain effective working relationships with GPs, district nursing teams, acute and community providers, specialist palliative care teams, commissioners and other partners to support coordinated care, appropriate referrals, safe discharge pathways and equitable access to KEMP's services, including Hospice at Home.
- Work collaboratively with the Head of Fundraising & Communications and internal and external stakeholders to provide information and data for funding applications, ensuring the maximisation of available trusts and grants to support the hospice's services, including service development opportunities.
- Support fundraising, marketing, communications and community engagement in order to increase the reach of KEMP Hospice across Wyre Forest and surrounding areas.

### **Finance, Performance & Reporting**

- Be responsible for monitoring against key targets, providing and analysing data to enable effective governance of services, inform strategic development and monitor the external environment locally, regionally and nationally, to anticipate changing demands on service provision.
- Working closely with the Head of Finance, be accountable for setting and monitoring the Care Services budgets, including Hospice at Home, ensuring services operate within agreed budgetary parameters and that resources are deployed effectively to support safe, high-quality and sustainable service delivery.
- Prepare clinical statistics and high-quality reports for H&W ICB, NHS Quality Account, Board of Trustees, Hospice Services Committee, and other stakeholders and forums as necessary.
- Contribute to service evaluation, business planning and performance reporting to support the future sustainability and development of KEMP's clinical services.

## All KEMP employees are expected to:

- Demonstrate a commitment to their own development, to take advantage of education and training opportunities and develop their own competence.
- Support and encourage harmonious internal and external working relationships.
- Make a positive contribution to fundraising and raising the profile of the Hospice.
- Provide support and advice to colleagues within KEMP within your area of expertise by working closely with the Multi-disciplinary Team within KEMP
- Always behave in a professional manner, reflecting and maintaining KEMP values.

**Direct reports:** Care Services Manager

**Indirect reports:**

- Clinical Nurse Specialist
- Hospice at Home Team Leader
- Care Services Team including Hospice at Home Team
- Care Services Volunteers

**Function responsibility:**

- Registered Manager (CQC)
- Deputy Safeguarding Lead
- Accountable Officer for Controlled Drugs
- Caldicott Guardian
- Chair of the Quality & Safety Group
- Information Asset Owner

## How to Apply & Enquiries

To apply, please visit: <https://uk.indeed.com/job/head-care-quality-557a1524db81aa1a>

We ask that you include a cover letter explaining your interest in the role and how your experience meets the key requirements.

The closing date is **Monday 4th May 2026 at 5pm**, with interviews planned for week commencing 11th May 2026.

This role is subject to an enhanced DBS check, including adult and children's barred list checks.

**Visits to the hospice are welcomed, with the opportunity for an informal conversation with Caroline, *Chief Executive*, for anyone who would like to find out more about the role and this opportunity at KEMP.**

**For enquiries:**

**Email:** [peopleteam@kemphospice.org.uk](mailto:peopleteam@kemphospice.org.uk)

**Call:** 01562 756000