



St Ann's Hospice

every day makes a difference

Recruitment Candidate Guidance



www.sah.org.uk

Registered charity number 258085

Dear Candidate

Thank you for your interest in applying for a role with us.

At St Ann's, we aspire to provide world-class care for patients and their loved ones, and we can only do so thanks to our amazing team of staff and volunteers.

The hospice has a rich heritage of providing specialist care to people from right across Greater Manchester, and we're privileged to play such an important part in the local communities we work within. As a charity that only receives just over a third of its funding from the NHS, we need to raise around £20,000 every day to keep our doors open. We can only do that thanks to the support of the wider St Ann's family across Manchester, Salford and beyond.

St Ann's is a rewarding and inspiring place to work and it is an exciting time to join our team.

In order to achieve our aspirations we want to make sure that all our employees are fully engaged in the delivery of our purpose and values, and that we recruit and retain the right talents for the hospice. Our values and our culture is extremely important to us and it is paramount that our employees and volunteers live our values based on ethics and integrity.

Our leaders play an important role inspiring, motivating, supporting and developing others as well as driving high performance and continuous improvement.

Everyone works together, all heading in the same direction, in line with these strategic aims. Everyone whatever their role at St Ann's, plays an important part, and we all know that great things can happen when we work together!

If you share our vision and can role model our values and leadership behaviours then we'd love to hear from you.



Rachel McMillan, Chief Executive

We're proud to care
We're proud to work together
We're proud to make a difference



Our values

People matter

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.

Brave and bold

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.

Lead and learn

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.

Together we are stronger

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.

Our five strategic aims

1

To provide world-class, innovative care.

2

To be an organisation of choice.

3

To continue to develop a values-based culture within which there are high-performing individuals and teams.

4

Develop appropriate environments and outreach services to facilitate world-class specialist palliative and end of life care.

5

To continue to be financially viable.

We're more than just a charity to our patients.

We're dedicated to improving the lives of people with cancer and other life-limiting illnesses, and offer a range of services to help us achieve that aim.

Did you know that we support people from the point of diagnosis, through treatment and beyond?

We offer a range of services from our three hospice sites in Heald Green, Little Hulton and the Neil Cliffe Centre in Wythenshawe Hospital, as well as out in the community in the place people call home.

Some patients come to us to stay on our wards, others attend our outpatient or day care clinics; some come for symptom management or psychological support, others are cared for as they approach the end of their life. Our aim is to always care for the whole patient, meeting their unique physical, emotional, social and spiritual needs to help them maintain their dignity.

We understand everyone is an individual, and that's something that is extremely important to us. And we know how important it is to our patients too.

#StAnnsCare matters

We receive lots of feedback from our patients and their families, and we're always looking to take on board any comments and suggestions.

We're so proud that every year we get hundreds of letters, emails and social media posts from members of the St Ann's community, praising our services, talking about their own experiences of the hospice, and thanking staff and volunteers for their care and support.

But don't just take our word for it. Check out our social media hashtag #StAnnsCare or read just a few of those comments below...



"There is a feeling of love, warmth and care in every corner of St Ann's from all the staff and volunteers."

"Helped me through a difficult period being able to talk freely and honestly."

"The care and attention given to patients is first class and could not be bettered anywhere."

"Wonderful experience & caring team of nurses we felt our mum was given the very best."

"My counselling sessions have given me a new life."

"St Ann's has been amazing and life changing through the toughest time of my life."

What our staff say...

It's not just our patients and their families we listen to and take on board feedback from. Here are some comments from staff who work at St Ann's too...

"In my role, I try to make the hospice like a five-star hotel for our patients."

"I'm proud to be part of such a caring team."

"St Ann's is an exciting place to work. No two days are ever the same!"

"Oh my goodness, the cakes that our catering team make are amazing!"

"Everyone at the hospice, whatever their role, has a part to play in making our patients lives better. I love that."



Helpful guidance when applying for a job with us

Once you've found the right role for you at St Ann's you need to make sure that you submit an application that gives you the very best possible chance of getting an interview. After all, that's why you are applying to join us.

Make sure you complete the supporting information page which is the most important part of your application. You need to show us how you meet the key requirements for the role set out in the job role profile. We want to know why your experiences are relevant to our position, how you role model our values, and leadership behaviors, what makes you stand out, and why you think your next opportunity is here with us.

Values, Strength and Competency - based interview

Here at St Ann's to help us select the right candidate, we use Values, Strength and Competency - based interviews. We are looking to identify the right candidate for the post by gathering evidence from the responses to a set of interview questions.

Values based questions

We believe that our values are embedded in everything we do here at St Ann's, so it is important to us that future employees are selected on their values which align with the hospice's and support us in delivering world class innovative care.

Values based questions, take into account your individual values and behaviours, ensuring the behaviours are in line with the hospice's values:

- People matter
- Lead and learn
- Bold and brave
- Together we are stronger.

An example of a values based question could be 'Describe an example of a time when you were part of a great team'.

Strengths based questions

Strength-based questions are used to elicit your motivation and values, the focus of the questions are more on what you like doing. Strength based questions show your motivation for the role and identify what you enjoy and are good at through your energy and enthusiasm.

An example of a strength based question would be 'When did you achieve something you were really proud of?'

Competency based questions

Competency based questions refer to the behaviours, skills and knowledge a person needs to be successful in a post. You will be asked to provide examples from your past experience and how you reacted and behaved in these situations. The questions used are selected to best reflect the post and its level; and give you an opportunity to share your experiences giving examples.

Competency based questions will ask you; 'Tell me about a time when...', 'Can you provide an example of...?' Or 'Describe a situation in which...'; the answers you provide should reflect your work or experiences so far. An example of a competency based question could be; 'Can you tell us about a time when you encountered a challenge at work and how you overcame it.'

Once you have answered a question, the interviewer's may want to delve further into your initial responses and so they will ask some probing questions, in order to gather more evidence.

Preparing for your interview

It will be helpful to review the Role Profile and leadership behaviours and to be clear about how you match the requirements for the role set out in the job role profile in terms of qualifications, knowledge, skills and experience. Reflect on situations that you have been involved in, where you can demonstrate the requirements for the role, or that you can demonstrate your skills and how you would apply them.

The values based questions are designed to look at your values and how you display them, with a focus on how situations have made you feel and how you have responded to them.

Interviewers will be taking notes throughout the interview, to record the evidence you have provided in response to the questions you have been asked. You will also be given the opportunity to ask any questions you may have.

Good Luck!

The Equal Opportunities Monitoring form is not used for shortlisting and is for monitoring purposes only.

At St Ann's we aim to eliminate discrimination. We would be hugely grateful if you would take a few moments to complete this form which allows us to monitor the profile of our candidates and ensures we strive to represent the community in which we deliver our valuable services.

If you have any queries please contact the HR Team at recruitment@sah.org.uk. We look forward to receiving your application.