

East Anglia's Children's Hospices (EACH)

# Applicant Information

# Pack



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East Anglia's  
Children's Hospices

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# Letter from our Chief Executive

Dear Applicant,

Thank you for your interest in this hugely important role with East Anglia's Children's Hospices (EACH).

As you may already know, our care for children and families is all-encompassing and includes specialist nursing, therapies and ongoing wellbeing care through all the ups and downs. Depending on a family's needs and wishes, we can provide care in one of our three hospices, in the family home, in hospital or in the wider community. This ensures every family receives care somewhere they feel safe and comfortable.

Our brilliant team, including every role in the organisation, works together to enable the best possible quality of life for children. We make every moment count with fun, supportive activities and events, including the simple pleasures of play, water, art and music.

All our hospices are rated 'Outstanding' by the CQC and EACH is accredited by Investors in People. We have a workforce of over 450 employees, predominantly employed across our three hospice locations and over 50 retail outlets.

If you would like to join our wonderfully dedicated team and have the skills, passion and experience, we would very much welcome an application from you.

Thank you once again for your interest in EACH, and good luck!

Yours faithfully,



Kevin Clements  
Chief Executive



**Henry's story**  
Learn more about Henry and the support he and his family receive at EACH.

# What do we do at EACH?

Our supportive care for babies, children, young people and their families is all-encompassing. We offer families flexibility and control over where they receive their care and support, including where their child dies; at home, in hospital or at one of our three hospices, Milton, The Nook and The Treehouse.

We work with a holistic, family led approach, involving our whole team which includes qualified nurses, clinical nurse specialists, counsellors, care assistants, play specialists, music therapists, art therapists, physiotherapists, occupational therapists and spiritual care advisors.



Over **50** retail shops across East Anglia



All items donated are turned into charity funding



Supported by over **2,000** volunteers



We need to raise **£9.8m** from retail and **£8m** from fundraising every year to keep our hospices running

**725**

children, young people, babies & family members receiving our care and support



We offer 24/7 care and advice



Our care covers **5,000** square miles



More than half our care is provided in the family home and local community

CQC rates all three of our hospices as Outstanding



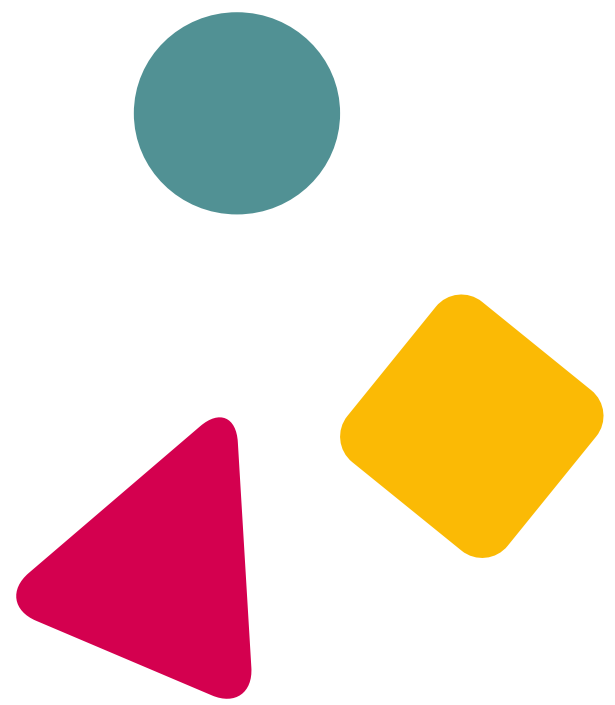
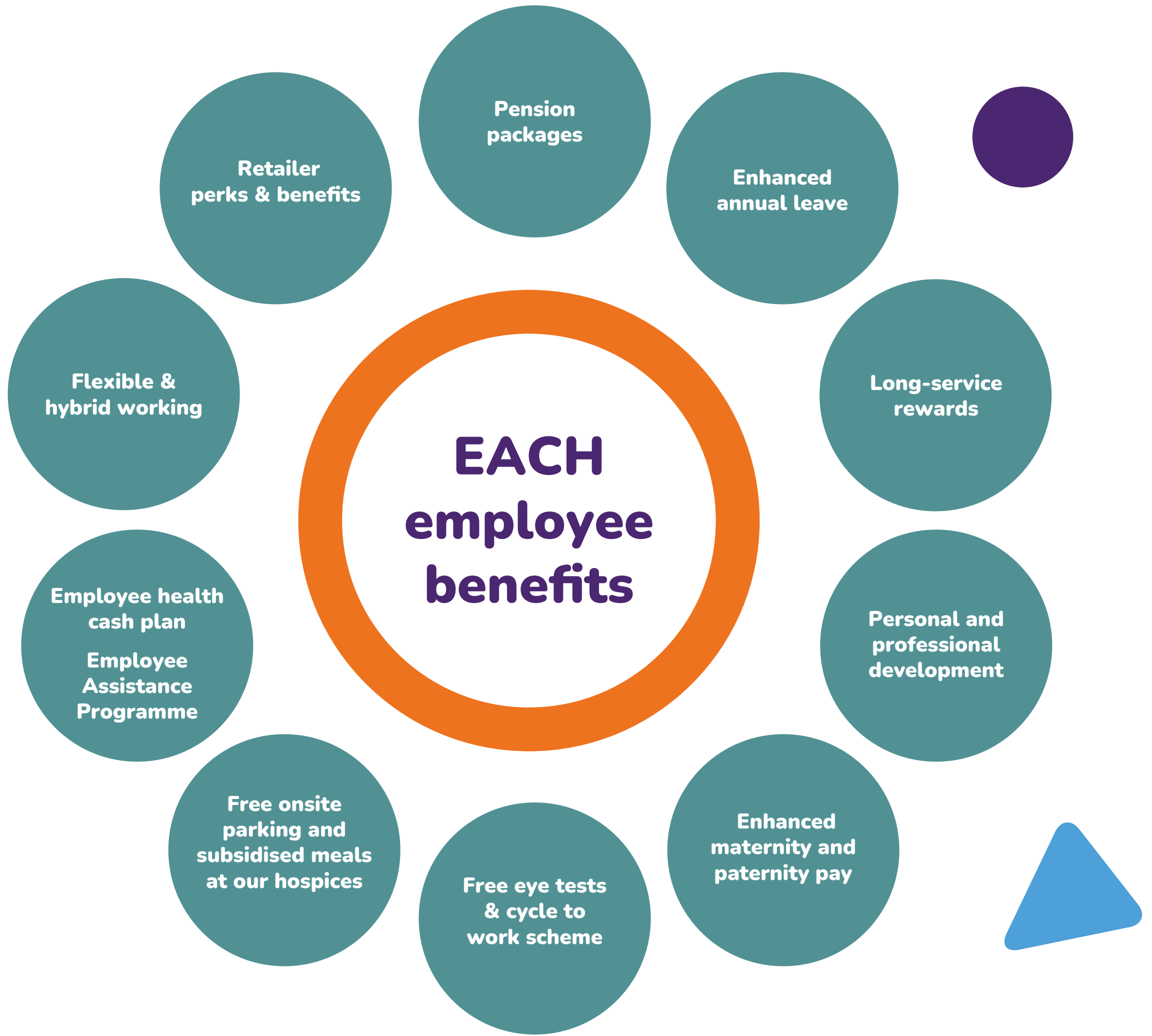
Discover more about EACH in our 5-year care strategy.



We raise over **£900K** a year in Gift Aid from our retail operation

*giftaid it*

We are extremely proud to shout about the value and benefits of working for us. From financial reward and lifestyle benefits, to investing in you and ensuring your wellbeing, we work hard to drive and nurture a positive, values-led and inclusive workplace culture – for everyone.





**89%**  
of employees feel  
EACH is a great  
place to work

# Who are we?

[Click to learn more about the different teams at EACH](#)



# What is it like to work in Care?

Learn more about the variety of care services we provide families online.

Watch our new care strategy film - Make more possible and reach further.



“ I just see it as a real privilege, to be here to try and make children and their families happy or play some part in making their lives a little easier or supported. ”  
Hailey Allen



Click on the names to hear more about why they enjoy working for EACH.

# What is it like to be a Care Assistant?

Care Assistants play a vital role in delivering high-quality, person-centred care to babies, children and young people.

We provide all the training and development required to deliver safe and effective children's palliative care, including the EACH Care Assistant Development Programme and the Children's Palliative and End of Life Care Training Programme.

Staff are supported through regular clinical, safeguarding and management supervision to ensure ongoing professional development. Working across hospice, hospital and community settings, Care Assistants are part of a multidisciplinary team that values their contribution and enables them to provide compassionate care to children and their families when it matters most.

“It started organically with me playing my guitar on the care floor, improvising silly songs and basically trying to make the children laugh. Now it's progressed to become something very meaningful both for the children and their families.”  
**Ben Goddard**



Ben Goddard, who plays the guitar, is part of the team at EACH Milton.

Click above to hear a little bit more about why Ben enjoys working for EACH.



# What is it like to work in Facilities?

Facilities are an integral part of the organisation, from housekeepers to cooks, maintenance and caretakers, our team ensures a comfortable 'home away from home' environment for children who access our services, and their families. They also provide a safe and functional working environment for everyone within our three hospices.



Julie Knott has been a chef at EACH for 13 years. Based at Milton, Julie spends her days cooking up a feast of mouth-watering meals and treats – all heartily enjoyed by children, families, staff and volunteers.

[Click above to hear a little bit more about why Julie has enjoyed working for EACH.](#)

“We're one big wheel with lots of different spokes and it's those spokes that keep the wheel moving. We all support each other.”  
Julie Knott



# What is it like to work in Fundraising?



## Supporter Care

Working as the first point of contact for supporters who want to know more about fundraising.

## Community

Supporting individuals and groups organising their own events, from bake sales to parties, mammoth bike rides to school dress-down days. We work with volunteer groups to help with their events, and volunteers who support work in our fundraising offices.

## Events

Offering and delivering unique fundraising events, including half marathons, abseils, walks and virtual events to raise money for EACH.

## Corporate

Supporting businesses who are fundraising for EACH through charity of the year partnerships and corporate events, including golf days.

## Charitable Trusts and Foundations

Writing applications and building relationships with trusts and foundations to support the work of EACH.

## Philanthropy

Working with high-net worth individuals who support EACH's work by giving committed, substantial donations which have a sizable impact on our work.

## Individual Giving

Writing annual campaigns and appeals, encouraging individuals to donate to EACH, through both post and digital means. Working with supporters who make regular (usually monthly) donations.

## Lottery and Raffles

Sitting under the Individual Giving team, we work with a lottery partner to encourage people to play, and run our own EACH raffles offering prizes to those who take part.

## In Memory and Legacy

Building relationships with generous supporters who wish to leave a gift in their Will, or make a donation in memory of a loved one.



Click above to hear a little bit more about their roles at EACH.

# What is it like to be a Nurse?

## Care experiences

Our care is varied and can be unpredictable at times, ranging from providing routine planned short breaks to end-of-life care, sometimes at short notice. Having the time to provide individual and holistic care and support, often over many years, will be uniquely rewarding for you.

## Your development

We ensure designated time for you to complete clinical skills and palliative care training programmes focused on:

- Maintaining our existing skills
- Developing new skills
- The knowledge required for you to develop and specialise as a children's palliative care nurse.

**Clinical Educator Team** - working alongside you to provide individualised training and support.



Click above to hear a little bit more about why our nurses enjoy working for EACH.

“Nurses Jane Piotrowski, Sacha Parry and Charlotte Pipe have described their work at East Anglia's Children's Hospices as an “immense privilege.”

”



## Career progression

Supported opportunities for career progression include **management, clinical and education pathways** dependant on how you would like to progress.

We believe in empowering you to continue your professional development and promote your wellbeing.

This includes your regular attendance at **clinical supervision and safeguarding supervision sessions, team days, management supervision and appraisals.**

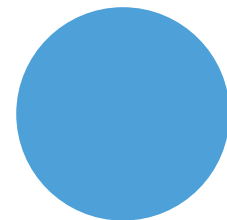
We also encourage you to participate in quality assurance activities and development groups.

# What is it like to work in Retail?



“Everyone has been so friendly and welcoming, and it's such an inclusive environment to work in.”  
Elliott Harris

Click above to hear a little more about why some of our retail team enjoy working for EACH.



# What is it like to work in Support Services?

## Human Resources

HR plays a vital role in ensuring the right people are hired into the right roles, our employees are supported throughout their employment, and our workplaces remain inclusive, fair, and compliant with employment law and our own policies.

## Information Technology

Working with our IT service provider Xperience, delivering technology that supports our staff to provide the best care for children, young people and their families at all our hospice sites.

## Learning & Development

We play a key role in helping colleagues reach their full potential. We support continuous growth to ensure everyone has the knowledge and tools to succeed in their roles and contribute to our vital work.

## Marketing & Communications

Our Marketing and Communications team comprises of roles covering marketing and brand management, media, digital communication and communications to families who use our services.

Our mission is to develop brand strength and optimise public awareness, while maintaining and developing effective communication channels to support all EACH teams in the delivery of their individual operational plans. Our vision is to reach all members of every audience with the communications they need – and we need them to have – when and how they want to receive them.

## Volunteer services

The Volunteer Services team help to recruit, support and retain volunteers across EACH in departments such as Care, Retail, Fundraising, Central/Support Services and our Help at Home service.

## Finance

Our Finance team handles all functions related to our financial well being. This includes our Finance Income team (fundraising income), Management Accounts (reporting & analysis) and the Finance Support team (payables, receivables & banking). Our focus is to ensure we provide vital support to all departments of EACH and ensure planning for the future by enabling informed decisions to reach short, medium, and long-term goals in line with our strategy.



Click above to hear a little bit more about why our employees enjoy working for EACH.

# Our Vision, Mission & Values

## Our Vision

We aspire daily to lead the way in providing world-class care for children with life-threatening conditions. Every child deserves support, alongside their families, whenever and wherever they need it.

## Our Mission

To improve the quality of life and wellbeing of every child and family under our care, by providing individual and comprehensive services at all times.

## Our Values

### Empathy, understanding and inclusion

Understanding the views and feelings of others is central to our work relationships and how we interact daily. We actively encourage unique perspectives, backgrounds, and experiences of others, fostering an environment where all voices feel valued.

### Commitment to quality

We consistently employ our best efforts and strive for the highest standards in everything that we do, always looking for ways to improve.

### Open, respectful and accountable

We operate in an honest, respectful and collaborative way, encourage open constructive feedback and celebrate diverse viewpoints. We are mindful of the power of our words, actions and biases, and hold ourselves accountable to ensure a safe and inclusive environment for everyone.

### Make it happen

We are empowered to take responsibility for getting things done.

At EACH, we're passionate about making sure everyone feels valued, respected and supported for who they are.

Equity, Diversity and Inclusion (EDI) is woven into each of our Values and is at the heart of how we work, care, and grow together.



## Mission statement

We are actively committed to creating an inclusive environment where everyone can thrive and feels empowered to contribute.

We work together to ensure that inclusion is not just a value, but a daily practice throughout the organisation.

We embrace and celebrate individual differences; harnessing the strength and innovation that diversity brings.

We hear each voice, value each contribution and recognise each achievement.

# We're here to help.

Our Recruitment FAQs page can help answers some of the most common queries.

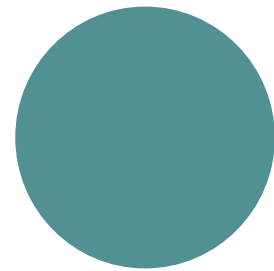
If you can't find what you're looking for, our Recruitment Team are always happy to help.

## Get in touch:

[hrinbox@each.org.uk](mailto:hrinbox@each.org.uk)

## Vacancies:

[each.org.uk/-vacancies](https://each.org.uk/-vacancies)



Create an account and get alerts when vacancies arise for your preferred roles.



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