



The Prince & Princess
of Wales Hospice

Recruitment Pack

Young Adult Transition Coordinator (3yr fixed term)



Meet the Chief Executive

Rhona Baillie

Thank you for your interest in joining us at The Prince & Princess of Wales Hospice as Young Adult Transition Coordinator.

Our hospice is fortunate to have a fantastic team of highly skilled and experience ambassadors, board members, senior managers and clinical experts, supported by our wonderful support staff and volunteers.

Our Board of Directors is responsible for the overall management of the hospice. They meet regularly throughout the year. Our Board of Directors are unpaid volunteers.

Our senior management team is collectively responsible for the leadership, strategy, financial integrity of the hospice. The team work hard to guarantee free, person-centred and family-focused palliative care.

We always look forward to welcoming new members of the team.

This pack provides you with information about the hospice and the role you are applying for.

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.

Its distinguished journey is marked by accolades and milestones:

1. Awards and Recognitions:

- **Glasgow Business Award for Excellence in Communications (2018):** The hospice's strategic communication resonates with the local business community.
- **Inspiring City Awards Legacy Award (2019):** A legacy etched in the lives touched—a beacon of hope for generations.
- **SQA Star Awards (2019):** From ethical beauty practices to collaborative partnerships, the hospice exemplifies innovation.
- **German Design Award (2020):** Architectural brilliance—an interplay of light, space, and healing.

2. **The Capital Appeal: "Brick by Brick" (£21 Million):** In 2012, the city rallied—a collective endeavour. Brick by Brick, they raised £21 million, for our purpose built hospice in Bellahouston Park.



3. **“In Private with Texas”: A Night of Magic:** London’s glittering skyline witnessed generosity. Celebrities and philanthropists converged, raising £500,000 in one enchanted night. Young adults found respite.

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 17 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 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.

Brief Outline of Terms and Conditions of Service

Young Adult Transition Coordinator (3-year fixed contract)

Salary	£40,685 to £47,334 (FTE £50,860 to £59,159)
Reporting To	Director of Clinical Services
Hours of Work	30hrs per week
Holiday Entitlement	5 weeks annual + 10 days public holidays (pro rata)
Pension Arrangements	Hospice contributory scheme available
Sickness Benefit	Generous company scheme in line with length of service
Notice Period	1 calendar month

JOB DESCRIPTION

Job Title:	Young Adult - Transition Co-Ordinator (3-Year Fixed Term)
Responsible to:	Director of Clinical Services
Department:	Clinical
No of Job Holders:	1
Last Update:	August 2025

Job Purpose

- Registered practitioner to co-ordinate the transition of young adults with palliative care needs, prioritising transitions from child services to adult hospice services within NHS Greater Glasgow and Clyde. This includes but is not exhaustive: transitions in and out of area, transitions from different care settings and transitions as part of end-of-life pathways.
- The post holder will be required to work in partnership with members of The Prince & Princess of Wales Hospice (PPWH) Young Adult Service, wider hospice MDT, colleagues from acute, community, paediatric and adult hospices, education leads, social work, and adhere to PPWH Clinical Governance
- As the Transition Lead work alongside the NHS Young Adult Service Lead, Clinical Lead for the YA Service, and senior management to add to the evidence regarding for Transition and ensuring that the organisation is meeting the needs of young adults with life limiting conditions who are transitioning to adult palliative care and hospice services
- As part of a wider multi-disciplinary team, be accountable for the assessment of young adults, and their family, and the planning, delivery and evaluation of their care during their transition to adult palliative care and hospice services
- The post holder will provide holistic care and clinical support to young adults living with a life limiting condition and complex health care needs, and their families during their transition to the Young Adult Service at the hospice
- To be a visible, responsive and approachable leader who clearly demonstrates PPWH vision and values at all times
- The PPWH Transition Lead will work alongside the PPWH Young Adult Service Lead and the Clinical Lead for the Young Adult Service as well as members of a dedicated NHS Greater Glasgow and Clyde Steering group for transition, consisting of key partner organisations across different care settings to identify what is currently being offered at the time of transition, to support the development of transition pathways
- Support the development of a 'blue print' for transition that can be shared and adapted by other hospices across Scotland
- To promote an environment which actively fosters partnership-working with young adults and those important to them ensuring the highest quality of specialist palliative care delivery
- Promote excellent specialist palliative care through education, audit and research and in line with local, regional and national strategies
- To support the Young Adult Service and wider Hospice palliative care services by being flexible (if required to work 4 days over 7 days).
- To work in partnership with Hospice UK and the other three hospices across the UK who have been identified as Centres of Learning for Transition to improve young adults and their families experience of transition from child to adult services
- Work alongside data analyst to collect data regarding the Transition Project.

- Submit reports as directed by Hospice UK on the delivery of a Transition Project

Role Dimensions

- Work as part of a wider multidisciplinary team providing transition advice and support for young adults, their families, hospice staff and volunteers.
- Work in collaboration with external agencies to ensure consistent levels in care provision for young adults and their families whilst transitioning to adult hospice services
- Participate in strategic developments and clinical governance activity within the Hospice.
- Provide and contribute to educational programmes, research and audit across professional disciplines and care settings.

Role of Department

- Work as part of the multidisciplinary team providing specialist palliative care.
- Provide high quality psychological, spiritual and emotional care to young adults and their families with complex palliative care needs liaising with external agencies as necessary.
- To provide a resource for staff, students and other professionals seeking transition support, advice and teaching.
- To contribute to the development, implementation and management of the Clinical Strategy within the Hospice.
- Contribute to managing the educational environment for pre and post registration nursing students and provide educational experience for other disciplines ensuring national standards are met. In addition, contribute to an educational resource regarding transition for young adults with a life limiting condition in conjunction with local universities and colleges, offering placements within Young Adult Service (including transition) to students.

Roles & Responsibilities

- Work in a way that upholds the values of the hospice and demonstrates behaviours that support the values of the hospice.

Clinical

- Coordinate transitions and actively participate in the transition of complex young adults. This would involve initially assessing the young adult's healthcare needs and referring to appropriate services
- Coordinate/ establish transition journeys of care, incorporating multiple care settings.
- Lead/co-ordinate and actively contribute to transitions meetings alongside other health and social care partners, education, other organisations and agencies
- Lead/coordinate on the review and development of transition pathways taking cognisance of guidance both locally and nationally, this would include carrying out audits and responding to findings
- Work in collaboration to aid the development and review of transition pathways and guidance for each of the identified areas of transition with prioritisation given to transition from children to adult services
- Actively lead and coordinate engagement with the young adult, their families and carers and wider partners in all aspects of transitions. It would also include representing the service at local and national forums and events.
- Possess excellent team-working and effective time management skills
- Work with other key individuals to develop and deliver a programme of education around transitions to health and social care colleagues, specialist palliative care services and hospices across Scotland. The post holder would also offer expert advice to other services.
- Possess excellent listening, communication and interpersonal skills and a working knowledge of basic information technology

- Be a young adult advocate, managing expectations, minimising health inequalities and promoting access to services. Delivering updates and reports to the PPWH Clinical Governance Committee (CGC) and Hospice Board
- Act as a resource for the young adults, their families and carers and other health & social care professionals offering support, education, and expert advice at all stages of their transition
- Actively participate and contribute to developing the Young Adult Service within the hospice
- Ensure relevant information is recorded in the young adult's electronic patient's notes system and communicated appropriately with other members of the multi-professional care team following young adult and family contact
- Support young adults and families in decision-making and problem-solving in times of psychological and emotional distress
- Understand and respond to ethnic, cultural and religious influences for the young adult and their family
- Contribute to ensuring that young adults are cared for appropriately under the Adults with Mental Incapacity Act and Protection of Vulnerable groups legislation

Managerial

- Lead the development of transition to meet the needs of the young adults and their families
- Work alongside the Clinical Lead for the Young Adult Service and Young Adult Service Lead to contribute to the national agenda regarding supporting young adults with a life limiting condition
- Provide advice, education and consultation to other members of the MDT on transition particularly in relation to the recognised barriers to successful transition and what aids positive transition.
- Work in partnership with the clinical administration team to ensure the smooth delivery of all administrative aspects of the service.
- Maintain robust systems for monitoring the uptake and quality of transition work.
- Work flexibly to meet the demands of the service.
- Contribute to the implementation of the Hospice Clinical Strategy
- Coordinate the collaboration of various agencies/partners to ensure healthcare needs of the young adult and their family are met
- Promote pro-active participation in joint working partnerships with external stakeholders/agencies.
- Possess excellent leadership skills and have the ability to motivate others and work using own initiative

Educational

- Be proactive in identifying and addressing own personal education and development needs.
- Update and develop knowledge of statutory and legislative changes which impact on the lives of young adults and their families during transition
- Participate in the educational programmes offered by the hospice, internally and externally, taking an active role in the delivery of education in the specialist field of palliative care
- Be actively involved in the provision of placements for students
- Undertake teaching of qualified and unqualified clinical staff, including basic and post-basic students
- Contribute to the advancement of the knowledge base of transition within palliative care through publications and presentations at local and national conferences

Professional

- Work within boundaries of professional registering body
- Work in accordance with the code of professional practice for professional body. Namely:

- Safeguard and promote interests for young adults and families.
- Strive to maintain trust and confidence for young adults and families
- Respect the independence of young adults and protect them as far as possible from danger/harm
- Balance the rights of young adults and their families
- Take responsibility for practice and learning
- Justify public trust and confidence in palliative care services
- Maintain active registration with professional regulatory body.
- Maintain CPD log as required by regulatory body.
- Retain membership of appropriate specialist interest groups.
- Participate in the hospice professional development and review process to promote personal and service development.
- Attend education courses and study days to be aware of developments in own professional field and in the wider social work discipline.
- Identify audit in own professional discipline.
- Participate in internal band 7 clinical supervision support
- Participate in wider hospice band 7 operational meetings
- Actively promote the equalities and diversity agenda in the workplace and in service delivery.
- To ensure that young adults and their families are consulted with regard to the quality of the service which they receive and that their feedback is meaningfully responded to.
- 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 list is not exhaustive.

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		
Degree/Diploma in relevant area of health or social care.	√	
Registration with appropriate professional registering body.	√	
Post Grad qualification in palliative care.		√
Experience		
Experience of working with young adults in transition.	√	
Experience of caring for young adults with complex healthcare needs.	√	
Skills/abilities		
Advanced communication skills.	√	
Ability to work independently and manage a complex case load.	√	
Ability to work collaboratively within a multi-professional team whilst maintaining the transition perspective.	√	
Ability to work with difference, analyse risk and work proactively to protect vulnerable individuals from harm.	√	
The ability to work in a way that upholds the values of the hospice.	√	
The ability to demonstrate behaviours that support the values of the hospice is essential.	√	
Knowledge		
Knowledge of transition from from child to adult services. This includes but is not exhaustive: transitions in and out of area, transitions from different care settings and end of life pathways.	√	
Able to drive confidently within the NHS Glasgow and Clyde geographical area and when required beyond to other Local Authority Areas and Hospices.	√	

Welcome to The Prince & Princess of Wales Hospice



The Prince & Princess
of Wales Hospice

We want to be your employer of choice and because we value you and your contribution to the organisation, we have a range of staff benefits on offer.



BLUE LIGHT CARD..



Pension scheme



Flexible working
policies

Subsidised dining for
hospice-based staff



Enhanced annual leave



Life assurance



Access to



NHS Credit Union



Access to free
complementary therapies



Gym
membership



Free car parking for
hospice-based staff



Training and development
programme





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 Young Adult Transition Coordinator 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.

*We are
Glasgow's Hospice*