

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	Out of Hours Community Hospice Care Assistant
Department	Community Support Team
Reports to	Advanced Clinical Practitioner
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, at Hardwick Lane 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 the local community.

This post provides an opportunity for St Nicholas Hospice Care to provide and out of hours visiting service, working collaboratively with West Suffolk Alliance partners.

Job Summary

- Under the direction of registered clinical staff, provide high quality palliative and end of life care for patients across West Suffolk and Thetford, primarily in their own homes, as delegated by a registered health care professional.
- Provide formal and informal training and education for families and carers.
- Work collaboratively with colleagues across other organisations.
- Drive or navigate the OOH vehicle, allowing the registered professional to continue to triage calls and offer clinical advice.

- Actively support and model the SNHC Values: Compassion, Accountability, Respect and Equity.

Key Accountabilities & Responsibilities

Clinical

- Under the direction of the registered professional, provide personal care and comfort measures to meet the needs of people in their own homes who require palliative and end of life care, including interventions to maintain skin integrity, and pressure relief, reporting matters of concern to the registered practitioner.
- Measure, observe and record clinical observations as required, reporting matters of concern to the registered practitioner.
- Provide care after death.
- Obtain specimens, as directed by the registered practitioner.
- Support the care of catheters and other devices to manage continence, ensuring that SNHC policy is followed.
- Assist individuals to undertake care related activities independently, enabling choice.
- Assist individuals to maintain mobility to promote independence.
- Maintain accurate and contemporaneous records of care.
- Sign post or refer to other services, as required working within own competence.
- Under the direction of the registered practitioner, collaborate with the assessment and provision of environment support, aids or technology, liaising with specialist services as required.
- Support the autonomy and independence of patients, with awareness of the principles of the Mental Capacity Act (2005)
- Demonstrate a sound understanding of safeguarding, escalating matters of concern appropriately.
- Provide a telephone answering service for the registered practitioner as required, ensuring accuracy and acting within the bounds of own competence.
- Under the direction of the registered practitioner, undertake clinical audits as required.
- Promote best clinical practice as per agreed national, professional and local standards and policies.

Leadership

- Act as a role model at all times.
- Work collaboratively with registered and non-registered staff, including West Suffolk Alliance partners, ensuring that care is coordinated.

Innovation

- Promote user, carer and public experience by collecting patient experience data, as required.
- Actively engage in new ways of working, under the direction of the registered practitioner.

Education and Research

- Maintain own continuous professional development.

- Utilise opportunities to develop the knowledge and skills of other healthcare professionals, both by formal and informal means.
- Provide education and training for informal carers and family members to enable them to deliver appropriate and safe care for people at the end of life.

Special Features of the Role

- The OOH role will be a one year fixed term post, working 22.00-08.00 Friday – Monday.
- Post holders may be required to work across a number of settings and locations, in West Suffolk and Thetford.
- The service provides care over 52 weeks of the year and clinical roles are rostered to provide this coverage. Whilst rosters are created 2 – 3 months in advance, there may be exceptional circumstances in which the post holder may be asked to change a scheduled rota at short notice in times of service need.
- The post holder will need to hold a full, valid driving licence, lease car is available for use
- Follow lone working principles at all times.

Key Working Relationships

- Patients and families - providing person centred support
- Members of the public – providing information, support and guidance on services and activities
- Colleagues – working collaboratively, sharing information
- External Healthcare professionals and MDT members
- NHS and other care providers- working in partnership

Job Scope

Decision making level	Decisions are made within the scope of own competence and role.
Financial resources	All costs are referred to the Head of Service
Other resources	Use of lease car
People management	n/a
Legal, regulatory and compliance responsibility	Organisational code of conduct to be adhered to at all times.

Person Specification

Knowledge, qualifications and experience

- Previous experience of working in a care role, preferably in a community setting.
- Completion of the Care Certificate or NVQ Level 2 in a related subject.
- Demonstrate excellent communication and interpersonal skills, engaging in interactions with empathy at all times.
- Demonstrate understanding of the principles of advance care planning and the ReSPECT process,
- Demonstrable palliative or end of life care experience
- Understanding of holistic and person centred care delivery
- Experience of multi-disciplinary team working
- Experience of working autonomously within lone working principles, supporting the care needs of people with complex conditions and symptoms
- Ability to use a range of IT systems and software, including Word, Excel, PowerPoint, Office 365 and electronic patient record systems (such as SystmOne) as well as virtual systems e.g. Zoom, MS Teams
- Driving licence

Skills and abilities

- Ability to motivate self and others and to lead by example
- Excellent oral/written communication and interpersonal skills
- Able to recognise the value of working as part of a team across settings and organisations
- Ability to work under pressure, manage own stress and emotional responses, and be aware of stress in others

Other

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the line manager and 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.**