



# Job Pack



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Registered Charity Number: 511619









# About Overgate

Overgate Hospice has been at the heart of the Calderdale community for over 40 years and we are here to help people with life-limiting illnesses. Our aim is to try and improve the quality of life for our patients and help them to live life to the full, to the very end. We do this by offering specialist palliative care, comfort and support, free of charge, to patients and their families. We are an independent charity, based in Elland, Halifax and rely heavily on funding from our local community to ensure our care is available for future generations.

## Our Mission

We are an independent charity that aims to improve the quality of life for adults in Calderdale with a life-limiting illness.

## Philosophy of Care

Our care is centred on the patient. We respect individuality and each person's dignity and right to privacy. We care for the whole person – their physical, emotional, spiritual, social needs and goals. The care includes support for their families and carers through an individual's illness and into bereavement.

We care for people during the advanced stages of all life-limiting conditions, including cancer, heart failure, lung, kidney and neurological diseases.

## Our Values (EPICC)

- **Excellence** - Strive to excel in every aspect of our organisation
- **Passion** - The deep sense of enthusiasm, dedication and commitment to the purpose expressed in our mission statement
- **Inclusion** - Our commitment to Equality, Diversity and Inclusion
- **Compassion** - Compassion is a genuine concern about the other person and their needs. A positive emotion that allows us to show that we care and are willing to help
- **Collaboration** - We will work collaboratively with each other and other statutory, charitable and voluntary sectors to provide the best possible services



# Our Services

## Inpatient Unit

Our Inpatient Unit aims to manage the physical and emotional effects of a wide range of life-limiting illnesses, alleviating pain and easing any distressing symptoms, ensuring we help our patients maintain their dignity and independence.

The care we provide at Overgate differs from a typical hospital in how we deliver our care. We offer a homely and welcoming environment, offering a safe place in which patients can be themselves. We are patient-focussed and appreciate that the little things matter, aiming to create an atmosphere of mutual respect, gentle good humour and warmth. We strive to accommodate the needs of patients and their families by being as flexible as possible regarding visiting times and pet visits. We offer home-cooked food and appreciate that a little bit of what you fancy does you good.

Our Inpatient Unit consists of:

- Four single rooms, one of which is bookable as a respite room
- Two four-bed rooms, each of which is single sex
- A relatives' room

A significant number of patients are able to return home from the Inpatient Unit, with approximately 34% of people being discharged. All discharges are carefully planned in conjunction with patients, families and the team. We embrace all of our community and we respect the individual beliefs of all of our patients and accommodate their needs as best we can.

Referrals to our Inpatient Unit can be made by a GP, District Nurse, Hospital Team or the Community Palliative Care Team. Each referral is assessed on an individual basis by our Specialist Palliative Care Team against our admission criteria.







## Day Hospice

Day Hospice is an integral part of the care we offer at Overgate. It enhances quality of life for patients by helping maximise independence through engaging activities and therapies and provides personalised care in a relaxed environment. It also offers the opportunity for patients to meet other people who are going through a similar experience enabling them to share concerns in a supportive environment. The team offer a wide range of medical and nursing care alongside therapies and support from our Patient and Family Support team.

- Social work
- Physiotherapy
- Counselling and psychotherapy
- Bereavement and family support
- Complementary therapies
- Art and craft activities
- Spiritual care

## Patient and Family Support

It's not just our patients who need our care and support – we help those around the patient too. The Patient and Family Support team are part of the multi-disciplinary team at the Hospice working within the Inpatient Unit and Day Hospice.

The team strive to meet everyone's physical, social, emotional and spiritual needs and are supported by a small number of trained and experienced volunteers.

The team offer a range of support including pre and post bereavement support, emotional support, future care planning, personal/family concerns as well as practical problems and signposting to appropriate external agencies.

They work closely with other hospice teams and with outside agencies such as social services, local health care professionals, schools and advisory services.

# Income Generation

## Fundraising

Overgate Hospice costs £5.9million each year to keep our doors open and our nurses caring. NHS West Yorkshire Integrated Board (ICB) contribute towards this amount however, over £3.5million is raised by the generous Calderdale community.

Fundraising is a vital part of hospice life, as is the friendship and support of our amazing community. We have an active fundraising programme to generate income including a varied events calendar.

Our Fundraising Team play a vital part in supporting everyone who fundraises for us, as well as organising a range of events and campaigns themselves. From painting a rainbow of colour across Calderdale at our Colour Run, to remembering lost loved ones at our Light Up a Life services, we are touched by special moments each day.

The current cost of living crisis, together with rising costs, mean we now need to diversify our income generation activities and expand our Fundraising Team in order to meet the increase in our running costs and ensure our care is available to anyone in our local community who needs it.



## Retail

The Hospice runs 16 shops across Calderdale, including furniture, designer, vintage and children's outlets. We also have a Donation Centre and all donations are very welcome. Recycling is also important to the Hospice; used stamps, foreign coins, books and even rags can be sold to raise funds.

## Lottery

Members of the lottery have the opportunity to support the Hospice whilst also being part of a weekly prize draw with a main prize of £750. By taking part in our lottery our supporters help to raise an average of £175,000 each year.



## Volunteers

The value placed upon our volunteers is immeasurable. On average volunteers give over 750 hours of service each week to Overgate. Some volunteers have a regular commitment and others help on an occasional basis.

We have over 700 volunteers who work alongside paid staff in the Hospice, our shops and at events. In addition we have four 'Friends of Overgate Hospice' groups who each have a team of willing volunteers helping at the events they organise.



babyballet  
for boys and girls love to dance  
www.babyballet.co.uk



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# Working at Overgate

Overgate employs dedicated people who want to work for an important cause that makes a difference to the Calderdale community. All roles are valued and we work very much as a team. We have identified several behaviours (listed below) which we believe are essential to being a member of 'Team Overgate'. These are part of the recruitment process and the appraisal process for all employees.



## Respectful

- Treat everyone with courtesy and respect
- Be consistently friendly, welcoming and attentive, show kindness, compassion and empathy
- Present a positive attitude and offer 'excellent service with a smile'
- Treat others as they would wish to be treated
- Respect diversity and value difference



## Responsible

- Accept full responsibility for my words, behaviours, attitudes and actions
- Recognise the impact of my decisions
- Provide a service that I am proud of
- Reflect Overgate's Vision and Values in all I do
- Always give my best
- Dress appropriately and wear my Overgate badge



## Accountable

- Act professionally and consistently at all times
- Contribute to my team's collective responsibility
- Identify and escalate risks
- Add value to the organisation through what I do and how I behave



## Courageous

- Support new ways of working
- Offer positive challenge to what we do and how we do it
- Seek out and give constructive feedback
- Participate in and contribute to frank and honest discussions
- Acknowledge and address my development needs
- Look for innovative solutions



## Inspirational

- Look for and get involved in opportunities that improve services
- Develop myself and my colleagues
- Motivate, encourage, and support others
- Demonstrate the passion and energy I have for my work
- Listen to understand - show genuine concern for others
- Act with integrity - lead by example and walk the talk



## Positive

- Promote a learning culture not a blame culture
- Demonstrate a can-do attitude
- Identify problems and focus on solutions
- Embrace, promote and support change
- Keep the 'big picture' in mind
- Demonstrate resilience in difficult times



## Team Player

- Share my ideas, skills and knowledge with others
- Recognise, celebrate and share success with my team and the organisation
- Work collaboratively and positively with others to get the job done
- Seek to build and nature new relationships
- Recognise and value everyone's contribution
- Remember we are all working together for the benefit of our patients, community and organisation





Employ  
**166**  
staff



Our average admission wait time is 24 hours

New  
**16**  
BED  
unit



**£16,200**  
Daily cost



Educating our healthcare colleagues in the community on end-of-life care



**£2.3m**  
Total money raised by our community

**1,710**  
attendances at Day Hospice services

**127**  
people attended our HUB sessions



**Patient & Family Support Team**

- Social Workers
- Counselling
- Physiotherapists
- Chaplain
- Complementary Therapists
- Occupational Therapist
- Diversional Therapy Lead



**Inpatient Unit**  
12 beds including 1 respite bed

**16**  
retail shops and a Donation Centre across Calderdale

*Overgate*  
HOSPICE  
**Our value in Calderdale**

Over  
**11,000**  
people and their families cared for since we opened

**Partnership & engagement**



**Develop & strengthen services**



**Providing holistic patient-centred care**



**Day Hospice**  
Health & wellbeing support and six HUBs in the community

**233**

Patient admissions to the Inpatient Unit last year



Caring since  
**1981**



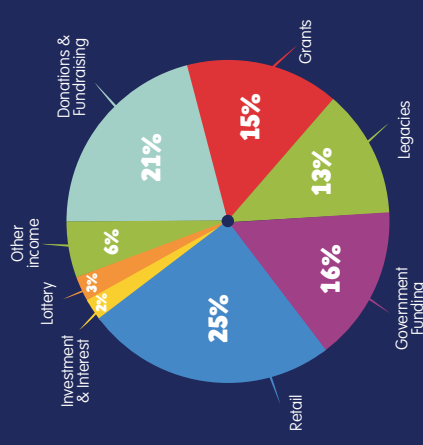
**Calendar of activities and events**



**£1.9m**  
Income raised from our shops and lottery

**£5.9m**  
Yearly cost

**How we are funded**





# Why Choose Overgate?

This is an exciting opportunity to be part of a charity which helps to change the lives of local people living with life-limiting illnesses. What people may not know is that the inside of these Hospice walls is filled with so much joy, laughter, and happiness; from the precious memories we help our patients and their loved ones to create together, to the everyday lives of our staff who truly treat each other like family. In joining team Overgate, you will have the opportunity to make a positive difference to the lives of people in your community, and to create relationships with members of the public who will strive to help you achieve your goals.

As a charity we take pride in the welfare and development of all our staff, and we are constantly and consistently working to champion inclusivity and respect both within the Hospice walls, and in our interactions with the wider public. From our volunteers, fundraisers, and retail staff, to our nurses, doctors, and family support team, we are truly one big Overgate family, and we would love to welcome you to the team!

## Employment

The Employer is Overgate Hospice. The first 6 months of employment are on a probationary basis.

## Staff Benefits

- Free car parking on the main site in Elland
- Company Pension Scheme
- Life Assurance
- High quality meals/snacks available to purchase
- Staff dining room
- Mentor, coaching and a wide range of other support
- Good holiday entitlements
- Clear policies and procedures
- Training and development opportunities
- Opportunities to help with fundraising events
- Access to occupational health services
- Discounted shopping through the Blue Light Card scheme

“

There's no better feeling than representing Overgate and championing the care that we give.

- Nikki, Community Engagement Officer

”

## Annual Leave

27 days plus 8 days bank holiday pro rata.

The leave year runs from 1st April to 31st March each year.

In addition, Overgate also offers an additional day off for your birthday.

## Pay Review

Your salary will be reviewed for the purposes of any pay increase on an annual basis. There is no entitlement to an increase and a pay increase awarded as a result of such review in any one year shall not oblige the Hospice to make a pay increase in subsequent years. Any increases to your pay are purely discretionary.



“

I've quickly learnt that Overgate Hospice has a heart and you can't help but fall in love with the place. What a privilege it is to be part of the team here. - Emma, Head of Estates

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## Smoking Policy

A no smoking policy operates on all Hospice premises and in Hospice for patients and visitors.

## Pension

The Hospice operates a group personal pension scheme and in compliance with the employer pension duties under the Pensions Act 2008, you will be enrolled as an active member of this scheme, provided you meet the conditions for eligibility as notified to you and subject to HM Revenue & Customs requirements.

## Location

Overgate Hospice is located in a residential area in Elland with easy access to the M62.

## Retirement Age

The Hospice does not have a standard retirement age.

“

Right from the very beginning, I felt included and part of the team... It's really hard not to smile here! - Doctor on placement

”

## Offer of Employment

Any offer of employment following interview is made subject to:

- Receipt of two references to a standard deemed acceptable to the Hospice
- Completion of all required documentation
- Evidence of qualifications
- Disclosure & Barring Service Check at the agreed level for certain roles
- Evidence of the right to work and reside in the UK
- Medical clearance from Occupational Health Service
- Satisfactory bank details to enable a bank transfer for salary purposes

Any of the above details or conditions may change without notice. Please check any specific details with the HR Team if you are appointed to the post.

“

I have never worked with such kind, welcoming and supportive people and this is reflected in the care they provide. I am so proud to be a part of this incredible team. I always knew Overgate was the heart of Calderdale but now I truly understand why. - Kim, Ward Manager

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