

## Job Description – Hospice Care Assistant

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**Reports to:** Hospice Nurse

**Responsible for:** Volunteers

**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 services in the directorate (including in-house services and community/outreach, therefore elements of the role will 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.

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### Key Responsibilities

1. To carry out tasks involving direct patient care and support to patients and families
2. To undertake assessments of patient/carer needs and include coaching carers, patients' families and volunteers to develop their caring skills.
3. Co-ordinate patient discharge plans from the hospice in-patient unit.
4. Work with registered health professionals to plan and deliver rehabilitation programmes for patients (Independent Living).
5. To act within the limits of your competence and authority
6. To support and direct clinical care assistant volunteers
7. Contribute to the effectiveness of teams by participating in inter-disciplinary team working to support individuals both in the hospice and the community.

### 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

- Obtain a patient/client history
- Maintain accurate patient record systems
- 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.
- Plan with registered professionals activities, interventions or treatments to achieve specified goals and implement care plans/programmes.
- Undertake personal hygiene for individuals unable to care for themselves
- Support individuals during and after clinical therapeutic interventions
- Insert and secure and manage urethral catheters
- Contribute to care planning and review by implementing, monitoring and evaluating therapeutic interventions within an overall care programme.
- 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
- Monitor an individual's progress in managing their illness and facilitate 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.
- 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
- 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.
- 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.
- Monitor and review the rehabilitation process with the individual, their family, carers and other professionals.
- 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**

- Post holders may be required to work across all the various locations: community care including groups and clinics provided at outreach centres and Sylvan ward.
- The service provides care 24/7, 365 days per 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 job holder will be expected to change a scheduled rota at short notice in times of clinical staffing crisis. Exceptional individual arrangements may however be agreed and sanctioned by the Director of Personnel.
- Last minute changes to shifts in order to sustain quality safe patient care would be initially requested on a voluntary basis and only as a last resort would they be imposed on any individual.
- It will be expected that the postholder hold a full, valid driving license and is able to drive a hospice 'pool' car or their own car if preferred.

## **Personal Development (all staff)**

- Develop your own knowledge and practice and reflect on and evaluate your own values, priorities, interests and effectiveness. Monitor your own work practices.
- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

## **Health and Safety (all staff)**

- Ensure your own actions reduce risks to health and safety. Minimise the risk of spreading infection by cleaning, disinfection and storing care equipment. Ensuring your actions contribute to a positive and safe working culture.
- Protect individuals from abuse
- Support the safeguarding of individuals
- 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.

## **People Management (those with line management responsibilities)**

Providing leadership, management and development of all staff and volunteers within area of responsibility through effective;

- Workforce planning, recruitment and selection
- Departmental communication and staff support
- Performance management
- Staff development including regular 1-2-1's, and annual appraisals
- Staff support including health and safety and wellbeing awareness
- Facilitation of a culture of learning and respect for difference

## **Governance**

- Be aware of and comply with all relevant Hospice policies, guidelines and procedures, including code of conduct for Healthcare Assistants.

- 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.
- Participate in the annual appraisal system

## **General (all staff)**

- Act as an ambassador for the charity and encouraging others to do the same.
- Work closely with colleagues in Fundraising and Marketing to promote the charitable activities of the hospice and participate in fundraising as required.
- 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 that all within the team have a grasp of the Hospice’s structure, values and purpose and have opportunities for involvement in its further development.
- 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.
- Promote and foster the Hospice’s reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- 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.

## **References:**

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

This Job Description was created using Skills for Health Summary of Attributes and Definitions for Career Framework Levels 2010

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Job Description dated: May 2014