



Application Pack

Head 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 a 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

Head of Care

Hours	Full time (37.5 hours per week). Part time working may be considered, no less than 4 days per week.
Salary	£57,226 - £64,298 per annum.
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

Job Title:	Head of Care
Grade:	£57,226 to £64,298 per annum
Accountable to:	Director of Care, Alexander Devine Children's Hospice Service
Job Purpose:	Working as part of the Alexander's Care Team, the post holder will be responsible for the operational management of care services to children with a life threatening and life limiting condition [LT/LL] and their families across the geographical area supported by Alexander Devine Children's Hospice Service. The Head of Care will contribute to the strategic planning of the clinical service and will deputise for the Director of Care as required. As a member of the Senior Clinical Team to set clinical direction, provide clinical expertise, support the practice

	education work, role model behaviour and develop the Alexander Devine culture. Working closely with The Lead for Quality and Governance, to participate in the development of clinical governance frameworks to ensure the safe and ongoing development of practice and service provision. To translate the organisation's vision and values into meaningful actions for the Care Team. To work collaboratively with other teams to support the achievement of wider organisational aims and objectives.
--	--

Act as a provider of non medical prescribing (NMP) for all children and young people within Berkshire and into surrounding counties

Job Description

Areas of responsibility

Managerial

1. To be responsible for the operational management, quality and delivery of care provision within the organisation including community care, day care, inpatient care, education and after death care.
2. To act as joint registered manager.
3. To provide line management, training and support for the Care Team.
4. To maximise and continually review the use, efficiency and effectiveness of the provision of services, including attention to data and reports which influence service delivery.
5. To ensure the safe provision of high quality services at all times, this includes, working closely with the Team Leaders to:
 - Manage staffing levels to ensure safe practice.
 - To ensure that the skill mix is appropriate to provide a safe and effective service.
 - Appropriately delegate the responsibility for the operational running of care
 - Establish and develop effective communication structures to ensure the timely and effective cascade of information.
 - To ensure all staff are aware of and act in line with legislation, regulation and organisational policies and procedures particularly safeguarding, medicines management and record keeping.
 - To establish mechanisms to encourage feedback from all stakeholders, identifying areas for improvement and implementing agreed changes.
 - Work with the Quality and Governance Lead, to identify, support and promote the learning and development needs of all clinical staff.
 - To ensure compliance with mandatory training and the development of competence.
 - To action an efficient and proper investigation of incidents and complaints and ensure the effective implementation of subsequent actions and learning.
 - With others, develop and implement innovations and practice improvements.
6. To deputise for the Director of Care as required.
7. To attend full SLT meetings.
8. To take the lead in wider clinical projects as identified by the Director of Care.

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

9. To support the Director of Care with the appropriate management of recruitment, retention, induction, performance management, absence management and the development of all Care Team staff in line with all policies and regularity requirements.
10. To lead the Practice Education Team and to ensure that a positive, inclusive learning culture is embedded across the organisation.
11. To ensure effective, quality, evidence-based education and training is delivered internally and externally.
12. Take delegated responsibility to ensure that services are planned and operate within the stated budget.
13. Working with the Director of Care and Lead for Quality and Governance to implement areas of service development.
14. To build and develop links with other provider services and professionals, raising the profile of Alexander Devine services and identifying opportunities for partnership working.
15. Working with other services, to promote and participate in the development and effectiveness of an integrated palliative care model across Berkshire and into surrounding counties.

Governance

1. Working with the Quality and Governance Lead to actively participate in the development of policies, procedures and clinical practice to ensure they are in line with regulatory guidelines, and to support the culture of continuous improvement through the clinical governance meetings.
2. Working with the Director of Care to ensure that all policies, procedures and guidelines are implemented and adhered to and be able to demonstrate their effectiveness.
3. As part of the Senior Clinical Team to participate in risk management and audit.
4. As part of the Senior Clinical Team to participate in the preparation and planning for Care Quality Commission and other inspections. To take accountability, with the Director of Care for meeting the requirements and assist in the development and implementation of any required action plans.
5. Working with the Quality and Governance Lead to actively contribute to the clinical governance and quality assurance agenda, including incident reporting, complaints management, user surveys, clinical audit and other quality measures.
6. Working with the Quality and Governance Lead to ensure that record keeping is contemporaneous and of the highest standard.
7. Working with the Quality and Governance Lead to actively promote diversity, in the delivery of services, in the development of staff and within the organisation. Supports and sustains relationships that promote dignity, rights and responsibilities. Identifies and takes action to address discrimination and oppression.

Clinical

1. Works as a skilled manager to guide and direct the care team to deliver high quality care, acting as a role model within the multi-disciplinary environment.
2. To provide senior on-call cover.
3. To develop personal and professional knowledge through critical self-appraisal, clinical supervision, networking with other health professionals and attendance at relevant course and conferences.
4. Develop and maintain clinical supervision skills to provide staff supervision as required.
5. To represent Alexander Devine Children's Hospice Service at interagency meetings as requested.
6. To maintain current registration with your professional body (if applicable). To ensure that your statutory professional updating and educational requirements are maintained and provide proof of renewed registration when this is due.
7. To participate in education and research and promote evidence based practice.
8. Maintain high standards of infection prevention and control practice throughout the performance of duties and in accordance with the organisations Infection Prevention and Control Policies and Procedures.

General Responsibilities

1. To adhere to and comply with organisational policies, procedures and guidelines at all times.
2. Implement Risk Management strategies (including reporting, registering risk and learning) - taking all reasonable steps to manage and promote a safe and healthy working environment which is free from discrimination.
3. Comply with the organisational policy on confidentiality, information governance and the Data Protection Act as amended relating to information held manually or on computerised systems.
4. Respect the confidentiality of children, young adults and staff and volunteers at all times.
5. Promote and protect the privacy and dignity of children and young adults at all times.
6. Comply with the requirements of the organisational Safeguarding Policy, and at all times during the course of employment act in such a way as to promote the wellbeing of children and other vulnerable people.
7. Ensure compliance with Care Quality Commission (CQC), and The Health & Social Care Act 2008 (Regulated Activities).
8. Implement and maintain Health and Safety regulations – through risk assessment. Maintain a constant awareness of health, welfare and safety issues affecting colleagues, service users, volunteers, visitors and themselves, reporting any accidents or faults in line with organisational policy, and fully participating in health and safety training.

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

9. Embrace the volunteer culture, which exists in the organisation.
10. To work collaboratively with the fundraising team to support funding opportunities for the organisation.
11. Demonstrates commitment to the values of Alexander Devine Children's Hospice Service.

The post holder must act at all times in a professional and responsible manner and have due regard to confidentiality and Health & Safety legislation.

This is an outline job description and should not be regarded as an inflexible specification. Responsibilities will be reviewed periodically in line with service priorities and duties may change or new duties be introduced after consultation with the post holder. As a term of your employment you may be required to undertake such other duties, and/or hours of work as may reasonably be required, commensurate with your general level of responsibility with the organisation.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications	- Registered Children's Nurse (RN Child) - Post Graduate Studies in a relevant field - Palliative Care experience and Qualification or working towards one - Evidence of Post Graduate studies in palliative care, leadership or education - Educated to Degree level or equivalent - Management experience	Community nursing qualification
Experience	- Registered Children's Nurse with clinical management experience - Delivering care to patients with complex health needs - Managing and motivating a team - Clinical audit and evidence based research	- Symptom relief/management within palliative care - Delivering care to children and young people in the community - Leadership experience - Experience of caring for BCYP at end of life and post-death
Skills	- Demonstrates ability to place patient and family at centre of care. - Excellent interpersonal skills and the ability to communicate effectively orally and in writing. - Evidence of advanced communication skills including	

	proven ability in conflict management. • Ability to demonstrate a high level of clinical leadership and team building skills • Familiarity of systems for quality control, clinical governance and clinical audit • Good organisational and administration skills, including IT skills. • Ability to critically analyse research and evidence based practice • Teaching and presentation skills. • Ability to lead and manage a diverse service to ensure safe and effective care at all times.	
Knowledge / Understanding	• Evidence of continual professional development and education • Professional accountability issues and scope of professional practice • Clinical governance and the ability to ensure that practice is clinically effective • Knowledge and experience of delivering clinical supervision • Up to date knowledge of safeguarding issues. • Health needs in a racially and culturally diverse population	

Personal attributes / abilities	• Enthusiastic and highly self-motivated person. • A team player with the ability to use own initiative • A 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 • A commitment to promoting equality of opportunity. • A commitment to ongoing personal and professional development.	
Other	• Flexible approach to working hours • Current, full driving licence • Clear Enhanced DBS check, including appropriate barred lists • Good attendance record • Ability to work alone and as a member of a team. • Able to assess risk to maintain personal safety in a variety of settings • Ability to cope with the physical demands expected of the role e.g. shift work, moving and handling, clinical and caring procedures • Good IT skills • Enhanced DBS • Passed fit to undertake the duties of the post by Occupational Health	

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 Monday 5th October.