

Role Profile

because
you matter

St Nicholas
Hospice Care

A Registered Charity No. 287773

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job role	Hospice Care Assistant (HCA)
Department	Ward
Reports to	Ward Sister
Location	Bury St Edmunds Head Office and Clinical Site

Background Information

St Nicholas Hospice Care provides end of life care both in the community and onsite in Bury St Edmunds, supporting patients living with a terminal illness, and their loved ones.

Our vision is: ***Everyone in our communities has choice, dignity and support when facing dying, death and bereavement***

As a registered charity, our services are provided free of charge to our beneficiaries, with much of our funding provided by voluntary donations, gifts and wider activities, where our Fundraising and Retail teams have strong connections and participation with and from the local community.

Our Hospice Care Assistants (HCA's) are non-registered staff who have received appropriate training to co-ordinate and deliver fundamental care for our patients, as delegated by Hospice Nurses, Senior Hospice Nurses and the Ward Sister. They work with the wider multi-disciplinary team and have an awareness of the complex needs, which may be experienced by patients and families who are experiencing death, loss and grief.

Job Summary

- Delivery of a high standard of fundamental care for patients experiencing palliative and end of life care, on Sylvan Ward.
- Awareness of the need to act within own role as delegated by nursing staff and escalate concerns regarding patient care, appropriately.

- Delivery of informal education and training for family and carers to deliver care and support for patients experiencing palliative and end of life care
- Ability to work independently and as part of a team to deliver individual and person-centred care.
- Actively support and model the SNHC values: Compassion, Accountability, Respect, Equity.

Key Accountabilities & Responsibilities

Clinical

- Ensure the provision of personal care and comfort measures for patients on Sylvan Ward, ensuring that these are individualised at all times.
- Awareness of the importance of fundamental care interventions which underpin quality care, such as regular repositioning and use of pressure relieving equipment, to support pressure area care.
- Undertake additional clinical duties within scope of training such catheter care or wound care, as delegated by nursing staff.
- Prepare and manage environments and resources required to support patient care.
- Prepare and support patient admissions and discharges, within scope of role.
- Support patients to safely manage and maintain their independence, with use of assistive devices, mobility aids, etc.
- Demonstrate awareness of the importance of emotional and psychosocial care and support for patients and families, referring to MDT colleagues for support as appropriate.
- Maintain accurate and timely patient records at all times, reporting issues outside area of own role and responsibility promptly.
- Utilise opportunities to support patients to choose and participate in activities which are meaningful to them.
- Support and direct volunteers, as required.
- Contribute to or undertake clinical assessments within range of competence as delegated by nursing staff, reporting these to nursing staff as appropriate.
- Contribute to care planning and review by implementing, monitoring and evaluating therapeutic interventions within an overall plan of care, documenting outcomes in a timely and accurate manner.
- Demonstrate an understanding of safeguarding and the need to escalate these to nursing staff in a timely manner.

Leadership

- Act as a professional role model at all times.
- Support the learning needs of colleagues, both formal and informal
- Undertake additional duties or responsibilities within scope of competency, at the request of the senior nursing team.

Key Working Relationships

- Patients and family members - providing practical and emotional support and guidance.
- General public – providing information, support and guidance on services and activities.
- STNH Colleagues – working collaboratively, sharing information, following registered staff's instructions.
- SNHC Volunteers – as above

Job Scope

Decision making level	Work within scope of competence and authority, at all times.
Financial resources	Nil. All costs are referred to department manager.
Other resources	Able to use pool cars, as appropriate and as per SNHC policy
People management	
Legal, regulatory and compliance responsibility	Work within scope of HCA 'Code of Conduct' Adherence to STNH policies

Person Specification

Knowledge, qualifications and experience:

Essential

- Experience of working in a care role
- Enthusiasm for developing skills in delivery of palliative and end of life care
- Excellent communication skill.
- Self-aware and able to work within emotionally challenging situations

Desirable

- Completion of Care Certificate, or NVQ Level 2 in related subject or willingness to work towards this.

- Knowledge and experience in end of life palliative care.
- Keen to extend skills and knowledge.

Skills and abilities:

Essential

- Able to work effectively as part of a wider multi-disciplinary team
- Able to demonstrate understanding of the need to work within professional boundaries and report to nursing staff, as appropriate.
- Able to approach care with patience and compassion, sensitive to the needs of patients and families experiencing loss and grief.
- Self-aware and ability to face emotionally challenging situations.
- 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 cover.
- Willingness to follow St Nicholas Hospice Care's 'One Team' approach, and work in all clinical areas as needed in order to support business continuity.
- IT literacy and ability to use systems such as MS Outlook.

Other

Undertake other duties which may be reasonably required within the scope of the role.

This role profile may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) line manager and the post holder.

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality / Data Protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**

March 2024