Horatio's Garden

Nurturing lives after spinal injury

Patient Experience Lead

The National Spinal Injuries Centre, Stoke Mandeville, Aylesbury

JOB ROLE

Salary range:	£45,000 FTE
Location:	Stoke Mandeville Hospital, Aylesbury. There will be occasional working from home, and regular travel to other gardens across the country.
Contract type:	Fixed term contract, 1 year, with the possibility to extend.
Hours:	Hours 22.5–30 hours a week (3-4 days), including occasional weekend and evening working
Closing date:	30 October
Interview dates:	First round Wednesday 6 November (via Teams), second round Friday 15 November (in person).
Start date:	2 January 2025

Overview
We are seeking an enthusiastic and experienced manager for a new role within the charity as Patient Experience Lead.

You will be working closely with the CEO Katie Tait, and NHS clinical teams to develop new strategies to ensure we are offering the best possible experience for people with spinal injuries.

Horatio's Garden is a nationwide charity creating and nurturing beautifully designed gardens in NHS's spinal injury centres. You will help to create a thriving, vibrant sanctuary which meets the needs of the charity's beneficiaries.

As an excellent communicator, you will be adept at working with partnership organisations and building working relationships with all stakeholders.

This is an exciting opportunity to research and explore a wide range of subject areas and to develop new strategies for implementation.

An important part of this role will be to map the patient pathway to understand the role the garden plays at all stages of recovery for people with spinal injuries. You will plan and develop strategic processes inline with the patient pathway and develop a clear plan of action on how this can best be implemented.

This is a fantastic opportunity for a confident, proactive individual who is efficient, well organised and has outstanding communication skills. You will need to be adaptable and friendly and happy working with a wide range of people including people with spinal injuries, and their families, NHS staff, volunteers and many different teams within the charity.

Key responsibilities include:

- Develop and hold working relationships with NHS clinical teams and voluntary services
- Create a strategy for equitable use of the garden for all patients
- Work closely with NHS staff to set up and manage regular focus groups with people with spinal injuries, their families and friends
- Establish where we can support the NHS staff to deliver the best rehabilitation experience for people with spinal injuries in the garden

- Working along the new Impact Manager to put strategies in place supported by their qualitative research
- Work closely with the Arts & Events Programme Manager and patients, to create a bespoke activities programme, reflecting the wide range of patient interests
- Work closely with communications team to develop clear messaging in the garden, in line with the patient pathway, identifying new opportunities for maximising engagement
- Explore opportunities for recruiting garden ambassadors from former patients who will provide support for current patients and give garden tours and talks
- Advise fundraising managers on strategies to generate income in the garden through friends, corporate friends and third party fundraising
- Work closely with people with spinal injuries to ensure the indoors spaces (garden rooms/pods) provide excellent facilities and the most welcoming environment
- Identify the best ways to manage external access to the gardens, to ensure the correct balance is in place to benefit both patients and external parties (major donors, trusts, corporate groups and other visitors)
- Establish best practise for leading and managing volunteers in the garden and their training requirements

Knowledge, Skills and Experience

Essential

- Outstanding interpersonal skills and able to successfully develop new working relationships
- Experience of working with the NHS or in a health care setting
- Experience of strategic development and planning
- Stakeholder engagement and networking
- Experience of leading and managing staff and volunteers
- Excellent communication skills, both written and verbal
- Excellent organisation skills
- High level IT competency, specifically proficient with Microsoft Office 365 including Outlook, Word, Excel, PowerPoint

Desirable

- Knowledge and understanding of counselling/psychology
- Knowledge and experience of impact measurement
- Interest and understanding in wellbeing benefits of gardens
- Full clean driving licence, with access to a car

Qualities

- Professional and confident
- Proactive, can-do attitude
- Empathy, kindness and excellent communication skills
- Calm under pressure
- Ability to prioritise and adapt to changing needs of each working day
- Self-motivated and capable of working with the minimum of direction but understanding the limits of your knowledge and able to seek advice when required

As a Charity we are committed to creating and promoting a culture that protects and preserves the welfare of the vulnerable people in our care. Our safer recruitment practices support this by ensuring that there is a consistent and thorough process of obtaining and

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evaluating information from and about candidates including criminal record checks, to ensure that all persons appointed are suitable to work for our Charity.

We are an equal opportunity employer and welcome applications from all sectors of society.

APPLICATION
Please write a one page covering letter, explaining why you would be suited to this role and send this along with a one page CV to zoe.franklin@horatiosgarden.org.uk

NOTE: DBS, medical and reference checks will be conducted as part of the recruitment process.