

# Candidate Guide



**Tŷ Hafan**

CHILDREN'S HOSPICE  
HOSBIS I BLANT



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Hello



**Tŷ Hafan**

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# About us

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Tŷ Hafan is a children's hospice, and as a children's hospice we are a lifeline for children and their families. We consist of three areas:

## Head Office

Our Head Office consists of ICT, People Services, Finance, Marketing and Communications, Income Generation, Lottery, Business Intelligence, Governance and Estates and Facilities.

## Retail

Our Retail division consists of 17 retail shops all over South & West Wales. Our retail shops consist of Sales Assistants, Deputy Shop Managers and Shop Managers.

## Care and Community Services

Our Care team provide essential specialist care and support for children and young people living with life-shortening conditions and their families in Wales.

**When a child's life will be short, no family should have to live it on their own. Tŷ Hafan will walk alongside them every step of the way through life, death and beyond.**



# Background

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Our founder, Suzanne Goodall, first began Tŷ Hafan's journey in 1988 after learning there were no children's hospices to support the children and families in Wales. 11 years of fundraising later and Tŷ Hafan opened its doors on Hayes Road, Sully, to welcome Tŷ Hafan's families.

Since 1999, we have helped over 600 families at the Hospice and in the community and have launched our big ambition to help more.



## Our Vision

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A Wales where every child with a life-shortening condition lives a fulfilling life, supported with the compassion and specialist care they and their family need.

## Our Purpose

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No family should have to face the unimaginable loss of their child alone. With children and families at the heart of all we do, we provide free care and support in our hospice and in the community, offering a lifeline throughout the child's short life, at end of life, through bereavement and beyond.

# Our Values

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All colleagues, volunteers, supporters and families at Tŷ Hafan should be treated in line with our values. Our values embody how we carry ourselves, how we treat others and how others should treat us.

## Demonstrating compassion

We show empathy and respect to all, making time to listen to and support others.

## Providing excellent service

We take pride in delivering on our commitments and are proactive in continuously improving our services.

## Working together

We are one team, we consciously collaborate and enable each other to contribute to **Our Purpose**.

## Taking ownership

We trust each other to deliver and are responsible for our own actions, seeking ways to reflect and learn.

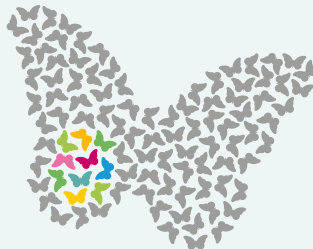


# What does the future at **Tŷ Hafan** look like?

Tŷ Hafan's journey continues with our active endeavour, **Our Big Ambition**.

Research shows that the families of 1 in 172 children in Wales are facing the unimaginable: their children are expected to die in childhood.

More importantly for Tŷ Hafan, the research showed that for every child and family in Wales we can support, there are 9 more that we simply cannot yet reach. That's thousands of families who live every day knowing their child's life will be short, and they face it without any hospice support or palliative care.



#reacheverychild

Alone. Afraid. Isolated.

**That's why the next 25 years are so important.**

Our Big Ambition is that when a child's life will be short, no family should have to live it on their own.

This is a huge ambition. It means we must re-align our services so that every family has access to the right care, at the right time, in the right place, delivered by the right person.

We must support more families closer to their homes, so they don't have to travel long distances to access the specialist care and support they need. We must make sure that families have more choice about where their child dies,



including at home, and work closely with others so that families get the support that is right for them.

**It's not going to be easy, but together we can make this happen.**

25 years ago, Suzanne Goodall knew it wouldn't be easy to build Wales' first children's hospice. But thanks to her vision and perseverance – and the support of the people of Wales – she made it happen.

Imagine a Wales where every child has access to the services they need, where they need them, and when they need them. A Wales where families have a choice about the care they receive. A Wales where no family faces the death of their child alone. We don't just imagine this Wales; we believe in it.

**“Our team is the most supportive I've ever worked in.”**

**“Thanks to Tŷ Hafan I was able to study for my nursing degree.”**

**Are you ready to join us for the big ambition?**



## Here are some of the benefits...

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**Holidays** – We offer a generous holiday entitlement, rising with service.

**Pension Scheme** – Our group pension scheme is 8%. 5% from us and you top up the 3%.

**Life Assurance** – 3 times your salary in the event of your death whilst working for Tŷ Hafan.

**Employee Assistance Programme** that offers a wide range of services including free counselling, health, financial and legal support. The provider also has a handy app to check on your wellbeing from your phone.

**Online GP service** with unlimited access 24 hours 7 days a week. This includes advice, prescriptions, secondary opinions and referrals. This service also provides mental health support, nutrition plans, fitness programmes and an online health check.

**Healthcare Cash Plan** allows you to claim back on a variety of healthcare appointments such as dental, optical and physio. There is also an upgrade option that will allow for family members.

**Discounts.** From gym memberships to shop discounts. 25% of all purchases from our Tŷ Hafan retail shops. There are several salary sacrifice schemes available to suit you including cycle to work, technology, mobile phones and white goods or even will writing.



## Care Specific

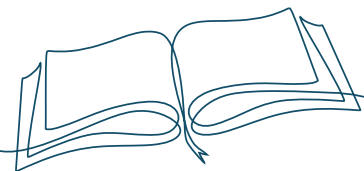
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**Unsociable hours** - Ranging from 25% to 60%, we offer enhanced payments when you work evenings, nights, weekends, or bank holidays (Nurses and Healthcare Support Workers only).

**Pension** - You have the option to transfer your NHS pension or join our group pension scheme.

**Career development** including days dedicated to professional development with our onsite training department or external providers and we are able to offer internal and external clinical supervision.

**PIN fee** - The charity will reimburse your annual nursing registration fees or PIN fees.





# Champion Schemes

Our organisation is committed to fostering a supportive and inclusive environment for all colleagues. To achieve this, we have established a range of Champion Schemes, where passionate individuals take the lead in promoting key values and initiatives across the workplace.



These schemes include:

## **Menopause Champions**

Support colleagues navigating menopause by offering guidance, raising awareness, and promoting understanding.

## **EDI Champions**

**(Equality, Diversity, and Inclusion)**

Champion an inclusive workplace culture, advocating for diversity, equity, and respect for all employees.

## **Wellbeing Champions**

Encourage and support mental, physical, and emotional wellbeing initiatives, creating a healthier workplace environment.

## **Speaking Up Safely Champions**

Promote a culture of openness where colleagues feel safe to raise concerns, ensuring a positive and transparent workplace.



## **Values Champions**

Lead by example, upholding and spreading the organisation's core values, fostering a positive and ethical workplace culture.

By joining one of these schemes, you'll have the opportunity to make a meaningful impact, drive positive change, and be a key part of our inclusive and supportive workplace culture.

# What to expect: **Applications**

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To begin your journey at Tŷ Hafan, you start with an application.

**Here is where we begin to get to know you!** You may wish to obtain the information below to hand, to help you complete the application form. Our applications are designed to cover:

**1. Personal information –**

This includes sections for your name, contact numbers and address. The Charity undertakes a blind recruitment process, meaning no identifiable information is sent to the hiring manager. We do this to ensure impartiality when applications are being scored. The information is only accessed by our People Services team to be able to contact candidates during the recruitment process, and the details are processed in line with GDPR guidance. We also ask where you heard about the role and if you know anyone in the Charity.

**2. Compliance –** We ask if you have the right to work in the UK. If you have the right to work through an employment visa we will ask to see this. Please note, the Charity is unable to offer sponsorships and as a result, is unable to progress any applications from candidates who don't already possess the right to work in the UK.

**3. Your work history –** We ask you to detail all of your past roles to include Company name, dates of employment, your job title/s and a summary of your responsibilities in that role.

**4. About you –** Using the job description and person specification attached to the job advert you will be able to submit a section on how your qualifications, experience, skills and knowledge meet the criteria. Within the person specification, criteria marked with an 'I' indicate that this may be asked at interview and those marked with an 'A' are those we would like you to focus on during the application process. Also, we ask you to pop a copy of your CV here.

Cont'd...

# What to expect: **Applications**

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5. **References or any gaps** - If you are verbally offered and accepted a position and have been sent a conditional offer in writing, we will request references from your previous employers, covering your employment history over the last three years. Please note, all offers are subject to receipt of satisfactory references.
6. **Disclosure** – Every role at Tŷ Hafan is subject to a DBS check. The advert will specify the level of DBS check required for the role. All candidates will be required to declare unspent convictions, however positions that require an enhanced DBS check will require candidates to also disclose spent convictions and cautions. A DBS check will be requested in the event of a conditional offer of employment being made.
7. **Lastly, the application declaration** – Here you commit that the information you have submitted is all true and that you consent for us to hold your personal data for the purposes of this application.

Please see the [Candidate Privacy Policy](#) here for more information.



# What to expect: **Applications**

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Some roles will require additional information. Examples of additional information requested are:

## **Education and Professional**

**Qualifications** – Here we have a separate section for you to add all of those educational and professional qualifications that meet the essential and possibly the desirable criteria too. Make sure to add what the qualification is and the dates it was obtained.

## **Professional Memberships –**

We'd like to know what professional body you are registered to. Where necessary we ask for your registration number too (so make sure you have this to hand).

## **Supporting information –**

This section mirrors the 'About you' section above. Use the job description and person specification to guide you on how you meet the criteria. Be enthusiastic and tell us all about you, showcase your talents and let us know why Tŷ Hafan is the place for you. For Registered Nurses we do not ask you to submit a copy of your CV.

## **Tips to remember:**

Ensure all sections of the application form are completed, and boxes are checked to confirm this before submitting.

Read and reread your application. Having a family member or friend to proof-read your application may ensure you haven't left anything out that could support your application.

Our system currently has a 60 minute time out session. This means that if you are signed in you have 60 minutes before the system automatically logs you out. So we suggest completing your application on Word first, where it can be saved and then paste it over. This will reduce the risk of losing your work.



# You've submitted your application! **Well done**, we can't wait to read it.

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You will receive an email confirming your application was submitted. Please check your junk/spam folder. If not, please contact **careers@tyhafan.org** for further support.

On the home page you will be able to track the progress of your application. Using the navigational panel on the left-hand side, you can set up, review and update the information and preferences stored in our system. We would encourage you to regularly visit your candidate account to ensure that we have the most up to date information.

You will be notified of any outcome at any stage of the recruitment process, including if you have been unsuccessful at any stage of the process, or if you will be progressing to the next stage. Unfortunately, due to the number of applications we receive we are unable to provide feedback to candidates who are unsuccessful at the short-listing stage.

## How we shortlist

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All roles are scored using a criteria matrix made up of the content from the person specification. At this stage we assess the key requirements marked as AF. If the key requirement is essential and marked as AF then this forms the critical criteria and if this is not demonstrated in the application form then this candidate will not be shortlisted.

**AF** - Application Form

**I** - Interview



good luck

# What to expect: **Interview**

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Firstly, we would like to congratulate you on reaching the next stage of our recruitment process. This guidance will help you to prepare for your upcoming interview and to know what to expect on the day.

## Before the interview **Prepare!**

Organise what you will wear, how you are travelling to the location so you are on time, go over your CV and achievements. Research Tŷ Hafan through our social media, news feeds and our website. This is an opportunity for you to find out information too. Feel free to bring some prepared notes/questions, this is a two-way process.

## What is a competency-based interview?

A competency-based interview is a way of evaluating if your work-based skills align with the essential requirements of the role outlined in the person specification.

Competency-based interviews work on the principle that your past performance is the best predictor of future behaviour. All candidates are asked the same questions and notes are taken in order to evaluate candidates.

The interview panel will put together a list of questions relating to competencies which are directed towards discovering if you have the skills, knowledge and experience necessary for the job in line with those marked as 'I' under the person specification. The questions are designed to probe you to provide information and evidence to support your answer such as "Can you give an example of when...".

# What to expect: Interview assessment

As well as the competency-based interview, you may also be asked to;

- Undertake a role specific task on the day, for example evaluate a piece of work, write a response to an enquiry or input data onto an excel spreadsheet.
- Prepare a response on the day of your interview to a scenario, question or situation and then present your answer to the panel.
- Prepare a presentation or piece of work in advance of the interview and talk through this on the day with the panel.

The type of assessment will vary dependent on the requirements of the role. **If you are required to do an assessment, you will be notified on your interview invitation / confirmation.**

Example of how the interview questions will relate back to the key requirements within the person specification;

Key requirements taken from the person specification for a Administrator

Key Attributes	A positive team player with a can-do attitude, who can see the bigger picture and actively contribute to wider team goals.
Experience	Previous experience in an administration role carrying out a range of office administrative duties.
Knowledge and Skills	Excellent communicator with the ability to build and maintain rapport with a variety of internal and external stakeholders.

## Interview question

This role involves working closely with a lot of people throughout the organisation, including within the Care Team, but also in other departments. How would you go about developing and nurturing these relationships?

# What to expect: **Interview**

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STAR is a technique that you can use to prepare examples and answers to each specific competency question. This helps you structure your response and answer the question fully.

## **Situation**

- Give an example
- Briefly outline the situation

## **Task**

- What was your objective?
- What was your role?

## **Action**

- What did you do?
- How did you do it?
- What was the outcome?

## **Result**

- How did you feel about it?
- What impact did it have on you / others?
- What would you do differently?
- What did you learn from it?

Examples of how STAR could be used

“Tell me about a time that you solved a problem to a tight timescale.”

**Situation** – set the context for your story. For example, “We were due to be delivering a presentation to a group of 30 donors when Beth my colleague delivering the morning session of the presentation, got stuck on a train from Bridgend.”

**Task** – what was required of you. For example, “It was my responsibility to ensure we found a way of keeping the donors engaged to ensure the day ran well. The prospect of losing the opportunity to secure funding from potential donors would be devastating to our reputation and targets.”

**Activity** – what you actually did. For example, “I spoke to the team delivering the afternoon session to find out if they could change the running order. They agreed so we bought ourselves some time whilst Beth could arrange transport.”

**Result** – how well the situation played out. For example, “The morning presentation went really well and Beth made it on time for the afternoon session. We received a number of donations from the day and had great feedback. We decided from the feedback that we received that all future presentations would be held in the same format.”



# What to expect: **Interview**

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## Additional things to think about

During your interview you will also be asked;

- To talk through your employment history
- To confirm your notice period and possible start date
- If you have any annual leave planned
- If you have any questions you would like to ask
- To confirm that your referees are correct and when we would contact them.

During the interview we want you to do your best so relax, drink some water or take a breather before you answer.



## After the interview

At the end of your interview the panel will let you know when you should expect to hear from them. If you don't receive any feedback one week after your interview, please email [careers@tyhafan.org](mailto:careers@tyhafan.org)



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[www.tyhafan.org](http://www.tyhafan.org)



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