

Job Description – Bank Hospice Care Assistant

Reports to: Hospice Nurse

Location: Whilst your normal place of work is St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY 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:

- The Hospice Care Assistant (HCA) will work across all clinical areas in the directorate (including in-house services and community/outreach, therefore elements of the role may involve lone-working).
- The HCA will work independently 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 and report accordingly to appropriate professional.

Key Responsibilities or Duties:

- To carrying out tasks involving direct patient care and support to patients and families.
- Work with registered health professionals to deliver specialist palliative care to patients.
- To act within the limits of own competence and authority
- To support and direct clinical care assistant volunteers.

Clinical intervention

- Communicate effectively with patients, carers and professionals
- Support individuals who are distressed
- Support individuals and carers to cope with their emotional and psychological and spiritual well-being
- Assist in the assessment of an individual's needs arising from their health and social status

- Assist 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
- Contribute to care planning and review by implementing, monitoring and evaluating care
- Prepare individuals for health care– through appropriate moving and positioning
- Prepare environments and resources for use in health care activities
- Monitor an individual's progress in managing their illness and assist the individual's management of their condition and treatment plan
- Support others in providing health care actions through assisting the practitioner to implement healthcare activities
- Assist in the implementation of mobility and movement programmes for individuals to restore optimum movement and functional independence
- 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
- Work in collaboration with family/carers to enable them to support individuals
- Deliver and collect clinical items or patients accessories to and from West Suffolk Hospital.

Special Features of the job

Bank HCAs may be required to work across all the various services: community care including groups and clinics provided at outreach centres and Sylvan ward.

Personal Development (all staff)

- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation.

Health and Safety (all staff)

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

Governance

- Be aware of and comply with all relevant Hospice policies, guidelines and procedures.
- Ensure the maintenance of confidentiality in respect of patient, staff, volunteer, and organisational records.
- Be aware of, and use the procedure to report any incidents, risks and safety concerns.

General (all staff)

- Act as an ambassador for the charity and encouraging others to do the same.
- At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

Equality & Diversity

- Promote equality of opportunity and diversity
- Promote the rights and diversity of individuals

Management and Administration

- Contribute to the effectiveness of teams
- Maintain information/record systems

- Receive and pass on messages and information
- IT communication accurately and in a timely manner
- Participate in inter-disciplinary team working to support individuals both in the hospice and the community.

References:

Recruitment Policy
Learning and Development Policy
Disciplinary Policy
Health and Safety Policy

This Job Description was advised by Skills for Health Summary of Attributes and Definitions for Career Framework Levels. 2010



St Nicholas
Hospice Care

A Registered Charity No. 287773

Person Specification

Post:	Bank Hospice Care Assistant
Department:	Clinical

	Essential Criteria	Desirable Criteria
Education/ Qualifications	The Care Certificate or equivalent entry level caring qualification Ability to report competently, both verbally and in writing Numeracy and literacy skills at GCSE level or equivalent	NVQ in Care Level 2/3 GCSE level or equivalent in English & Maths
Background record of Achievement	Experience working as a Nursing/Care assistant. Significant experience of working with seriously ill people	Work based Palliative Care experience Competence in the use of hoists and manual handling equipment Have current manual handling training
Skills/Ability/ Knowledge	Able to work alongside registered nurses and other healthcare professionals Ability to communicate well within a multidisciplinary team	Able to communicate with sensitivity Skilled in end of life care
Qualities/ Attributes	Versatile Ability to work flexibly Patience and kindness Respectful of diversity and difference Enthusiastic about end of life care Eager and willing to learn new skills	Able to work in a multidisciplinary team
Other Requirements	Ability to respect and maintain confidentiality Honest, organised and reliable Team player with commitment to the mission and values of St Nicholas Hospice Care.	