

st michael's hospice

JOB DESCRIPTION

Job title: Diversity and Inclusion Lead

Job Location: St Michael's Hospice (Hastings & Rother)

Responsible to: Palliative Care Inclusion and Community Partnerships Lead

MAIN PURPOSE OF THE ROLE

To support the Hospice in achieving its strategic aim of reaching more people by understanding and responding to the needs of groups that are currently under-represented in the Hospice's profile of patients, carers and service users, therefore enabling all parts of the community to have access to the best care and support before, during and after death.

1.0 PRINCIPAL RESPONSIBILITIES

- 1.1 Develop a baseline profile of the diversity of current patients and service users, establishing populations within the community that are currently under-represented in the provision of the Hospice's service and support by:
 - undertaking analysis of diversity data captured for existing patients and service users
 - identifying shortfalls in the diversity data captured and recommending steps to improve/enhance
 - gathering data on the demographics and diversity profile of the populations in the community.
- 1.2 Through developing relationships with other health and social care providers, organisations and community groups, gain insight into the needs of those groups in the community who are currently under-represented in the Hospice's care and support by drawing on lived experience to establish what barriers they face in accessing support and any gaps in provision.
- 1.3 Work in partnership with colleagues across the Hospice (including clinical, spiritual and bereavement, compassionate communities and organisational development) and with community groups and other organisations, to:
 - identify how to overcome the barriers and gaps identified
 - set up systems to make an impact
 - create an action plan linked to the organisational strategy to improve access to services
 - pilot and test new ways of working
 - monitor and evaluate the outcome and outputs.
- 1.4 Use expert knowledge of improving organisational diversity and inclusion to advise the Extended Leadership Team, and organisational development team in the development of a truly diverse workforce and inclusive workplace culture where everyone feels they belong.
- 1.5 Research, plan and implement training programmes for employees and volunteers that will improve and strengthen skills and knowledge around EDI and ensure that these are embedded in everyday business activities.

- 1.6 Provide insight and guidance to the marketing and communications team to enhance equality, diversity and inclusion messaging on the Hospice website and social media platforms.
- 1.7 Ensure adequate systems and processes are in place to gather, analyse and report equality, diversity and inclusion and related data. Use these insights to highlight issues, risks and to support decision making in relation to EDI developments.
- 1.8 Provide timely information and reports to the EDI steering group to enable strategic plans to be progressed and developed in relation to equality, diversity and inclusion.
- 1.9 Contribute to and support the Hospice to celebrate diversity and difference in the community either through face-to-face events or social media interactions.

2.0 ADDITIONAL RESPONSIBILITIES

- 2.1 Carry out duties with full regard to the Company's Equalities and Diversity Policies.
- 2.2 Act as a responsible individual in relation to Health and Safety and be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, staff and volunteers.
- 2.3 Ensure that all duties are carried out to the highest standard, and in accordance with current quality initiatives within the work area.
- 2.4 Carry out any other duties, within an appropriate level of responsibilities as required.
- 2.5 Undertake flexible hours as and when the need arises to maintain safe patient practice.
- 2.6 Ensure confidentiality at all times within the Hospice.
- 2.7 Support and participate in the fundraising activities of the Hospice wherever possible.
- 2.8 Be an ambassador for the Hospice.
- 2.9 Ensure that the disclosure and use of confidential staff information is both lawful and ethical, and to recognise own responsibility for compliance with relevant legislation.
- 2.10 Promote, at all levels, the Company's vision, values and strategic objectives.
- 2.11 Hold DBS and Occupational Health clearances appropriate to the role.
Note: these are obtained and checked as part of the recruitment process and reviewed in line with company policy or if a change in circumstances is declared or comes to light.

This job description is not intended to be exhaustive and may be reviewed at any time to meet the needs of the business.

PERSON SPECIFICATION

Post Title:	Diversity and Inclusion Lead	
Department:	Palliative Care Inclusion and Community Partnerships Lead	
	Essential Criteria	Desirable Criteria
Education/ Qualifications	<ul style="list-style-type: none"> • Good level of secondary education 	<ul style="list-style-type: none"> •
Work background and experience	<ul style="list-style-type: none"> • Demonstrable experience of developing, delivering, and evaluating EDI initiatives and service improvements • Experience of project planning, management, implementation and evaluation • A proven record of successfully engaging others and building positive inclusive working relationships with communities, partners, internal and external stakeholders which establish confidence, credibility and trust • Experience of providing guidance and advice on EDI issues • Executing and monitoring service improvements. 	<ul style="list-style-type: none"> •
Skills/Ability/ Knowledge	<ul style="list-style-type: none"> • Expert knowledge of equality, diversity and inclusion policy, legislation and best practice • Expert knowledge of health services/system design • Understanding of working with people of different cultures, traditions and belief • Able to deliver training and run consultation activities sensitively and competently • Ability to use initiative to decide relevant actions and make recommendations with the aim of improving deliverables and compliance • Ability to provide constructive challenge • Strong written and oral communication skills with the ability to produce clear reports. • Numerate - able to interpret quantitative and qualitative information and produce accurate reports • Ability to identify and control risks • Strong organisational skills 	<ul style="list-style-type: none"> •

	<ul style="list-style-type: none"> • Go IT skills, in particular Microsoft Office applications. 	
Personal Qualities and other requirements	<ul style="list-style-type: none"> • Clear commitment to quality and attention to detail • Diplomatic and persuasive • Empathetic and sensitive to others • Self-aware of own limitations and professional boundaries • Professional, confident and compassionate approach to the work. 	