

Role Profile

because
you matter

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

St Nicholas Hospice Care is recognised as a great place to work, to learn and to grow. Where everyone matters, where everyone is encouraged, energised and enabled to play their part in delivering our vision.

Job role	Hospice Care Assistant
Reports to	Hospice Nurse or Senior Nurse
Location	Whilst your normal place of work is St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, you will also be required to work at such other place or locations within the Bury St Edmunds, West Suffolk and Thetford area as we may reasonably determine.
Job Purpose	<p>The post holder is responsible for delivering a high standard of care to all patients within the community setting, covering west Suffolk and south Norfolk. The Hospice Care Assistant (HCA) may on occasions be required to cover other clinical services within the directorate, including the IPU, therefore a different shift pattern will be required.</p> <p>The HCA will work both independently and as part of a team providing safe, competent, and ethical client care under the guidance of registered healthcare professionals, in the delivery of palliative care to patients and their families, utilising protocols and procedures.</p>

What the role involves

EQUIP

- Prepare individuals for health care actions activities – through the appropriate moving and positioning of individuals
- Prepare and manage environments and resources for use in health care activities
- Support others in providing health care actions through assisting the practitioner to implement healthcare activities
- Assist individuals in undertaking activities and enable them to choose and participate in activities that are meaningful to them
- Help individuals to maintain mobility and support the use of technological aids to promote independence

- Support individuals to retain, regain, and develop the skills to manage their lives and environment including enabling individuals to use assistive devices and assistive technology

PROVIDE

- Obtain a patient/client history, where appropriate
- Maintain accurate patient record systems at all times
- Carry out tasks involving direct patient care and support to patients and families
- Undertake assessments of patient/carer needs and include coaching carers, patients' families and volunteers to develop their caring skills
- Co-ordinate patient admissions from community into the hospice in-patient unit
- Work with registered health professionals to plan and deliver rehabilitation programmes for patients (Independent Living)
- Act within the limits of your competence and authority
- Support and direct clinical care assistant volunteers
- Contribute to the effectiveness of teams by participating in inter-disciplinary team working to support individuals both in the hospice and the community
- Communicate effectively with patients, carers and professionals
- Support to individuals who are distressed
- Support to individuals and carers to cope with their emotional and psychological and spiritual well-being
- Assess an individual's needs arising from their health and social status
- Collaborate in the assessment of the need for, and the provision of, environmental and social support in the community
- Undertake personal hygiene for individuals unable to care for themselves
- Support individuals during and after clinical therapeutic interventions
- Insert, secure and manage urethral catheters
- Contribute to the discharge of an individual into the care of another service through carrying out actions from a discharge plan
- Promote participation in agreed therapeutic group activities
- Monitor and review the rehabilitation process with the individual, their family, carers and other professionals
- Deliver and collect clinical items or patients accessories to and from West Suffolk Hospital

STRIVE

- Contribute to care planning and review by implementing, monitoring and evaluating therapeutic interventions within an overall care programme
- Plan with registered professionals activities, interventions or treatments to achieve specified goals and implement care plans/programmes
- Monitor an individual's progress in managing their illness and facilitate the individual's management of their condition and treatment plan
- Enable patients to develop the knowledge and skills to manage their illness/social situation
- Assist in the implementation of mobility and movement programmes for individuals to restore optimum movement and functional independence
- Work in collaboration with family/carers to enable them to support individuals

What we want from you

- Significant experience of working in a care role, ideally NVQ 2/3 qualified but must hold The Care Certificate or equivalent entry level certificate
- Able to work alongside healthcare professionals including nurses, doctors, AHP to work effectively as part of a wider multi-disciplinary team
- This role requires patience, kindness and ability to communicate with sensitivity with patients and families
- Knowledge of end of life care whilst eager to learn new skills/further develop
- Competent in manual handling equipment e.g. hoists. Requirement to carry our manual handling training
- Ability to report competently – verbally and in writing, using numeracy and literacy skills gained from GCSE level (or equivalent)
- Expectation to be flexible, reliable, respectful and maintain confidentiality
- Flexible approach to hours and shift patterns, our service provides care 24/7, 365 days per year and clinical roles are rostered to provide this coverage
- Car driver and access to own vehicle

February 2022