



Application Pack

Director of Care

Closing date for applications: 5th October 2026

Alexander Devine Children's Hospice Service

Alexander Devine Children's Hospice Service (Alexander Devine) is a local charity that provides specialist care and vital support to babies, children and young people with life-limiting and life-threatening conditions, and their families, across Berkshire and into surrounding counties.

We individualise our approach to meet the unique clinical, emotional and practical needs of each child and their family, ensuring they receive the best possible care and support. Our comprehensive range of care services include Respite care, Specialist play, Symptom management, Family support, End of life care and Bereavement support. We provide care from our children's hospice in Maidenhead as well as in the family home and across the community, including hospitals and schools.

Our hospice facilities offer opportunities for children and their siblings to experience fun, joy and adventures, and help families make precious memories for as long as they have. These include a hydrotherapy pool, sensory room, music room, games room, outdoor playground and sensory garden, six children's bedrooms and two self-contained family flats. We also have a dedicated bereavement suite with its own garden.

Our children's hospice service is free of charge for families, but it costs over £3.1 million a year just to maintain our current level of care. With very minimal government funding, our charity is almost entirely reliant on donations, fundraising and gifts in Wills to meet the costs of running our service. Which means every penny donated makes a huge difference to those we support.

We currently support over 250 children and their families, but we are committed to growing our service and reaching out to every child and family that needs us. In Berkshire alone, we know that there are an estimated 1,371 children with life-limiting conditions. And research shows that this number is likely to increase by at least a further 11% by 2030.

The charity was founded by John and Fiona Devine in memory of their son Alexander who sadly passed away from a rare brain tumour in 2006 at the age of eight. Their personal experience led them to realise a desperate need for a local children's hospice service with a hospice facility in Berkshire.

www.alexanderdevine.org
Reg. Charity No. 1118947



Our values, vision and mission

Our values

Our work is powered by our core values. They are key to everything that we do and the way in which we do it. Our expectation is that our values are upheld in all that we do and in our engagements, both internally and externally.



DETERMINED

And resolute in our service to all those that need us.



EMPOWERING

To enable whoever comes into contact with us, the power and courage to make decisions, ask questions or simply to be.



VALUING OTHERS

We value you and each other, because we are all unique and special in our own way.



INTEGRITY

To be consistent in our ethos and values, principles and actions. To always behave and hold the integrity of our charity as core.



NURTURE

To provide an environment of protection, support, growth and encouragement.



EMPATHY

To know that we will provide a place of safety for everyone to express their feelings, thoughts and emotions, without judgement.

Our vision

We deliver palliative care to children and families through an holistic approach that meets the individual needs of each child and their family.

Our vision is to provide a service within Berkshire and surrounding counties that will give children and families a choice of care and support from a skilled and dedicated team. We work closely with the NHS, local authorities and other services in delivering our care.

Our mission

Reaching out to every child and family who needs us

Determined * Empowering * Valuing others * Integrity * Nurture * Empathy

The role

Director of Care

Hours	Full time (37.5 hours per week). Part time working may be considered, no less than 4 days per week.
Salary	Spot salary within the range of £80,000 to £85,000 per annum, pro-rata for part time.
Location	Alexander Devine Children's hospice in Maidenhead, Berkshire Occasional working from home may be considered.
Benefits	Competitive salary Generous holiday entitlement (plus your birthday as an additional day off) Pension Life Assurance Private Medical Cover Employee assistance programme Free on-site parking Wellbeing programme.

Job purpose

Alexander Devine Children's Hospice Service is recruiting to the exciting role of Director of Care.

This role is instrumental in overseeing the delivery of the highest quality hospice care for babies, children, young people and their families.

To oversee the management and performance of all medical, clinical and holistic care, reporting to the CEO and advising the Board of Trustees.

To contribute to the operational management and strategic development of the whole charity by fully participating as a member of the Senior Leadership Team (SLT)

To be accountable for ensuring Alexander Devine's medical, clinical and holistic care services is in line with the overall aims of the charity and strategic and operational plans and meets all governance requirements that satisfy external regulations.

To provide strong visible leadership for all medical, clinical and holistic care services, driving forward quality, continuous improvement and innovation.

To further develop collaborative working relationships alongside the CEO with ICB's, supporting the development of contracts for commissioning.

To work with other children's palliative care providers, both locally and nationally, influencing, supporting and contributing to the development of children's and young people's palliative care.

Grade	Director of Care - £80,000 to £85,000 per annum, pro rata for part time. Pay award pending
Managerial reporting responsibility	CEO and Founder
Professional reporting responsibility	CEO and Founder
Direct Reports	Medical Leads, Head of Care, Lead for Quality and Governance, Clinical Nurse Specialists.

Job Description

Areas of responsibility

Planning and development

- Be responsible alongside the Chief Executive and Chief Operating Officer for the strategic resource planning and development of all aspects of the Care services of Alexander Devine.
- Contribute alongside the Chief Executive and other Directors to the development and implementation of the Strategic Plan for the Charity.
- Contribute alongside the Chief Executive and other Directors for the development, setting and managing of the Charity's annual budget. Oversee the Care budget and monitor delegated budget holders as appropriate in line with Alexander Devine's financial policies and procedures.
- Support the implementation and ongoing development of digital technology to enhance service delivery.
- Contribute to the development and implementation of the organisation's Business Continuity Plans and risk management framework.
- Support audit and research activities which enhance medical, clinical and holistic care services, ensuring audit cycles are completed and related actions implemented, and research findings are translated into clinical practice.

Care

- Oversee all aspects of the Care Service and ensure that the services provided are of a high quality, safe and effective, family-centred, research-based and holistic.
- To ensure that the voice of BCYP and their families is heard, and that it is used to inform ongoing development of Alexander Devine services. Ensure the provision of a wide range of services that meet the holistic needs of BCYP encompassing physical, psychological, spiritual and social support and including pre and post bereavement care and support.

Governance and Quality Assurance

- Be responsible for all the policies and procedures necessary for the Care service to minimise risk for all service users and staff, ensure that the service complies with all relevant legislation, upholds the philosophy and core values of Alexander Devine and adheres to best practice in clinical governance.
- Oversee any clinical/care research undertaken by or involving Alexander Devine and ensure appropriate standards of practice, ethics and communication.
- To be accountable for ensuring Alexander Devine medical, clinical and holistic care services are in line with the overall aims of the charity and strategic and operational plans and meets all governance requirements that satisfy external regulations.
- To be the Joint Registered Manager for Alexander Devine with the Care Quality Commission and fulfil the terms of the requirements.
- To have overarching responsibility for the Caldicott Guardian role. Provide leadership and informed guidance on all matters involving confidentiality and information sharing of personal data.
- Work with the Designated Safeguarding Lead to act as a source of support, advice and expertise for safeguarding across the organisation.
- Ensure that relevant performance indicators, outcome measures and activity data is captured and reported to the Clinical Governance Committee, the Senior Leadership Team and the Board of Trustees and shared with staff and external stakeholders as required.
- Oversee the investigation process in relation to serious clinical incidents, ensuring they are appropriately reported internally and externally and associated actions completed
- Ensure an effective process is in place and maintained for capturing, responding to and reporting concerns, complaints and compliments relating to medical, clinical and holistic care services.
- Ensure that robust systems for clinical governance and compliance are in place for all clinical services

- Clinical concerns and complaints are managed in accordance with Alexander Devine policy and that learning is shared and related actions implemented in line with the LFPRE/PSIRF agenda.
- Ensure the relevant reports are completed and schedules adhered to that demonstrate compliance and high-quality care provision, including the annual Quality Account, ICB's quarterly reporting and Quality and Safeguarding Frameworks.
- Be accountable for ensuring clinical policies, guidelines and Standard Operating Procedures (SOP) are reviewed and updated and new policies developed as required to meet changing service need and in line with statutory requirements, with the support as appropriate.

Management

- Provide leadership and direction to all Care staff and take overall responsibility for all Care staff and Care volunteers through line management. Encourage personal development through appraisal and training programmes.
- Provide strong clinical leadership that inspires, empowers and encourages all care staff to actively contribute to making all care services the best they can be, promoting a culture of reflective development and sharing of best practice
- Contribute to the development and delivery of processes to effectively manage staff and volunteers across all care services and ensure a consistent approach in addressing performance issues across the organisation.
- Contribute as necessary to the management of grievances and performance issues within care services and other areas of the organisation if required.
- Provide out of hours support as required, including responding to escalation calls from Alexander Devine colleagues.
- Oversee the management of all relevant groups and committees that support the delivery of safe, compliant services ensuring clear outcomes are identified, external directives are addressed and continuous improvements made.
- Lead by example using effective communication strategies.
- Communicate effectively to present complex and sensitive/contentious information to a wide range of people including staff, volunteers, external agencies, BCYP and the public.

External and internal relations

Determined * Empowering * Valuing others * Integrity * Nurture * Empathy

- Develop good relationships and communication links with partner organisations, other care services in the statutory sector and Third Sector to ensure that service users are provided with the highest quality care.
- Represent Alexander Devine publicly as its Director of Care locally and nationally and contribute to the development of a national Care policy within the children's palliative Care movement.
- To develop strong and collaborative working relationships with ICBs, supporting the development of contracts for commissioned work and provide reporting and service review documentation in line with contractual requirements. The post-holder will work collaboratively with other children's palliative care providers, both locally and nationally, influencing, supporting and contributing to the development of children's palliative care services in the wider health and social care setting and in line with Alexander Devine Strategy.
- Be a spokesperson for Alexander Devine as required for media coverage and/or at events promoting Alexander Devine.

Duties in common with other members of staff

- To report and record accidents and incidents.
- To be an ambassador for the charity.
- To uphold and demonstrate the values and culture of the charity.
- To demonstrate a positive and supportive attitude to staff and volunteers.
- Respect confidentiality applying to all areas of the hospice.
- To adhere to the Infection Control Policies and Procedures set by the charity and the Care Quality Commission.
- Take responsibility for your own emotional well-being; taking steps to maintain a balance between work and home life; and to be aware of the importance of maintaining professional boundaries.
- To safeguard children and vulnerable adults.
- Maintain personal and professional development to meet the changing demands of the job, participate in an annual appraisal and appropriate training activities, encourage and support staff development and training. To complete mandatory training.
- To ensure that statutory professional updating and revalidation requirements are maintained and proof of renewed registration when this is due and always acting within your professional code of conduct.

This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

Person specification

	Essential	Desirable
Education, training and qualifications	NMC Registered (Children or Adults) Educated to Masters level in a health-related or leadership subject. Evidence of continuous professional development Safeguarding Level 3 or above.	
Experience	Significant experience of palliative paediatric nursing. Experience of managing compliance with CQC, PSIRF and safeguarding legislation. Experience of clinical governance. Experience at a Senior level of strong core management and strategic thinking. Experience of service development and change management	Experience of working in a charitable environment Experience of effective public speaking. Experience of paediatric palliative care
Skills	Inspirational and strong leadership skills Strong IT skills (MS Office). Budgetary knowledge and experience Excellent communication skills, both verbally and in writing.	

	The ability to interpret data and reports and translate this information into our setting. Effective networking skills. . Ability to handle confidential and sensitive information appropriately	
	Essential	Desirable
Other	Commitment to the mission and ethos of Alexander Devine Children's Hospice Service Able to work within and uphold our core values: determined, empowering, valuing others, integrity, nurture and empathy Ability to work unsocial hours when required. Ability to communicate at sensitive times to families and colleagues. Full driving licence and use of own vehicle for business purposes. To be a resilient, motivational strategic thinker. To be a team player who is able to work on their own initiative. Ability to understand and follow due process. Willing to undertake an Enhanced DBS	

A rewarding and special place to work

Finding ways to recognise, reward and support every member of our team is important to us. Here's four big reasons why you will want to join our charity...



The amazing people that work here

Very simply, the team at Alexander Devine makes our charity such a unique place to work. To quote one of the young people that we support:

"If I had to summarise what makes Alexander Devine so special, I would say it's the people that work there...they are like family to us"

Whichever part of the charity you are working or if you are a volunteer, we are proud of our 'one team' spirit.



An employer that listens and cares

We pride ourselves on ensuring our staff receive regular supervision and support from their line manager, with opportunities for further training and development.

We also have an employee assistance programme, offering our employees a free confidential advisory and counselling service to help with any personal, work or family issues they may face.



A beautiful setting in a convenient location

Our stunning purpose-built hospice is surrounded by beautiful countryside, but also just a stones throw from the M4 and A404, on the outskirts of Maidenhead.

There is free on-site parking for all staff.



A strong focus on work / life balance, taking care of your health and planning for retirement

Making sure our employees have a good work/life balance is vital. In addition to a wellbeing programme, we offer generous annual leave entitlement with a day off for your birthday and an extra two additional days holiday, known as Alexander days each year.

There are also staff discounts on a range of products and services including travel and high street savings.

Further information

Equal opportunities

It is the policy of Alexander Devine Children's Hospice Service to provide equal opportunities to any employee or job applicant and will not discriminate either directly or indirectly because of race, sex, sexual orientation, transgender status, religion, or belief, marital or civil partnership status, age, disability, or pregnancy and maternity.

We are committed to building a workforce that reflects the diverse communities we serve. At present, we recognise that our staff group is not as diverse as we would like it to be. We warmly welcome applications from individuals from underrepresented and minority groups, whose perspectives and experiences will help strengthen our team and the care we provide. We are dedicated to creating an inclusive environment where everyone feels valued, respected, and able to thrive

Safeguarding statement

At Alexander Devine Children's Hospice, the safety and wellbeing of the children and families we support is our highest priority. We are committed to safer recruitment practices to ensure that everyone who works or volunteers with us is suitable to do so.

All appointments are made following robust recruitment processes which include appropriate references, identity checks, verification of qualifications and employment history if necessary, and relevant safeguarding checks, including an enhanced Disclosure and Barring Service (DBS) check where required. It is a criminal offence for people who are barred from working in regulated activity (under the Safeguarding and Vulnerable Groups Act 2006) to apply for roles that require them to work unsupervised with that particular group

Our recruitment and selection processes are designed to promote the welfare of children and young people and to deter, identify and reject anyone who may pose a risk to them.

How to apply

For an informal discussion about the role, please call **Tim Hebditch, Chief Operating Officer or Warren King, Director of HR, on 01628 822777**

For an application form, please email fayd@alexanderdevine.org

Please send completed application forms to fayd@alexanderdevine.org

Applications must be received by midday on 5th October 2026.