

# APPOINTMENT OF DIRECTOR OF CLINICAL SERVICES

FURTHER PARTICULARS - AUGUST 2025



**CLOSING DATE: 3 SEPTEMBER 2025 | INTERVIEW DATE: 23 SEPTEMBER 2025**





## OUR VISION, MISSION AND VALUES

### OUR VISION

Our vision is a future where everyone with a life-limiting illness will live and die with dignity and in comfort.

### OUR MISSION

Our mission is to enable more people from all communities to access the care of their choice at the end of life.

### OUR VALUES

Our values are at the heart of everything we do. They guide how we care for people and how we support one another.



## EQUALITY, DIVERSITY AND INCLUSION

Birmingham Hospice is committed to developing a dynamic and diverse team, representative of the communities it serves.

We value each person as an individual – whether they are colleagues, patients, family members, carers or supporters – every person matters. We embrace diversity of culture, background and environment knowing it enriches our workplace and our relationships with our local communities.

We are committed to building a culture of inclusion and belonging. We would love to hear from you, about what makes you uniquely you and how this opportunity will support you to succeed.



# WELCOME

Hello,

I'm Paul, CEO at Birmingham Hospice, and I'm delighted to introduce an exciting opportunity to join our leadership team as Director of Clinical Services.

We are seeking an exceptional clinical leader with significant experience leading multi professional teams in a care environment, and someone who shares our commitment to providing compassionate, dignified care for patients and families who have a palliative diagnosis.

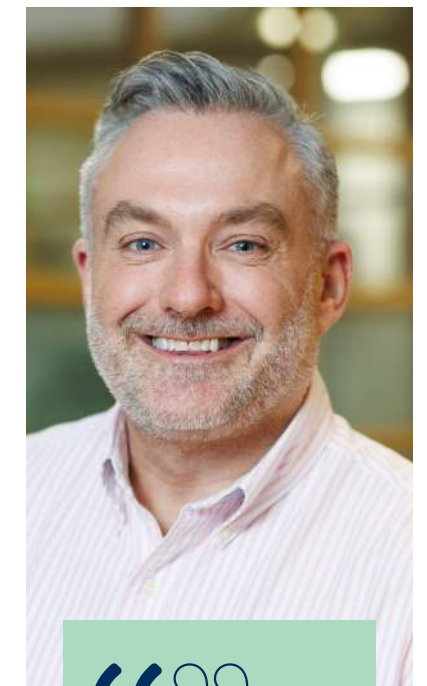
In this pivotal role, you will shape our clinical services that define our outstanding organisation. You'll lead and inspire our dedicated teams, ensure we maintain the highest standards of care, and drive continuous improvement in our services.

Your leadership will be fundamental in nurturing our culture of collaboration, innovation and truly patient-centred care, ensuring the patient voice is heard at the highest level of our decision-making.

This is more than a senior position – it's an opportunity to make a lasting difference to countless lives while contributing to the strategic growth of an organisation that sits at the heart of our community.

If you're passionate about clinical excellence and ready to lead with both expertise and compassion, I'd love to hear from you.

**Paul Bytheway, Chief Executive**



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*In this pivotal role, you will shape the clinical excellence that defines our organisation*

Hello,

My name is Dawn, and I am Chair of the Board of Trustees for Birmingham Hospice. I joined as the charity chair in 2022.

Joining Birmingham Hospice is incredibly rewarding, as you support and are part of a team of passionate individuals who live

our values of kindness, togetherness, positivity, openness, respect and innovation.

By joining our team, you will be helping us to deliver our vision where everyone with a terminal diagnosis will live and die with dignity and in comfort.

I am looking forward to working together with you alongside the CEO and Executive Leadership Team to make a real difference to local people's lives in Birmingham and the surrounding areas.

Best wishes,  
**Dawn Ward, CBE DL**



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*Joining Birmingham Hospice is incredibly rewarding*





### ABOUT BIRMINGHAM HOSPICE

**Birmingham Hospice is a leading provider of palliative and end of life care in the West Midlands, dedicated to helping individuals live well with terminal illnesses and ensuring they receive compassionate support during their final stages of life.**

We provide vital end of life care for our communities in Birmingham, Sandwell, Solihull and Sutton Coldfield. We have around 670 patients in our care on average every day, in our hospice sites in Selly Park and Erdington, and through community and home-based services. Our mission is to ensure that everyone, regardless of background or condition, can access the care of their choice at the end of life. We emphasise

dignity, comfort and personalised support for patients and their families. We provide a comprehensive range of services tailored to meet the needs of our patients: Inpatient Units, Hospice at Home, Community Palliative Care, Therapies, Pharmacy, Living Well Centres and wellbeing and bereavement support. All services are provided free of charge, ensuring accessibility for all who need them.

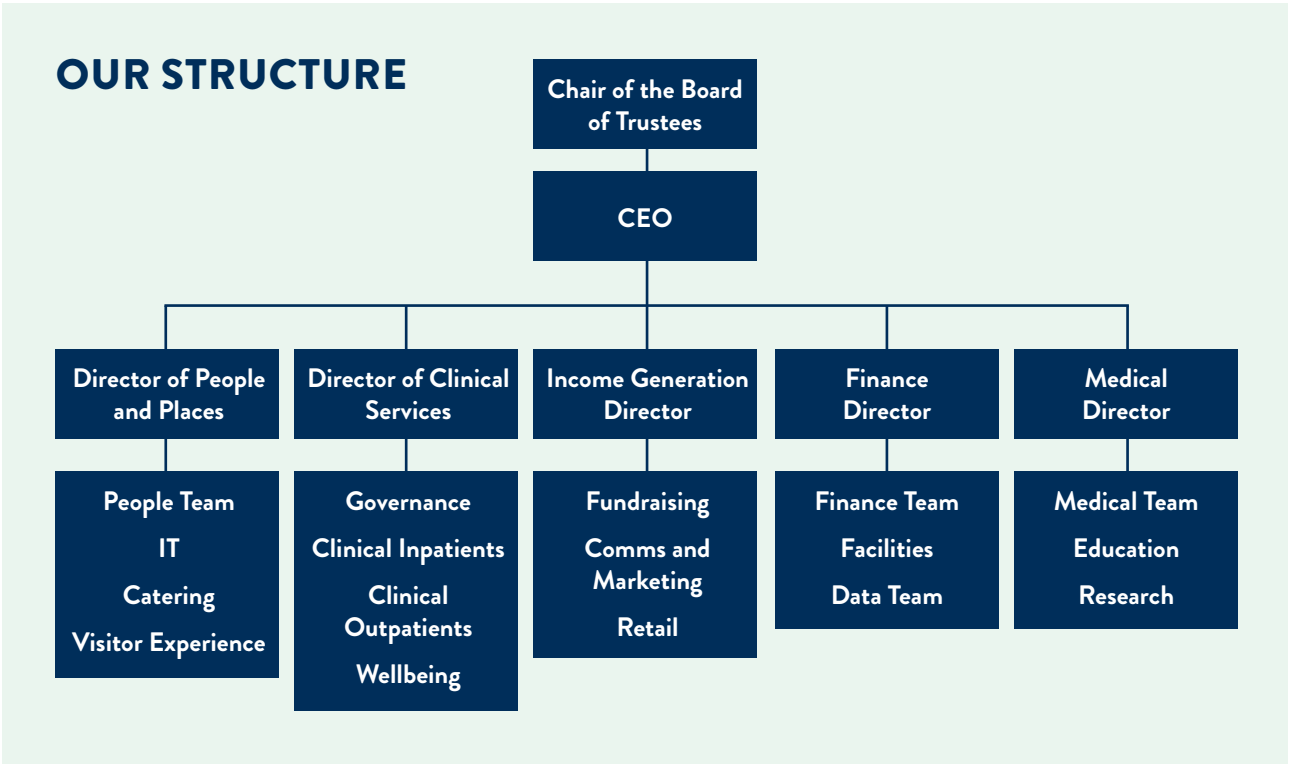
### ABOUT THE ROLE

**This is an excellent opportunity for a senior clinician with extensive demonstrable experience in leadership to join a value-driven organisation who wants to support more people who require specialist palliative and end of life care.**

Reporting directly to the CEO, and by extension the Board of Trustees, you will be a highly competent, diligent, and compassionate individual with prior expertise in a senior clinical position in either the charity sector, the NHS or similar organisation. Having strong values, you will be comfortable living and demonstrating our values of kindness, respect, positivity, togetherness, openness and innovation. You will lead the clinical teams, contributing to strategic planning and direction and provide positive, visible and dynamic challenging and empowering leadership in the clinical

operational management of the hospice. You will be a confident people manager with a proven ability to provide inspirational leadership and to contribute to the daily running and future strategic direction of the charity as a member of the Executive Leadership Team.

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## MAIN DUTIES AND RESPONSIBILITIES

### LEADERSHIP AND MANAGEMENT

You will have clinical responsibility for the safe and effective care of all patients referred to Birmingham Hospice.

### STRATEGY

You will share in the management and leadership of the hospice as a member of the Executive Management Team, contributing to strategic planning and direction and providing positive, visible, dynamic challenging and empowering leadership in the day-to-day clinical operational management of the hospice.

Accountable to the Trustees, the Director of Clinical Services shares responsibility equally with the Medical Director for the overall clinical direction of the hospice, ensuring that policies are in place and support for appropriate management and supervision of clinical colleagues.

### GENERAL

You will lead and direct the hospice clinical teams to provide safe and effective services for the hospice.

You will provide professional advice to the CEO and Board of Trustees relating to general care services and professional standards.

Together with the Medical Director, you will lead on clinical strategy development for the hospice, reporting directly to the Board of Trustees.

You will work in partnership with the Executive Management Team, actively contributing to the management and governance of the hospice by attending and contributing to EMT, Board and Committee meetings.

You will maintain effective professional management and leadership of the hospice clinical teams, motivating them to work to the highest possible standards.

You will manage accountable budgets for all aspects of clinical staffing and share corporate responsibility to effectively help the hospice meet its annual financial and non-financial objectives.

You will lead continuous improvement of clinical services, ensuring they meet the highest standards of quality. As Director of Clinical Services, you will also shape the hospice's response to national policy and political developments, while embedding resilience and innovation across our services.

You will be responsible for maintaining a culture which embeds all aspects of clinical quality, governance and effectiveness of the hospice; specifically participating in the regular monitoring and updating of clinical policies and guidelines, investigations into complaints and clinical incident monitoring (with specific attention to prescribing issues).

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You will lead and manage the hospice clinical teams, developing them as individuals and as a team to provide excellent care, ensuring external clinical appraisals and internal performance reviews are carried out for all direct reports annually.

You will be responsible for appraisals and meetings of reviews within the clinical teams.

### RELATIONSHIPS AND PARTNERSHIPS

You will work with the Medical Director, overseeing a high standard of clinical practice across the hospice, ensuring services are safe and clinically effective, providing an adequate and effective programme of clinical audit as well as developing clinical research and medical education to support the delivery of high-quality care across the hospice.

You will work closely with colleagues in both hospital and community teams, agreeing ways in which we can work together to meet the needs of our communities.



## MAIN DUTIES AND RESPONSIBILITIES

You will also promote close links and work effectively with General Practices and other external health and social care providers and key stakeholders. You will strengthen clinical engagement with partners and commissioners to address the changing needs of the communities we care for.

Additionally, you will represent the hospice at external bodies.

### QUALITY AND GOVERNANCE

You will ensure that robust clinical governance systems are in place with the active participation of all clinical staff to ensure high standards of patient care and all necessary CQC guidelines and statutory standards are adhered to.

You will actively participate in quarterly Clinical Governance committee meetings as co-chair, alongside the Medical Director, attending subgroups as required.

Alongside appropriate members of the Executive Management Team, you will manage serious incidents with responsibility for identifying and sharing organisational learning.

### CONFIDENTIALITY

All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.

All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals.

### EQUALITY AND DIVERSITY

The hospice is committed to promoting an environment that values diversity. All people are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The hospice expects all people to behave in a way that recognises and respects diversity in line with the appropriate standards.

### HEALTH AND SAFETY

All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace.

All employees must comply with all hospice health and safety procedures infection control.

## MAIN DUTIES AND RESPONSIBILITIES

The prevention and control of infection is the responsibility of everyone who is employed by the hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

### INFORMATION GOVERNANCE

All employees are responsible for ensuring they undertake any training relating to information governance, read the hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

### PROFESSIONAL DEVELOPMENT

All employees must participate in an annual appraisal and develop a personal development plan with their line manager.

All employees are responsible for maintaining their statutory and mandatory training.

### SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS

The hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment pandemic or major incident.

### MAJOR INCIDENTS

In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospice. Prior to undertaking any duties, the member of staff will have full training and induction. We won't ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

## ABOUT YOU

### EDUCATION AND QUALIFICATIONS

#### You will be:

- A registered clinical professional in healthcare with current active UK registration.
- Qualified by experience – substantial post registration experience with significant management experience at a senior level (Band 7 or equivalent, and above).

#### It is desirable that you have:

- A recognised management qualification.

### KNOWLEDGE AND EXPERIENCE

#### You will have:

- Substantial post-registration experience, including significant experience in a senior clinical management position.
- Understanding of the provision and delivery of healthcare services and of the government's strategy for modernising healthcare, in particular around end of life care.
- Knowledge of the hospice sector and its inter-relationship with other agencies.
- Comprehensive understanding of clinical practice standards and professional governance, clinical governance and CQC registration requirements.
- Comprehensive understanding of patient safety risk management and incident investigation processes to the standard of root cause analysis.
- Comprehensive understanding of resourcing and people issues in clinical services.
- Able to delegate and chair effectively.
- Able to analyse complex data in conjunction with wider hospice policies and produce detailed reports with recommendations.
- Understanding of systems for educating and training health and social care colleagues.

## ABOUT YOU

- Be commercially aware and have an understanding of health and social care funding in the public sector in the UK.
- Able to inspire confidence and lead with credibility and passion colleagues from across a breadth of professions and roles.
- Able to hold practitioners to account for patient safe clinical care across a complex caseload to carry the confidence of the public, regulators, patients' family and colleagues.
- Experience in managing service delivery through inter-disciplinary and multi-agency workforce including the management of medical colleagues.
- Experience of producing Board level reporting within a third sector, NHS or commercial environment.
- Proven expert clinical experience, expert judgement and intelligence-gathering experience.
- Able to hold colleagues to account and ensure achievement of goals/ deadlines.
- Demonstrable evidence of effectively leading organisational change.
- Experienced negotiator with track record of achieving effective commissioning and service outcomes through collaborative stakeholder relationships.
- Proven credibility and experience of service transformation across complex multi-sector networks and influencing policy at local and national level.
- Evidence of continuing professional development.
- Experience of accountability for corporate wide systems of governance and service quality and CQC assurance.
- Experience of overseeing multi-faceted projects and project cycles.

#### It is desirable that you have:

- Knowledge and understanding of the business and management functions of a hospice.
- Knowledge of the Nolan principles and the democratic basis for public services.
- Knowledge of public health issues.
- Knowledge of the local, regional and national business of health and social care, including commissioning, policy frameworks and regulation.

## ABOUT YOU

### PERSONAL SKILLS AND ATTRIBUTES

We are seeking a strategic thinker with a strong solutions focus, who can lead and be an effective part of a multi-professional team. You will demonstrate personal and professional integrity and will possess an analytical and logical approach with an ability to prioritise clinical need.

You will have excellent time management skills and be able to work to competing deadlines, with the ability to make rational decisions while under pressure. You will possess a high level of interpersonal and team working skills, strategic and technical skills combined with a supportive and visible leadership style enabling you to lead development both individually and as a group.

You will be able to communicate clearly and confidently on complex subjects and ideas to diverse professional and public audiences, displaying a proven teaching ability, including use of a variety of teaching methods. With strong negotiating, influencing and interpersonal skills, you will have the ability to earn the confidence and respect of colleagues to provide effective clinical leadership.

You will possess good IT skills with high levels of personal resilience and are able to demonstrate a commitment to ongoing professional development with evidence of relevant CPD.

You will have the ability to build internal and outward facing relationships across commissioning and social care and demonstrate a willingness to support hospice colleagues from other professions and volunteers in their work.

The ideal candidate will display a caring and empathic approach with patients and families, and show enthusiasm, motivation and commitment to the development of hospice and palliative care services and to the ethos of hospice care.



### WHY JOIN OUR TEAM?

**Everyone at our charity is here to make a difference. Our people are knowledgeable, committed, open, friendly and fun – they understand and buy into the values of our hospice.**

80% of respondents from our latest people survey said that they are proud to tell people they work for Birmingham Hospice. We're committed to making our charity a brilliant place to work, and we couldn't carry out our vital care without every single one of our dedicated and inspirational colleagues, volunteers and supporters.

### BENEFITS OF WORKING FOR BIRMINGHAM HOSPICE

**At Birmingham Hospice we have a range of employee benefits, which include 35 days holiday per year plus 8 statutory/public holidays. We have a 'happy to talk about flexible working' approach, and generous special leave arrangements.**

We consider learning and development a priority and we will support our people wherever we can to realise their potential. Managers at the hospice receive management development through a variety of means including operational coaching.

We have several people-led groups, including a people forum (The Link) and an equality, diversity, and inclusion group (Better Together). The wellbeing of our people is key, and we run frequent wellbeing events and initiatives, as well as provide access to RISE, our Employee Assistance Programme (EAP).

Working at Birmingham Hospice, you can also benefit from various discounts from high street and online companies, as well as access to NHS Fleet solutions, where you can lease a car via salary sacrifice, and a Cycle to Work scheme. If you are in the NHS pension you can transfer this with you.

Both our sites have free car parking, and provide a range of refreshments (tea, coffee, biscuits and toast) available free of charge. We also have cafés serving a range of snacks, lunches and beverages at a low cost.

Our people also have access to Wagestream - a finance wellbeing app and toolkit which allows our people to access a portion of their earned pay - and Connect Rewards, which offers vouchers and discounts at hundreds of retailers.



## NEXT STEPS AND HOW TO APPLY

If this sounds like the role for you, we'd love to receive your application.

For an informal discussion about the role, please contact Paul Bytheway, CEO at [paul.bytheway@birminghamhospice.org.uk](mailto:paul.bytheway@birminghamhospice.org.uk).

### POSITION DETAILS

**CLOSING DATE:** 3 September 2025

**INTERVIEW DATE:** 23 September 2025

The interview will consist of a panel and a stakeholder interview

**HOURS:** 37.5 hours per week

**DURATION:** Permanent

**LOCATION:** Erdington and Selly Park

**SALARY:** £88,000 per annum

**DBS:** An enhanced level DBS Check and a Companies House Check will be required

If you are invited for an interview, we will share more information regarding the interview process at least 10 days before 23 September.