



Recruitment pack

Clinical Director



Thank you for your interest in joining Team Hospice.

At Wigan & Leigh Hospice, our services enable people with a life limiting illness to live well for as long as possible, by providing them, and those closest to them, with outstanding care.

We enable people to live and die well in the place they feel most comfortable, and provide those people important to them to access effective support when they need it. We also provide training, advice and support for care settings and individuals on how to deliver outstanding palliative and end of life care.

Hospices play such an important role in their community, and Wigan & Leigh Hospice is no exception to that. Last year, we supported more than 1300 people across Wigan and Leigh at one of the most vulnerable times in their lives. Whether it's at the hospice, in people's homes, or in the community, our care is built on compassion, respect, and personal connection.

Our work is only possible because of the incredible support of the local community—people who first came together over 40 years ago to open the hospice doors, and who continue to walk alongside us today, helping to ensure we're always here for those who need us.

If you share our values and want to make a meaningful difference every day, we'd love to hear from you.

Our Mission & Values

Our mission is to promote and provide outstanding care, specialist support and information for people experiencing and affected by life-limiting illness, dying and bereavement

This is supported by our values, which are at the centre of everything we do:

C ompassion:

Providing a caring, empathic and person-centred approach which serves the whole needs of patients and supports those people important to them.

A ccessibility:

Welcoming, transparent and open to the community we serve and those that support our charity.

R espect:

Appreciative of our individual differences and ensuring dignity and inclusivity.

E xcellence:

Offering a professional, high quality service which is always developing and is responsive to patient needs and to those people important to our patients.



Our Strategy 2024-2029



- Enable people with a life-limiting illness across our communities to live and die well in the place they feel most comfortable.
- Enable people affected by death and dying to access effective support when they need it.
- Provide training, advice and support to individuals and care settings on how to deliver outstanding palliative and end of life care.
- Empower our communities to talk about death and plan for their future care needs



- Secure the income we need to deliver and grow our services.
- Develop our use of data, knowledge, and local insight to innovate and continuously improve our services.
- Ensure our organisation is governed, led, and managed effectively.
- Embrace environmental sustainability by using resources thoughtfully.
- Provide high-quality facilities, services and information.



- Value the contributions of our staff, volunteers, supporters and partners, working together as one "Team Hospice".
- Recruit and retain exceptional people and support them to excel together.
- Embrace equality, diversity and inclusion.
- Empower our communities and those using our services, to have their say on the services we offer.
- Work with our partners, using our knowledge and expertise to make a difference locally, regionally and nationally.

About the role

Nothing we do is possible without the dedication, compassion, and professionalism of our brilliant team. Their drive and commitment are the heartbeat of Wigan & Leigh Hospice, enabling us to provide outstanding care to people across our community.

As our new **Clinical Director**, you'll be a key member of the Executive Team—bringing clinical leadership to the forefront of our vision for future care. This role offers the opportunity to shape the delivery and development of high-quality, person-centred services that reflect the needs of those we support.

You'll be joining a values-led, **CQC Outstanding** rated hospice at a pivotal moment in our journey. Together, we are strengthening and evolving our services to meet changing needs across Wigan and Leigh while staying rooted in our mission: to promote and provide outstanding care, specialist support and information for people experiencing and affected by life-limiting illness, dying, and bereavement.

As Clinical Director, you'll play a vital role in shaping how we deliver care—leading the development of our clinical services and supporting our teams to innovate, learn, and thrive. Your leadership will help ensure we continue to provide the highest standards of care, while building sustainable, person-centred models that respond to the needs of our community.

This is more than a leadership role, it's an opportunity to make a lasting difference.



What are we looking for?

We're looking for someone who shares our passion to be outstanding and accessible, bringing energy, focus, and leadership to help us continue to be a leader in palliative and end of life care.

You'll be a thoughtful and confident leader- someone who sets high standards, leads with integrity, and empowers others to grow and make decisions with confidence. You'll bring strategic insight and a solutions-focused mindset to help ensure our services are safe, effective, responsive, caring and well-led to the people who rely on us.

We're looking for someone who sees our people as our greatest strength—who knows how to nurture potential, support wellbeing, and bring out the best in multidisciplinary teams.

Above all, we want someone whose values align with ours. Someone who leads with compassion, champions accessibility and inclusion, treats others with respect, and is committed to delivering clinical excellence.

If you're driven to make a lasting difference in people's lives and want to do that in a warm, collaborative and community-rooted setting—then we'd love to meet you.



What are we offering?

Salary: £74,290 - £85,601 per annum

Hours: 37 hours per week

We're committed to creating a workplace where you feel supported, valued, and able to thrive.

As part of our team, you'll have access to a comprehensive range of benefits, including:

- **A warm and welcoming environment:** You'll be part of a supportive team working in a calm, compassionate setting, with access to our beautiful hospice gardens.
- **Comprehensive induction:** We provide a thorough and supportive induction programme designed to welcome you, build your confidence, and equip you with everything you need to succeed in your new role.
- **Flexible working:** A hybrid approach to work, with the option to work from home 1–2 days per week, depending on the needs of the service.
- **Excellent work-life balance:** We understand the importance of balance and wellbeing, and we actively support a healthy work-life blend that enables you to thrive both personally and professionally
- **Generous annual leave:** 35 days (inclusive of bank holidays), increasing with length of service
- **Contributory Pension Scheme:** We offer a contributory private pension scheme to support your future. If you have contributed to the NHS Pension Scheme within the last 12 months, you will be eligible to continue your NHS pension while working with us.

We also provide:

- **Free on-site parking** for convenience.
- **Subsidised lunches** freshly prepared each day.
- **Cycle to Work Scheme** to promote sustainable travel and wellbeing.
- **Exclusive shopping**, leisure, and holiday discounts.
- **On-demand GP access** for quick and convenient healthcare advice.
- **Westfield Health Cash Plan** to help with everyday healthcare costs.
- **Life Assurance** (three times your annual salary) for peace of mind.



All Wigan & Leigh Hospice employees are expected to:

- Show commitment to our vision, mission, and values: Compassion, Accessibility, Respect and Excellence and demonstrate this through their work and interactions internally and externally, and on our behalf.
- Reflect the values of Wigan & Leigh Hospice in all behaviour and activities including alignment with the hospice's strategic priorities
- Be committed to furthering the aims of the charity and developing your own skills to benefit both yourself and the charity.
- Respect our obligations and approaches to health and safety, data protection, equality and diversity and safeguarding compliance and best practice.
- Take responsibility for the safety of yourself and others, raising concerns about anything you feel may put someone at risk.
- Promote and safeguard the good reputation of the charity by acting in a way which is ethical and moral, and avoiding any activities that could bring the charity's reputation into disrepute.



Role Requirements

To thrive in this role and help us deliver outstanding care, we're looking for someone who meets the following criteria. These requirements reflect the skills, experience, and values needed to lead with confidence and compassion at Wigan & Leigh Hospice.

- As a member of the Executive Team, contribute to defining, shaping, and delivering the hospice's strategic objectives. Ensure objectives are closely aligned with our mission of providing compassionate, person-centred care and our core values.
- Lead the development, implementation, and evaluation of the hospice's clinical strategy, ensuring it reflects best practice in palliative and end-of-life care. Act as a strategic leader and advocate for hospice care, representing the organisation with credibility and influence at local, regional, and national forums.
- Hold responsibility for all clinical services, ensuring the highest standards of safety, quality, and effectiveness in care delivery. Demonstrate a strong commitment to continuous improvement and ensures services are responsive to the needs of the local community.
- Ensure all clinical operations adhere to service-managed contracts and Service Level Agreements (SLAs), maintaining high standards of service delivery and compliance.
- Serve as the Lead for patient safety, safeguarding, and infection control and prevention, ensuring the highest standards of care, compliance, and protection for service users.
- Lead, manage, and develop high-performing clinical teams. Demonstrate a commitment to creating a positive, inclusive, and supportive working environment, where staff and volunteers are valued, well-trained, and empowered to excel in their roles and provide exceptional care.
- Provide strategic leadership for clinical governance, setting and upholding high clinical standards within regulatory frameworks. Promote evidence-based practice and ensure robust oversight of clinical risk, performance, and continuous improvement in patient safety and care quality.
- Lead clinical governance committees, with clear accountability to committee members and the Board of Trustees.
- Contribute to annual strategic and operational planning as part of the Executive Director Team. Hold responsibility for setting and managing the clinical services budget to ensure effective and sustainable service delivery.
- Foster and develop key relationships with clinical peers, strengthening collaboration and partnership initiatives within the hospice, community, region, and broader hospice sector.
- Accountable for the accurate provision, recording, and retention of all service user information, ensuring full compliance with data protection regulations and organisational policies.
- Work closely with the Executive Team to develop and implement disaster recovery and business continuity plans, ensuring the hospice is prepared to effectively address and mitigate unforeseen business disruptions.

This role includes participation in an executive on-call rota, typically averaging one week in every four, to manage operational emergencies that cannot be resolved during usual on-site management hours.

Person Specification

Essential Criteria

The following skills, qualifications, experience, and attributes are essential for success in this role. They reflect what we believe is necessary to effectively lead and contribute to Wigan & Leigh Hospice's mission

- A master's degree (or equivalent experience) in relevant area of practice
- Registered Health Care Professional with a health care or management/leadership degree
- Advanced theoretical and practical knowledge and experience of a range of work procedures and practices
- Excellent knowledge and understanding of Specialist Palliative and End of Life Care service provision
- Experience of working within or for a hospice, with a strong understanding of the unique challenges and compassionate care required in the hospice setting
- Proven experience in strategic leadership, with a track record of driving cultural change that fosters innovation
- Ability to cultivate positive working relationships with internal and external stakeholders.
- Able to navigate competing demands and prioritise workload.
- Organised and methodical approach to planning and delivery of a varied workload.
- High level of motivation, initiative and a demonstrable desire to succeed and achieve results.
- Excellent problem solver, managing expectations with stakeholders and thinking creatively for solutions
- A commitment to excellent patient care

Desirable Criteria

We recognise that no one starts with every skill, and we are committed to supporting and developing our people to help them grow. The following are desirable qualities that would add extra value to the role, enabling you to contribute even more effectively to Wigan & Leigh Hospice's vision.

- Proven experience in managing budgets, ensuring effective allocation of resources
- Experience in working with and managing volunteers, fostering a supportive and inclusive environment that maximises their contributions

Organisational structure

Hospice Board of Trustees

Chief Executive

Medical
Director

Clinical
Director

Director of
People and
Operations

Director of
Business
Development

Senior Doctor

Education &
Training Lead

HR and
Volunteer
Manager

Head of
Finance

Advanced
Clinical
Practitioner

In Patient Unit
Manager

Facilities
Manager

Fundraising &
Community
Engagement

SpRs, GP
Trainees & FY2

Clinical Lead for
Community &
Wellbeing

Head Cook

Individual
Giving &
Lottery Mgr

Digital
Systems
Manager

Marketing &
Comms
Manager

Quality &
Governance
Lead

Retail
Development
Manager

Governance framework

Board

Clinical Risk &
Performance
Committee

Business
Committee

Operations
Committee

Infection Prevention
& Control Advisory
Group

Information Governance
and Digital Innovation
Advisory Group

Medicines
Management
Advisory Group

Health & Safety
Advisory Group

Clinical Quality
Improvement
Advisory Group

Mortality Review
Advisory Group

Team / service
meetings

Individual
appraisals & review
meetings

Task & Finish /
Working Groups

How to apply

To apply for this role, please send your CV along with a one-page supporting statement explaining why you believe you're the right fit to HR@wlh.org.uk

- **Application deadline:** Monday 23rd June at 5:00 pm
- **Initial interview:** Week commencing 7th July
- **Second interview** (if needed): Week commencing 14th July
- **Interview location:** Wigan & Leigh Hospice, Kildare Street, Hindley

Our Interview Process

As part of the initial interview process, you will take part in a panel interview and be asked to prepare a presentation to share with the panel.

You'll also have the opportunity to tour our hospice and meet some members of our clinical team for an informal chat, giving us all a chance to get to know each other better.

If you'd like to find out more about the role or have an informal conversation, please get in touch with Natalie Fallon at n.fallon@wlh.org.uk

We look forward to hearing from you.

