



# Director of Clinical Services & Governance Recruitment Pack

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# Thank you for your interest

## in the role of Director of Clinical Services and Governance at Barnsley Hospice.

We are seeking a highly skilled and dynamic individual to join our outstanding team as the Director of Clinical Services and Governance. This pivotal role offers a unique opportunity to make a significant impact on the delivery of hospice care services and the wellbeing of our patients. Reporting into the CEO/Chief Nurse, this is an executive leadership position within the hospice working as part of a high-performing team.

As the Director of Clinical Services and Governance, you will work in close partnership with the executive and senior leadership team. Together, you will form a cohesive team with accountability for workforce management, service delivery, clinical quality and safety, financial control, and the implementation of our strategic objectives.

We are committed to providing an inclusive and supportive work environment where your contributions are valued and recognised.

This is an exciting time to join Barnsley Hospice. We have built a reputation for excellence, being rated Outstanding by our regulator, and we are proud of our achievements. However, we believe there is still more to do. We want to reach more people, provide greater support, and continue to make a meaningful difference.

If you are a visionary leader who is passionate about delivering excellence in patient care, governance and quality, we would love to hear from you.





## About Us

**Barnsley Hospice provides specialist palliative and end of life care for the people of Barnsley.**

**We care for adults living with active and progressive life-limiting illnesses, including cancer, heart and lung diseases and neurological diseases such as motor neurone disease and Parkinson's disease. We are also here to support friends and family.**

At the hospice, we provide a range of services free of charge for the people of Barnsley. These include a 10-bedded inpatient unit, support and wellbeing service, counselling and bereavement support, medical outpatient appointments and more. We tailor our services to each individual and empower people to make choices about their care.

Hospice care is different for everyone, and wherever possible, we support people in the ways that work best for them.

Our aim is to help people to live as well as possible, and do the things that are important to them. We take a holistic approach to our care, helping people with pain and symptom management, and providing practical, emotional, spiritual and social support.

End of life care is an important part of what we do, but we are also here to support people from earlier in their diagnosis.

As a charity, we rely on our fundraising and retail efforts and the generosity of the local community to fund our services.

Since we first opened our doors in 1994, we have grown and adapted our services, remaining focused on embracing a culture of continuous improvement and training. This is integral to helping us meet our strategic objectives and providing the highest quality of care possible.

**We are looking to recruit an outstanding and ambitious Director of Clinical Services and Governance to play a key role in driving forward our Board of Trustees' strategic vision for our charity.**

**Find out more about the role in the Role Profile and Person Specification, which you can find in this recruitment pack.**

# Role Profile

**Job Title:** Director of Clinical Services and Governance

**Hours of Work:** 37.5 hours per week. Participation with on-call rota.

**Salary:** Circa £69,700 - 85,000 commensurate with experience

**Base:** Barnsley Hospice, Gawber, Barnsley

**Department:** Executive Leadership Team

**Accountable To:** Chief Executive Officer/Chief Nurse (CEO/Chief Nurse)

**Responsible For:** Reporting to the CEO/Chief Nurse as a member of the Executive Leadership Team (ELT), the Director of Clinical Services and Governance will: provide professional leadership to the clinical, governance and quality workforce to ensure the provision of safe, personalised and high-quality care to people using our services; including our governance structures, systems and processes at and below board level, enable proactive delivery of the quality and safety agenda. They will be responsible for the hospice Risk Management framework ensuring that the hospice complies with statutory, regulatory and contractual requirements driving the delivery of safe, harm-free care.

**Job Purpose:** The purpose of this role is to provide dynamic, visible, compassionate and empowering leadership to ensure excellence in caring and that clinical services meet and exceed the needs of service users and all governance, risk and professional regulatory requirements are met. The post holder is the Executive Lead for Patient Safety and Safeguarding.

## Main Duties & Responsibilities

### Quality (includes safety/experience/effectiveness)

- As the 'CQC Registered Manager', ensure the hospice is correctly registered and develop, guide, implement and monitor all processes to satisfy legislative requirements of the Care Quality Commission (CQC).
- Act as the Controlled Drugs Accountable Officer (CDAO) and be responsible for all aspects of controlled drugs management, ensuring compliance with legislation and regulation as required.
- As the Serious Information Risk Owner (SIRO) work alongside the Caldicott Guardian to ensure all Clinical Services conform to information governance requirements and legislation.
- Ensure compliance with regulatory bodies, including the Nursing and Midwifery Council (NMC) and Health and Care Professions Council (HCPC) and safeguarding adults and children's practice.
- Provide the CEO/Chief Nurse, ELT and the Board of Trustees with information on clinical operational issues and any associated risks that affect service delivery.
- Lead quality standards across all clinical services, establishing and maintaining information systems upon which evaluations can be made. Chair the Quality Improvement Tracker Group to ensure learning is translated into practice.
- Ensure regular audits of all clinical services are undertaken through an annual audit plan and improvements in practice are instigated as necessary, in line with findings and evidence-based current best practice.
- Providing strategic leadership to measure, prioritise and improve the quality (including safety/experience/effectiveness) of clinical care and services.
- Provide professional leadership and operational delivery of Infection Prevention & Control policy and practice, ensuring compliance with national policy and statute to ensure the highest standards of patient safety.
- Lead on rigorous quality assessment throughout the hospice, ensuring assessments of care and services is comprehensive including; effectiveness measures, safety and experience.
- Lead and manage Serious Incidents, Incidents, and Complaints.
- Use robust systems to capture and triangulate data, developing meaningful and timely insight/information reports and identify improvement opportunities and drive improvement projects to deliver effective quality assurance.

## **Governance and Leadership**

- Working closely with the CEO/Chief Nurse to ensure that Barnsley Hospice has systems and processes in place to promote clinical and non-clinical risk management, patient safety and compliance with CQC and other relevant regulatory frameworks.
- Ensure governance structures, systems and processes across the hospice to ensure we can demonstrate effective compliance and assurance is in place. This review will be repeated annually.
- Develop and maintain relevant networks to ensure Barnsley Hospice is at the front of new ideas/innovation and is proactive in exchanging knowledge and best practice and identifying new perspectives/approaches to care and services.
- Manage the hospice Board Assurance Framework ensuring systems are in place for this to be regularly updated and scrutinised by Trustees and Director colleagues.
- Develop a working environment and culture that actively promotes psychological safety, staff wellbeing, health, safety and security.
- Ensuring that our clinical resources are utilised to best effect and a culture of value for money is disseminated throughout the organisation so that risk is sensibly managed in pursuit of our objectives.
- Ensure there is a systematic review and updating of all policies and procedures to ensure they are up to date, reflect best practice and these are understood and applied consistently in the workplace.
- Work in partnership with the Clinical/Medical Team and Estates Team to drive and develop the use of technology within clinical services to improve systems, processes, and communication.
- Be accountable for the effective preparation and management of budget expenditure within clinical departments, ensuring liaison with other members of the ELT as appropriate and instigate action to address any major discrepancies.

## **Risk Management and Professional Standards**

- Regularly review the Risk Register to ensure up-to-date and reflect best practice. The risk register must accurately capture all risks, including new and emerging risks.
- Developing a modern dynamic workplace and a working environment and culture that actively promotes psychological safety, staff wellbeing, health, safety, and security.
- Enable people to exercise their rights and promote their equality and diversity.
- Working closely with the CEO/Chief Nurse to ensure we have effective mechanisms for ensuring situational awareness and escalation.
- Ensure there is a 'Ward to Board' process in place for the identification and all serious risks which may have implications for the delivery of safe, effective and compassionate care.
- Working closely with the Human Resources Team to ensure that Barnsley Hospice has a competent, effective and efficient care giving team that is fit for purpose both now and able to meet future service development needs.
- Working closely with the leadership teams to ensure information systems allow clear and comprehensive reports for staff, managers and Board members to support governance and continuous improvement.
- Advise the CEO/Chief Nurse, ELT and the Board of Trustees of necessary legislative, policy, or operational changes in regard to the delivery of workforce and clinical services and ensure effective implementation strategies are in place to maintain compliance and meet hospice objectives and the needs of the population we serve.
- Drive the development and review of the clinical workforce plan annually to meet the needs of service users and clinical (e.g., Royal College of Nursing) workforce standards.

## Executive Leadership

- Create effective relationships with your colleagues, collaborating and working jointly as part of a high-performing executive and senior leadership team that is focused on ensuring a sustainable future for Barnsley Hospice.
- Play a proactive role in embedding an open and honest culture throughout the clinical services and wider organisation.
- Provide a senior, credible clinical voice in a variety of settings, attending meetings, forums as required both internally and externally on behalf of the CEO/Chief Nurse.
- Provide strategic direction and vision for Barnsley Hospice Clinical Services, lead the development of the Clinical Service Strategy in collaboration with the clinical team, ELT and in consultation with service users and all key stakeholders.
- Effectively lead and manage staff, ensuring appraisals are undertaken, personal development plans completed and manage your team sickness and absence.
- Be committed to the work of Barnsley Hospice and work in accordance with our policies and procedures.
- Be an ambassador for the organisation both internally and externally by living and promoting our values.
- The post holder will participate in the On-Call Rota for the hospice (no additional remuneration).
- Willing and able to undertake work outside of normal office hours and to travel as required.

## General

- To provide dynamic, visible, compassionate and empowering leadership to ensure excellence in caring and that clinical services meet and exceed the needs of service users and all system and professional regulatory requirements are met.
- The post holder is the Executive Lead for Patient Safety and Safeguarding.

## Other Responsibilities

- To undertake any other duties, commensurate with the role as required by the hospice.
- To act as an ambassador of the hospice, maintaining honesty, integrity and trustworthiness at all times.
- The post holder will be expected to maintain strict confidentiality at all times.
- The post holder will ensure that they are aware of and apply health and safety and fire precautions.
- The post holder will ensure that clinical risk management and safeguarding procedures and relevant good practice guidelines are followed at all times.
- The post holder is to ensure data protection is maintained at all times.
- The post holder will be flexible in terms of working hours in order to meet service needs.
- The post holder will support the hospice as required, across the range of duties as appropriate within the grading of this post. In the context of rapid and ongoing change within the hospice, the above responsibilities represent the current priorities and requirements for the post. These priorities will develop and evolve over time. Any significant changes will be the subject of full communication and consultation with the post holder.

***This role profile is not an exhaustive list but it shows many of the aspects to this role.***



# Person Specification

## Knowledge and Educational Achievements

- Registered nurse with current and relevant registration on a professional register.
- Masters level education
- Evidence of CPD in line with professional regulatory guidance.
- Evidence of attendance on a leadership development programme.
- Knowledge of the legislation governing Charities in the UK is **desirable**.

## Experience and Work Achievements

- Substantial clinical and operational management experience, leading professional care services - a minimum of 2 years - with a track record of achievement of objectives.
- Experience of providing strategic professional advice to ensure the consistent delivery of safe, high-quality and person-centred care/services.
- Experience of driving improvements and implementing quality assurance metrics.
- Expert knowledge of patient safety risks, management, and systems.
- Experience of working across organisational boundaries and developing effective partnerships.
- Experience as a CQC Registered Manager, CDAO or SIRO is **desirable**.

## Skills & Abilities

- Sound knowledge of CQC requirements and other regulatory requirements applying to hospices for example, governance, quality measures and safeguarding.
- Leadership and people-management ability that inspires and motivates others.
- Evidence of the ability to carry out accurate/comprehensive analysis of relevant data and make effective operational/strategic judgments involving highly complex facts and situations.
- Able to work collaboratively and strategically internally and externally.
- Effective negotiating and influencing skills.
- Highly developed verbal and report writing skills.

## Personal Attributes

- Always seeking best practice and the identification of opportunities, risks and efficiencies.
- Thorough and focused with a high level of attention to detail and a passion for excellence.
- Committed to good governance and effective processes.
- Able to be creative, proactive and resourceful to get work done quickly and to a high standard.
- Demonstrates a strong commitment to the value of team working.
- Approaches work in a positive, optimistic and resilient manner.
- Flexible and adaptable in your work.
- Value honesty and integrity.

***The above factors will be assessed via applications and at interview.***



# Our Values

In 2023 we made the decision to update our values, which had been associated with the hospice for almost 30 years. We wanted our new values to drive our organisational culture, letting people know what is important to us and how they can expect us to operate. It is important that our values represent the wide range of people impacted by our activities, so we engaged with our workforce, external partners, patients and those important to them, customers and donors at our retail hub, and supporters of our fundraising events. Using their feedback, we are proud to introduce our new values and behaviours.



## AMBITION

We **aim high** and look for ways to **improve** ourselves, our services, reach more people and play a leading role.

We set high standards for ourselves and the services we provide.

We seek every opportunity to learn: from our successes and our mistakes.

We take a flexible and creative approach when seeking opportunities and solutions.



## COLLABORATION

We are **inclusive** and work in **partnership** with others to achieve shared goals and get the best outcome possible.

We value diversity in its broadest sense and take meaningful action to create an inclusive environment.

We seek out and nurture partnerships so we can achieve more together.

We are welcoming and friendly.



## COMPASSION

We are **caring** and treat everyone with **kindness** and **respect**.

We show empathy and consideration towards others.

We are genuinely caring and respectful in our interactions with others.

We are generous with our time and attention, and value the people around us.



## INTEGRITY

We are **honest**, communicate clearly and **openly**, and take **responsibility**.

We are open and honest with ourselves and others.

We are trustworthy and reliable and deliver on our promises.

We are professional and take our responsibilities seriously.

# Our Strategic Objectives

Our strategic objectives outline where we want to be by 2030 and were updated in 2026 using feedback from staff, volunteers, patients, partners and members of the public. They cover the importance of income generation, setting high standards for our clinical care, strengthening our connection with the people of Barnsley and creating a positive and supportive work culture at the hospice.

## Financial Sustainability



**We will manage our finances and income generation efforts effectively to secure the future of our care.**

- Our finances are secure, and we have enough income to sustain and grow services.
- We are the charity of choice for local people. When our community makes charitable donations, they think of us first.
- We diversify our income generation streams and adapt to the changing landscape.
- We highly value our supporters and strive to give them the best possible experience.

## Clinical Excellence



**We strive for excellence across our services and prioritise providing the best possible care to everyone who accesses our care and support.**

- Our services will continue to be rated Outstanding by the Care Quality Commission (CQC).
- We are research-ready. We are committed to collecting and using data effectively to take part in research and quality improvement work.
- We actively collaborate with Hospice UK and other hospices, promoting shared learning and amplifying our voices as a collective.
- We are innovative and utilise technology to advance our care.

## Community Connection



**We are embedded in our community so that people understand what we do and how they can access our support.**

- Our brand is visible and well-known, with a clear identity that encourages community support.
- Our fundraising efforts are progressive, transparent, and impactful.
- We work with local businesses to ensure they understand what we do and the impact our services have.
- We have a strong community presence and engage with local people meaningfully, both at the hospice and in day-to-day life.
- We are the first choice for patients and families when they need compassionate palliative and end of life care.

## Positive Workforce Culture



**We establish and maintain a supportive and empowering culture where our workforce of staff & volunteers reach their fullest potential.**

- We will recruit more volunteers, making the process easier for people to join and providing a welcoming environment for those giving up their time.
- Diversity is celebrated and there is visible commitment to our values.
- Our workforce is efficient, and we have the right staff with the right skills to deliver the required work.
- We are considered a top local employer who people want to work for. People are happy and fulfilled in their roles, and we have good staff retention.
- We provide impactful wellbeing support based on the needs of our people, using a collaborative approach with partners.

# Our Services: An Overview

**At Barnsley Hospice, we understand the importance of providing specialist palliative and end of life care that is tailored to the individual. We take a person-centred approach to help people live as well as possible and do the things that are important to them. This means providing care and support that considers the whole person - not just their physical needs.**

Throughout 2025/26, we supported **512 people** living with life-limiting illnesses and their families and friends. This includes people who accessed care and support through our Inpatient Unit, Counselling and Bereavement service, The Orangery (wellbeing service) and medical outpatients.

**Many people do not realise the range of services we provide. These include:**



## **Inpatient Unit**

24-hour specialist care delivered by our multidisciplinary team within our 10-bedded unit



## **The Orangery**

Support and wellbeing service, providing complementary therapy and facilitating a range of wellbeing groups for inpatients and outpatients



## **Social Work**

Specialist support for those living with a life-limiting illness and the people close to them



## **Physiotherapy**

Support to manage symptoms and improve mobility, facilitated by our specialist palliative care physiotherapist



## **Spiritual Support**

Providing the option to access the spiritual care and support that is right for people using our services



## **Counselling and Bereavement Support**

A safe and supportive environment for people living with a life-limiting illness, and their families and friends, to explore their feelings



## **Medical Outpatient**

Expert care delivered by our specialist consultants, both from the hospice and in the community and in people's homes



## **Pall Call**

A free helpline for people in Barnsley living with a life-limiting illness and their loved ones to access 24/7 specialist advice



## **Care in Hospitals**

Supporting local hospital services to provide specialist care for people with palliative and end of life care needs

# Our Impact: A Year in Numbers

**512**

people used our clinical services in 2025/26



We supported

**53**

medical outpatients in 2025/26

**191**

patient social worker support activities undertaken in 2025/26



**521**

physiotherapy support activities were undertaken in 2025/26



**174**

complementary therapy activities were undertaken in 2025/26



**173**

people used our Inpatient Unit

**265**

people used our counselling services

Our counselling team carried out

**1045** contact activities

Our Orangery team carried out

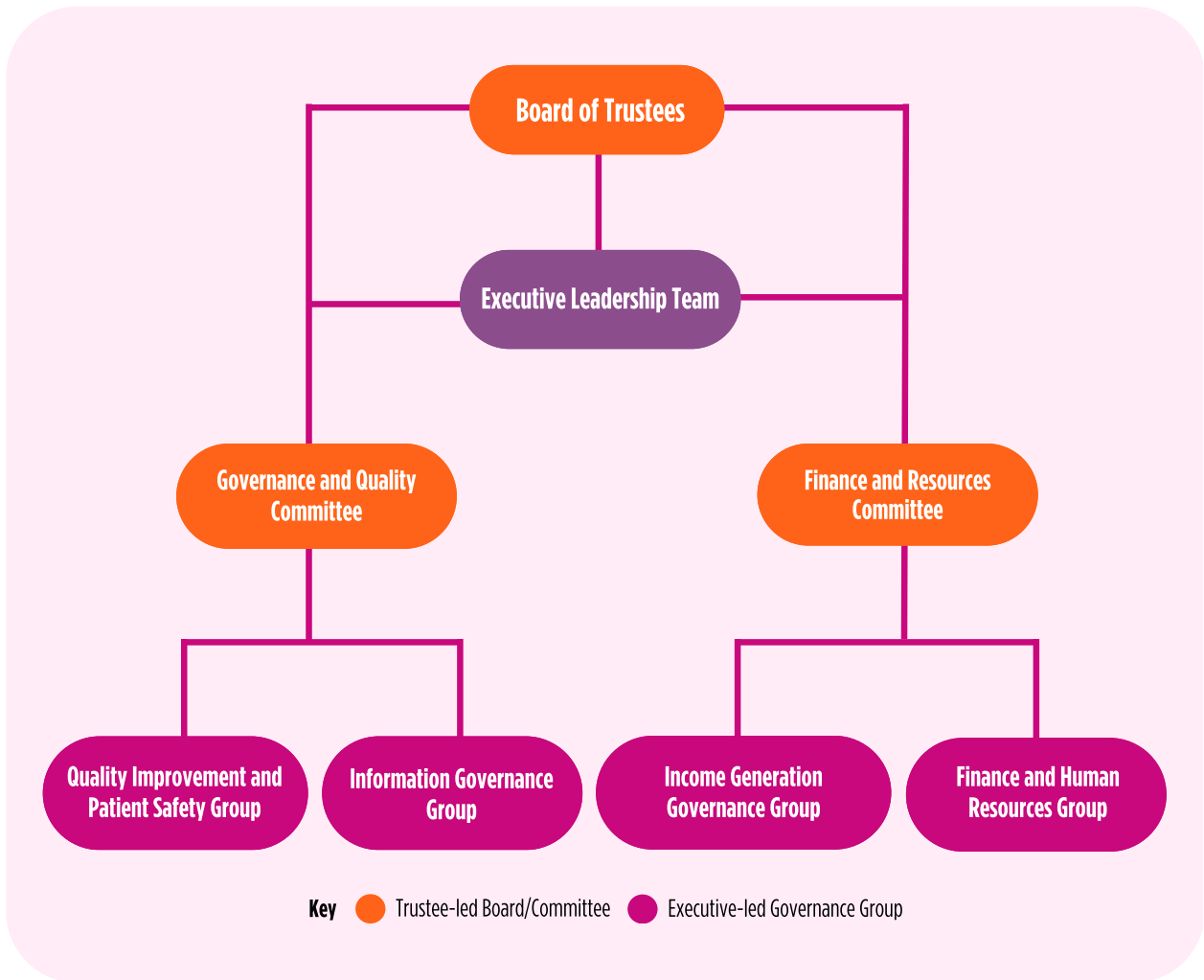
**1792** contact activities

The average Inpatient Unit occupancy rate was **85%**

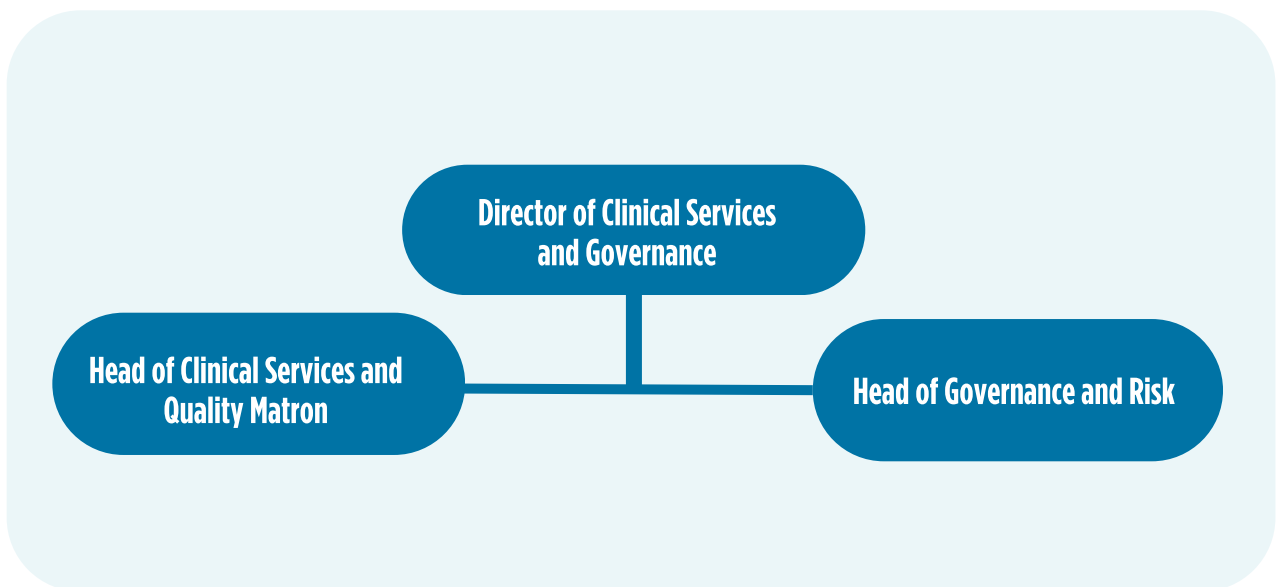
**224** people were supported by The Orangery in 2025/26



# Our Governance Structure



## Direct Reports



# How to Apply

If you would like to apply for the position of Director of Clinical Services and Governance, please send your CV, along with a covering letter to [humanresources@barnsley-hospice.org](mailto:humanresources@barnsley-hospice.org).

Please explain your interest in applying for this role and how your skills and experience reflect the person specification for the role.

Before applying for this role, informal visits are highly encouraged. Please contact our HR Team via email at [humanresources@barnsley-hospice.org](mailto:humanresources@barnsley-hospice.org) to arrange.

Barnsley Hospice is committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.

Any candidate who identifies themselves as disabled will be shortlisted if they meet the essential criteria for the role. Essential criteria can be found in the job description and person specification for the role. If you require any accessibility adjustments, please contact a member of the HR Team at [humanresources@barnsley-hospice.org](mailto:humanresources@barnsley-hospice.org) or by calling 01226 244244.

## Key Dates

The closing date for applications is **21 June 2026**.

The shortlist of candidates will be determined the following week.

Panel interviews will take place on **9 July 2026**.

For further information about us, please visit our website: [www.barnsleyhospice.org](http://www.barnsleyhospice.org)

