



The Prince & Princess
of Wales Hospice

Recruitment Pack Director of Clinical Services



*We are
Glasgow's Hospice*

Meet the Chief Executive

Rhona Baillie

Thank you for your interest in becoming Director of Clinical Services at The Prince & Princess of Wales Hospice, Glasgow.

It's an exciting time to join the Hospice as we embark on a new chapter of growth and innovation in palliative and end-of-life care for our local community.

Since opening our doors, PPW Hospice has provided invaluable support to thousands of local people and their families, earning a cherished place within our community. Our patients and their families remain our top priority, and we strive to ensure the highest quality of life for all those we give care to. The dedication and hard work of our entire team, both paid and voluntary, are the cornerstones of our success.



This exciting role will involve the delivery of a newly refreshed clinical strategy to meet the evolving needs of our local community and reflects best practice and innovative approaches to palliative care, with a focus on healthcare collaboration and local and national strategy.

We are seeking a dynamic, caring, and experienced leader with strong clinical expertise and a proven track record of success in senior management roles. This is an opportunity to join a dedicated, experienced and loyal team.

As part of our Senior Leadership Team, you will have the opportunity to work autonomously and innovatively, shaping the future of our clinical services and ensuring that our care is available to all those who need it, widening our access and contributing to the development of a high-performing and collaborative culture.

Kind regards.

Yours sincerely

A handwritten signature in black ink that reads "Rhona M Baillie". The signature is written in a cursive, slightly informal style.

Rhona M Baillie OBE

CEO

Our Hospice

Within the heart of Glasgow, the award-winning Prince & Princess of Wales Hospice has been delivering gold-standard specialist palliative care since 1983 to the people of Glasgow and East Renfrewshire and stands as a testament to compassionate care for people diagnosed with a life-limiting or life-shortening illness or life-threatening condition. It aims to provide comfort and peace of mind to patients and their families. The hospice cares for more than 1,200 patients and their families each year in the hospice and in the community. Its services are all designed to improve people's physical, emotional, social and spiritual well-being.

Today, The Prince & Princess of Wales Hospice continues its gold star care – wherever patients choose to receive their care, it is there for them and their families every step of the way.

What we do

Our palliative and end of life care is provided free of charge to our patients in whichever environment they chose. This can be within their own homes through our Community Nursing Services or within our 16 bedded inpatient unit. We also have patients who live in their own homes and attend the hospice on a day case basis for support and socialisation.

We have 18 retail shops within local communities throughout Glasgow, offering low cost clothing and household items. Items donated to the hospice are sold within these shops and generate almost £500,000 to support patient care at the hospice.

Our fundraising team are passionate, energetic and enthusiastic. They organise professional events covering a range of areas, from education to sporting lunches. They provide stewardship for our loyal supporter base while raising more than £1million each year to support patient care at the hospice.

The hospice employs more than 170 individuals who are all committed to the mission and vision of Glasgow's Hospice. We are also fortunate to have an incredible army of more than 700 volunteers who give up their time for free to support a vast range of roles within the hospice.

Our Services

Inpatient unit

10 bedded ward offering palliative and end of life care. Specialist hospice staff offer symptom control and pain management in an inpatient environment.

Outpatient Services

A hub offering community patients and their carers access to wellbeing and socialisation. Patients attend weekly for complementary and wellbeing therapies, activities and peer-support. Symptom management and outpatient clinics are based in the hospice.

Community Nursing

Clinical Nurse Specialists visit patients in their own home offering advice and support on managing symptoms including pain control, and can arrange other services such as counselling, physiotherapy or occupational therapy.

Young Adult Service

The service includes a transition clinic, access to the Living Well Hub, and the support of a multi-disciplinary team invested in the wellbeing of the young adults and their families.

Enablement Team

The team works with patients and their loved ones, with the aim to improve quality of life and maintain, where possible, patient independence.

Family Support

Our highly experienced team offer one to one support providing a safe and confidential space for families both pre and post bereavement. Emotional, practical, spiritual and counselling support is available for adults and young people who are experiencing loss, grief and bereavement.

Befriending Service

Volunteer befrienders service, to tackle loneliness and social isolation for adult patients with life-limiting illness. We want to reduce social isolation, connect patients with their communities and improve their social skills and confidence.

Our Vision, moving forward

We aim to provide high quality, person-centred care for all those affected by life-limiting conditions.

The Prince & Princess of Wales Hospice exists to help our patients achieve the best quality of life possible in whatever time remains for them. Where it may not be possible to add days to lives, we aim to add life to days and as a registered charity, our palliative and end-of-life care is free of charge.

We take a holistic approach, recognising our patients' emotional, social and spiritual needs as well as practising advanced pain and symptom control. We treat the person, not the disease - and also offer practical and emotional support to families and carers in this most difficult of times.

The Hospice is committed to the highest quality standards as demonstrated by rigorous internal systems for clinical governance and external assessment by independent bodies.

Our Values

At The Prince & Princess of Wales Hospice, our philosophy is that the people we support are central to any decisions around their care and the support we provide for them:

- Care & Compassion for patients & families
- Feeling valued as part of the hospice community
- Fairness & integrity
- Dignity & respect
- Striving for excellence

The values are built into our day to day practice and our strategy development for the hospice's future.

JOB DESCRIPTION

Job Title:	Director of Clinical Services
Responsible to:	Chief Executive Officer (CEO)
Department:	Senior management
No of Job Holders:	1
Last Update:	July 2025

Job Purpose

- To be responsible for the overall strategic development, management and performance of all clinical educational and clinical governance services, reporting to and advising the CEO and Board of Directors.
- To provide a visible, accessible and supportive presence in the Hospice to whom staff, patients and their families can turn for assistance, advice and support.
- To work closely with other healthcare partners, palliative care providers and stakeholders, both locally and nationally, influencing, developing, and contributing to the development of palliative care services in the wider health and social care setting.
- To develop a close working relationship within the local health and social care partnership (HSCP) through contribution to the local palliative care strategy, and adherence to the jointly agreed service level agreement.
- To ensure local and national healthcare legislation is adhered to, working closely with Health Improvement Scotland
- To participate in the operational management and strategic development of the Hospice, by participating fully in the Senior Management Team.

Role Dimensions

- To be responsible for the management, leadership, quality, safety and development of all Clinical Services.
- To develop and deliver a clinical strategy to achieve strong sustained patient focused services in line with local needs and national strategy and legislation.
- To contribute to the development of palliative care services in the wider health and social care setting, providing specialist advice, education and training within this field.
- To demonstrate an advanced level of practical expertise in palliative care both internally and externally, ensuring an environment of clinical excellence in compliance with national care standards and best practice.
- To deliver clinical services within an agreed annual budget

Role of Department

- To provide high quality palliative care to patients, families and carers, across a variety of care settings.
- To design, implement and evaluate clinical services changes in collaboration with the Lead Medical Consultant to meet local need, in keeping with local and national strategy.
- To ensure the implementation of clinical governance activities.
- To support the delivery of high-quality patient and family care at the Hospice through the provision of an organisation wide programme of education for all staff and volunteers that meets the needs of the organisation in relation to local and national strategies.

- To ensure the provision of high quality psychological and emotional care to patients, families and carers, with complex palliative care needs, including pre and post bereavement care and support.

Roles & Responsibilities

Managerial

- To provide strong management and leadership of the multi-professional clinical services teams to maximise the return from effort and investment.
- To lead Health Improvement Scotland inspection visits.
- To liaise and report to the local Health and Social Care Partnership (HSCP)
- To directly line manage key staff positions identified using the Hospice performance review system, ensuring all staff within sphere of responsibility have annual reviews setting individual objectives.
- To work collaboratively with other Hospice managers to support the CEO.
- To lead and manage change effectively.
- To ensure an appropriate clinical workforce plan, co-coordinating skill mix and workload within the teams according to the needs of the clinical services, ensuring adequate staffing is available within financial resources.
- To be responsible for effective communication systems across and within the clinical services teams.
- To ensure that inter-departmental communication and working relationships with Clinical Staff and Managers are maintained and developed.
- To contribute to the development, implementation and management of the Hospice clinical strategy.
- To liaise with key stakeholders and external providers of palliative care, as appropriate, and ensure a high profile of the Hospice and its Clinical Services.
- To lead and foster collaborative working with other Health and Social Care professionals, agencies and users to promote and widen access to Hospice services.
- To work alongside the Volunteer Services department staff to ensure best practice in volunteering within the clinical services is maintained.

Clinical

- To be the professional lead and support for the clinical staff throughout the Hospice maintaining and developing standards of care.
- To ensure clinical services are responsive, evidence based and continuously seeking to improve care for patients and families.
- To set the highest quality standards to ensure delivery of a quality service working within QIS and Healthcare Improvement Scotland (HIS) guidelines and standards.
- To ensure that all aspects of current legislation relating to patient care are complied with and that moral and ethical standards are maintained.
- To ensure the assessment, implementation and evaluation of care and advice provided for patients and families is recorded, reviewed regularly, timely and coordinated with other members of the multidisciplinary teams.
- To be proactive and responsible for the cleanliness, infection control, food and hygiene standards across the patient and clinical areas, taking remedial action as necessary, and reacting to Public Health and Healthcare Improvement Scotland (HIS) inspections.
- To be responsible for assessing and managing risks related to the clinical services departments.
- To develop a network of contacts with those involved in the provision of life limiting illness and specialist palliative care at a local, regional and national level.

- To lead the clinical teams in disseminating palliative care practice and philosophy throughout the local health and social care community through the development of formal education, collaboration with other services and participation in cross service initiatives.

Governance and Quality

- To lead and participate in the Clinical Governance Committee developing the strategy and framework which embeds clinical governance and monitors its effectiveness.
- To ensure HIS standards are adhered to and monitored.
- To maintain standards of care for patients/carers by initiating and contributing to the development of standards, monitoring and auditing processes in accordance with the clinical governance agenda.
- To develop and monitor the quality of the environment to ensure that it supports and contributes to a positive experience for users.
- To lead on the collection and collation of data to demonstrate compliance with the HIS inspection process, in collaboration with colleagues.
- To monitor statistics relating to service provision and uptake to inform service review and development.
- To ensure compliance with Hospice policies and participate in the development of relevant policies.
- To be responsible for patient safety and the management of incident reporting, MIRS and complaints within the clinical areas, ensuring that action plans are implemented, and that prompt action is taken to deal with any issues.
- To ensure effective risk management by utilising robust organisational processes to assess and monitor risk within the clinical areas.

Educational

- Support the development of an annual workforce development plan, in conjunction with the education facilitator and the HR department to ensure the workforce have the knowledge and skills to provide high level specialist palliative care, in line with the Workforce Development Strategy.
- To lead and foster collaborative relationships with other Health and Social Care providers, Universities and Colleges to develop innovative opportunities for the clinical team's professional development.

Professional

- To act in accordance with standards laid down in the NMC Code and guidelines from other relevant professional organisations.
- To ensure that all registered practitioners in the Hospice are practicing in accordance with professional codes and other professional guidelines.
- To keep up to date with current specialist palliative care practice.
- To maintain CPD folder as required by regulatory body.
- To participate in the Hospice professional development and review process to promote personal and service developments.
- To attend education courses and study days to be aware of developments in own clinical specialty and in the wider healthcare leadership field.
- To ensure the Hospice complies with GDPR you will undertake the role of Information Asset Owner (IAO) who is responsible for ensuring that specific information assets are handled and managed appropriately.

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

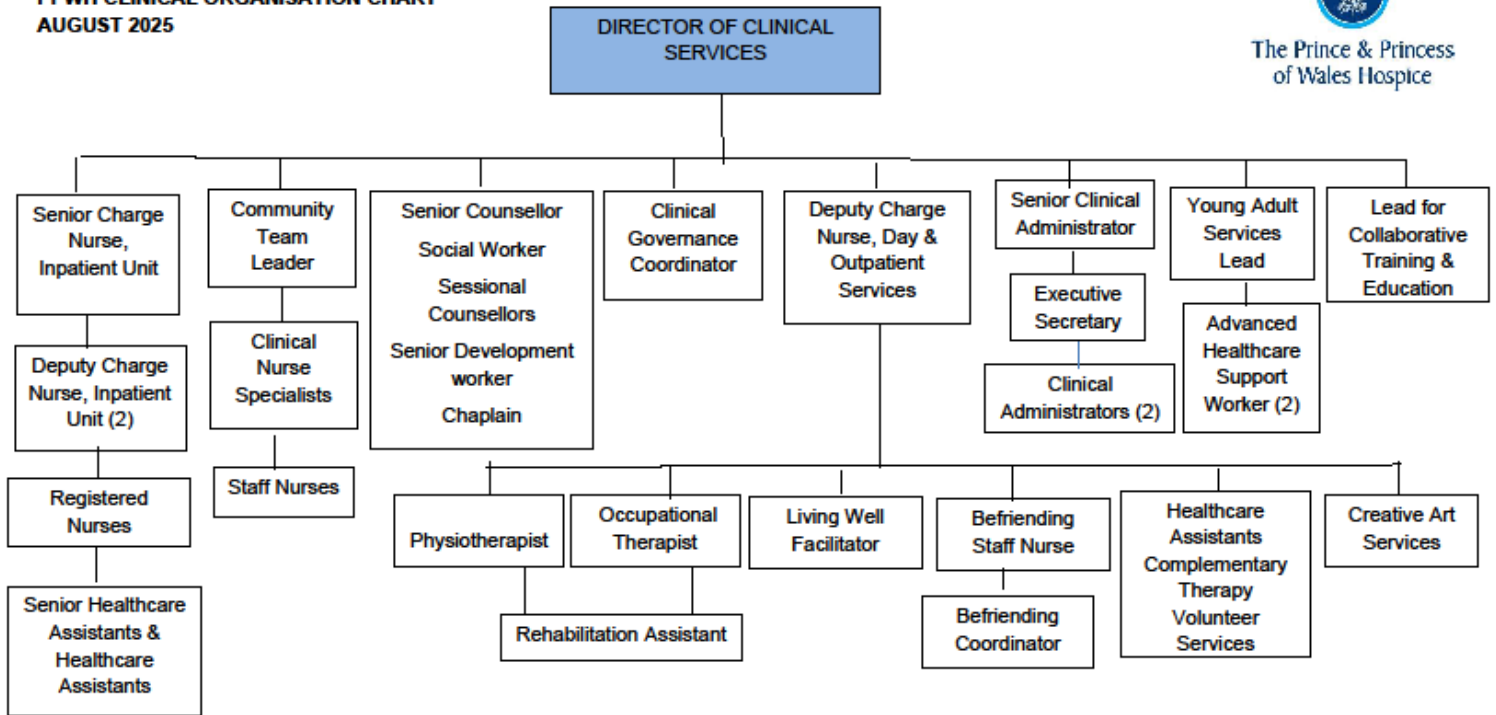
PERSON SPECIFICATION

	Essential	Desirable
Hospice values		
The ability to work in a way that upholds the values of the Hospice is essential.	√	
The ability to demonstrate behaviours that support the values of the Hospice is essential.	√	
Qualifications		
Registered Practitioner with at least 10 years post registration experience in palliative care and/or oncology.		√
Educated to minimum of Masters Level in the specialist area.		√
Further education/evidence of CPD in area of specialty including study days/courses/post graduate certification.	√	
Competence or willing to undertake post registration qualification in management and leadership skills.	√	
Experience		
Experience in management and leading a diverse workforce.	√	
Experience of managing budgets and the skills to monitor and assess financial information.	√	
Experience in policy and strategic planning and of working in partnership at a local and national level to deliver service improvements.		√
Skills/abilities		
Ability to work under pressure and achieve deadlines demonstrating excellent organisational and planning skills.	√	
Excellent leadership skills.	√	
Robust team-working skills and the ability to motivate others and work using own initiative.	√	
Effective advanced communication and interpersonal skills.	√	
Ability to implement principles of clinical governance including patient safety audit, risk management, supervision, clinical effectiveness, continuing professional development, quality standards and outcomes.	√	
Knowledge		
Knowledge of current National and Government Legislation, including the strategic drivers within palliative care.	√	

**PPWH CLINICAL ORGANISATION CHART
AUGUST 2025**



The Prince & Princess
of Wales Hospice



Brief Outline of Terms and Conditions of Service	
Salary Range	£74,003 -£79,164 per annum
Reporting To	Chief Executive
Hours of Work	37.5hrs per week Monday to Friday
Holiday Entitlement	5 weeks annual + 10 days public holidays (pro rata)
Pension Arrangements	Hospice contributory scheme available or continuation of NHS pension
Sickness Benefit	Generous company scheme in line with length of service
Notice Period	3 calendar months

To apply email your CV along with a cover letter to jobs@ppwh.org.uk or for further information contact the hospice HR Department on 0141 429 9886.

Please note, we do not hold a Sponsorship Licence and are therefore unable to accept applications from candidates who do not have the right to work in the UK.

Join us in our mission to provide exceptional care for our patient and families whilst making a lasting difference. Apply now to become the Director of Clinical Services at The Prince & Princess of Wales Hospice.

The Hospice is an Equal Opportunities employer and we make appointments on merit.

**We welcome applications from women and men of any ethnic group, religious belief, marital status and sexual orientation, or who have disabilities.
Our premises have wheelchair access and are a smoke-free zone.
This position is subject to a Disclosure Scotland check.**