



JOB DESCRIPTION & PERSON SPECIFICATION

Mary Ann Evans Hospice
Eliot Way, Nuneaton, Warwickshire, CV10 7QL

Job Title: Community Services Team Lead

Responsible to: Head of Clinical Operations

Accountable to: Director of Clinical Services

Hours: 22.5 hours worked flexibly from 8am - 4pm, over 7 days a week.

Salary: NHS Agenda for Change Band 6

Developed: Reviewed December 2025

Mary Ann Evans Hospice

Mary Ann Evans Hospice is an adult community hospice in North Warwickshire. As an independent charity we provide palliative and end of life nursing care and support to patients with life limiting illnesses and those that matter most to them. Our care is compassionate and inclusive for all who access our services.

Our clinical services include Hospice at Home, Wellbeing Programs, Rapid Response and Bereavement, MND support & Complementary Therapy.

Job Summary

The Community Services Team Lead (Band 6) supports the Head of Clinical Operations to ensure high-quality palliative and end of life care is delivered across community services, including Hospice at Home, Wellbeing and Bereavement Services. The role focuses on providing safe, compassionate and effective care in line with Care Quality Commission (CQC) standards and relevant legislation.

The post holder is responsible for the day-to-day running of the Hospice at Home service, ensuring patients are supported to remain in their preferred place of care, most often their own home, with care planned around their individual needs and wishes. They oversee clinical caseloads and provide leadership and support to Nurse Associates, Senior Health Care Assistants, Health Care Assistants and Senior Bereavement Practitioner who manage daily service delivery. This includes supervising staff and volunteers and ensuring services operate smoothly and efficiently.



The role also involves supporting the Rapid Response Day Team by providing regular clinical cover to meet patient and family needs.

Working closely with the Head of Clinical Operations, the Community Services Team Lead helps maintain and develop high standards of clinical practice, with a focus on reablement, wellbeing and personalised care. Within the Wellbeing Centre, the post holder supports the delivery of a psychoeducational rehabilitation programme that enables people living with palliative conditions to better manage their health and maintain independence. They will also supervise and support drop-in sessions for both patients, carers and family members, ensuring these are well coordinated and responsive to individual needs. As a senior member of the team, the post holder provides clear leadership, uses resources effectively and acts as a positive clinical role model across community services.

Mary Ann: Our Values

The Hospice is committed to ensuring a healthy work-life balance for staff given the nature of the environment and care services provided. The Hospice, its staff and volunteers are all committed to ensuring "Our Values" stay at the centre of its ethos.

Compassionate	Trustworthy	Respectful	Inspirational	Sustainable
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Key Working Relationships

- Director of Clinical Services
- Head of Clinical Operations
- Quality Governance Manager
- Rapid Response team (both MEAH and SWFT staff)
- Community Services Staff Nursing Associates
- Community Services Senior Health Care Assistants and Health Care Assistant
- Senior Bereavement Practitioner
- Volunteers
- Executive & Business Support Administrators
- Data and Referral Coordinator
- EMIS and Referral Coordinator
- Complementary Therapist
- Local hospice, hospital and community palliative and end of life care practitioners

Principal Duties & Responsibilities:

Leadership & Management

1. Support Senior Bereavement Practitioner and Nurse Associates in their day-to-day responsibilities of coordinating and directing staff and volunteers to ensure time and resources are managed through efficient teamworking.
2. Lead on induction and on-going support of new staff and volunteers ensuring all staff have one-to-one support and an annual appraisal, and ensure volunteers have an annual opportunity to review their role.
3. Have an active role supporting the Head of Clinical Operations with on-going recruitment of future staff and volunteers.
4. Ensure that staff and volunteers have a clear understanding of their duties and responsibilities and of the standards of performance and conduct expected of them - undertaking initial/informal stages of HR processes e.g. absence, performance management (capability), disciplinary and grievance investigations.
5. Work flexibly across the organisation and through all services and sites as required to support the delivery of the Mary Ann's care services.
6. Responsible for ensuring right skill set of staff are available for efficient and effective service delivery across the clinical services on a 7 day a week basis through careful planning of duty rota's and deploying staff appropriately according to their skills and experience.
7. Work with the Head of Clinical Operations in implementing and reviewing clinical practices to ensure that they are evidence based and consistent with Mary Ann's values.
8. Contribute towards the new ways of working which support organisational objectives and service improvement.
9. Ensure agreed policies within area of responsibility are adhered to and actively contribute to policy reviews and development.
10. Act as a role model to staff and volunteers.
11. Encourage all staff to participate in clinical (depending on role) and reflective supervision in conjunction with Mary Ann's framework.
12. Ensure that high standards of cleanliness, tidiness and décor are maintained in the clinical areas ensuring environmental and infection control standards are adhered to.
13. Oversee all key worker roles and activities relevant to clinical services.

14. Work with multi-professional colleagues internally and externally.
15. Lead and support processes of change demonstrating responsibility, professionalism and integrity.
16. Contribute to the delivery of Mary Ann's clinical audit programme, including participation and supporting clinical staff to undertake audits and the learning outcomes/service developments which result; ultimately contributing to the assurance of quality standards and clinical governance of care provided.
17. Maintain high professional standard in accordance with the NMC Code of Conduct/ Professional regulatory body.
18. Have awareness and support the Head of Clinical Operations in the handling of complaints relating to clinical services.
19. Promote clinical incident reporting and support the development and implementation of action plans as a means of learning, improving and developing practice.
20. Ensure risk assessments are completed for any new activity or procedure affecting patients or day-to-day operations.
21. Support the Head of Clinical Operations to deliver services within set budgets, in an effective and proactive manner, in keeping with a lean thinking approach.

Clinical

22. Be a competent practitioner demonstrating evidence based clinical expertise, completing holistic patient and carer assessments, acting as a mentor, resource and advisor to other colleagues, patients and carers across Hospice at Home, Wellbeing and Bereavement Services, as well as a clinical colleague integral to the Rapid Response service.
23. Working in partnership with the clinical teams to ensure the delivery of all aspects of care relative to clinical services, including overseeing efficient management of referrals, care plans, programmes of care and enabling first assessments at home for patients where necessary or preferred.
24. Responsible for ensuring high standards of communication, documentation and clinical records are maintained at all times which pay due regard to information governance standards and Caldicott principles and have the ability to use electronic record systems e.g., EMIS.
25. Take a lead role in implementation, ongoing development and use of EMIS. Act as a resource for new and existing staff. To support teams to produce robust and high-quality clinical documentation.

26. Produce associated reporting for data quality metrics and external reporting contacts such as Coventry and Warwickshire Integrated Care Board.
27. Ensure that activity data and outcome measures are consistently interpreted and reported.
28. Ensure use of approved manual handling techniques in the delivery of patient care, including the safe use of mechanical and non-mechanical moving and handling aids.
29. Assist in the review of clinical standards and practice across services with particular attention paid to the drive for evidence-based practice and new ways of working including the advancement and use of digital technologies to provide care.
30. Responsible for ensuring multi-disciplinary discussions take place in timely manner and staff follow up on any interventions needed ensuring "right care, at the right time in the right place". Also, to co-ordinate attendance by RN's and self at community hub MDT's and hospital/community specialist palliative care MDT.
31. Work with the Head of Clinical Operations in implementing actions plans developed to improve service provision.
32. Responsible for maintaining an accurate equipment register inclusive of service evidence and equipment procurement, maintenance, replacement, and ensuring safety and cleaning of all items.
33. Ensure a functional integrated team ethos across clinical services and externally, collaborating with colleagues and members of other disciplines.
34. Role model using a proactive, sensitive and empathetic approach with patients and relatives to enable involvement in advance care/treatment planning.
35. Role model how to undertake Advance Care Planning/ReSPECT discussions and decisions where appropriate with patients and families.
36. Update any relevant EPaCCs systems in use with relevant information, patient preferences and wishes in a timely manner.
37. Provide and offer bereavement support to carers in collaboration with Bereavement Practitioner.

Communication & relationships

38. Actively support other staff as necessary.

39. Demonstrate sensitivity in dealing with complex and confidential information from patients, families and colleagues, giving advice and support as necessary. Respond appropriately to information given and pay regard to any potential safeguarding or duty of candour situations.
40. Actively contribute to Mary Ann and departmental meetings. Ensure team meetings are held monthly. Actively participate in meetings with Head of Clinical Operations ensuring information is cascaded back to team where appropriate in a timely manner. Represent Mary Ann at specific external meetings when necessary.
41. Responsible for ensuring information/decisions are cascaded appropriately and community services staff understand the level of decision making expected for roles held.
42. In conjunction with the Head of Clinical Operations maintain collaborative working relationships and effective communication between all members of the multidisciplinary team ensuring a high standard of coordinated patient care.
43. Promote an open and honest culture reflecting a "can do" attitude.
44. Deputise for the Head of Clinical Operations at any meetings as required.

Education, Professional Development & Training

45. Contribute to Mary Ann being a research active organisation and ensure Good Clinical Practice training for research compliance is completed personally and by other clinical staff where necessary.
46. Take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development in the field of palliative and end of life care. It is an expectation the post holder will continuously develop clinical skills and knowledge.
47. Take personal responsibility for life-long learning, self-development, and reflection and revalidation portfolio.
48. Participate in informal and formal education and teaching as required including supporting staff with new clinical skills and use of digital technologies.
49. Undertake clinical audit and support staff team to undertake clinical audits with responsibility to report to leadership team/trustees.

Standard Requirements of all Mary Ann Staff:

- To be flexible and adapt to the needs of the department and your team.
- To maintain strict confidentiality and always adhere to data protection policies.
- To observe and maintain security procedures and to be aware of responsibilities towards Health & Safety, Hospice Policies & Procedures, and COSHH.
- Mary Ann operates a strictly no-smoking and vaping policy whilst on duty and on the premises.
- Exercise responsible stewardship of hospice resources.
- Attendance at meetings, events and activities may require the post holder to work beyond the normal hours/days of work on occasions – flexibility is essential.
- To have an understanding and demonstrate regard for Mary Ann’s values, vision, mission, and strategic aims.
- Travel in the Warwickshire area, and on occasions within the UK, to fulfil role and attend/participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- To participate in annual and quarterly performance appraisal, where the job description will be reviewed, and objectives agreed.
- Take responsibility for ensuring the timely completion and/or attendance for all statutory and mandatory training requirements relevant to role as outlined by Mary Ann’s Policy.
- To participate in surveys and audits as required by the service in relation to your role.
- Conform to conventional standards of professional uniform and business dress when representing Mary Ann.
- To accept temporary redeployment within any part of Mary Ann should the need arise ensuring hospice goals and objectives are met.

This job description is intended to be the main guide to the principal duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible, or prescriptive document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice.

Signed Employee:

Date:

Signed Line Manager:

Date:

Person Specification

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> • Qualified and registered healthcare practitioner • Teaching and mentoring qualification • Leadership or Management course or training • Accredited or post registration professional development in palliative care related field to enable advanced clinical care skills • Advanced Communication Skills course <p>If not held then must be willing to undertake – to be negotiated as part of personal professional development plan</p>	<ul style="list-style-type: none"> • Degree or Post Graduate Qualification, or willing to consider developing • Non-Medical Prescriber • Good Clinical Practice training for research compliance
Experience	<ul style="list-style-type: none"> • Substantial professionally qualified experience • Previous experience working in a palliative care/end of life care environment • Experience of service development • Ability to lead and manage a range of staff • Able to work autonomously and as part of team • Evidence of excellent communication skills • Evidence of excellent planning and organising skills • Experience and commitment to continuous organisational improvement and ability to act as a change agent • Demonstrate ability to shape and deliver ongoing programme of improvement • Cost effective delivery of a service or programme • Influencing, building and sustaining relationships in order to achieve results • Experience of CQC compliance and evidencing regulations in practice 	<ul style="list-style-type: none"> • Experience of working for or in partnership with a hospice • Evidence of good analytical skills
Skills & Knowledge	<ul style="list-style-type: none"> • Demonstrable clinical skills in palliative and end of life care • Ability to make clinical and operational decisions and to develop others in this area • People management skills including: <ul style="list-style-type: none"> • Motivation of staff • Team building • Decision making • Conflict management • Problem Solving • Clinical leadership 	

	<ul style="list-style-type: none"> • Staff development • Initiating and managing change • Understanding of current issues and initiatives relating to palliative care • IT skills • Excellent interpersonal skills communication with patients, health and social care professionals and the wider multi-professional team encompassing verbal and written skills • Must be conversant with CQC regulations and implications on safe, effective, caring, responsive, well-led services • Must be able to demonstrate an understanding of the need for confidentiality in all aspects of the work environment • Must be able to demonstrate an ability to organise self and others effectively • Must be able to write succinct and informative report • Ability to accurately collect and analyse data and use as evidence for service development. • Experience of auditing service delivery and ensuring that they are compliant with CQC and national guidelines. 	
<p>Aptitudes & Attributes</p>	<ul style="list-style-type: none"> • A personal approach • Self-motivated and have initiative • Have an excellent telephone manner • Resourceful and creative • Ability to relate to the multi-disciplinary team in the hospice • Willing to continue with professional development within palliative care and leadership/management • A high level of accuracy and attention to detail • Ability to prioritise tasks, appropriately delegate and manage time effectively • Able to recognise coping strengths for themselves and others • Ability to develop business development action plans with clear objectives and measures 	

<p>Other Job Requirements</p>	<ul style="list-style-type: none"> • Wear uniform when in clinical practice • Dress in a manner that conforms to accepted formal code of business dress • Hold a current clean driving licence and daily access to a vehicle to enable travel as required • Ability to work in non-smoking environment • Flexibility to work from 8am-8pm across seven day week • Ambassador for the organisation 	
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