

EAST LANCASHIRE HOSPICE

Registered Charity No: 1075653

Job Title	Health Care Assistant – Inpatient Unit
Accountable to	Head of Inpatient Unit/Ward Manager

KEY PERFORMANCE AREAS

- Under the direction of the clinical team/shift coordinator support patients and those that matter to them through the provision of personal care, clinical interventions and wellbeing and enabling support
- Deliver high standards of essential nursing care to patients and their families in keeping with care plans developed by registered practitioners
- Participate in the observation of patients and report changes in the patient's condition to the registered nurse
- Support patients with therapeutic and diversional activity while promoting independence within patient limitations
- Work at all times to reduce risk, maximise quality of life and promote patients dignity and independence
- Provide support to families and those that matter to the patient as directed by the clinical team
- Communicate effectively with patients and relatives; be empathic and courteous, treating people with care and consideration at all times and relaying relevant information in a timely manner
- Ensure own entries in patient records are accurate and factual and maintained in line with hospice guidelines and standards of practice
- Recognise and respond to urgent situations, seeking assistance as necessary and relaying any relevant information on the condition of patients, their care or treatment in a timely manner
- Positively engage with opportunities for direct support and supervision, the development and maintenance of skills and knowledge
- Work across clinical areas during the span of duty where this is necessary to meet patient need or for own development needs including for example Supportive Care (Hospice At Home) and Support and Wellbeing services

GENERAL DUTIES AND RESPONSIBILITIES

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Contribute to clinical reports and data collection as required by the Departmental Lead
- Accurately take and communicate messages/information using a range of media including telephone
- Act as an ambassador for the East Lancashire Hospice promoting at all times our vision which is to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to our values : to care, listen, respect and work together to support people to live well until they die and support those affected by death.
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources
- Be responsible for the correct use of nursing equipment and reporting of concerns / faults that may occur
- Participate in general and clerical duties to maintain a clean, tidy and effective working environment
- Be aware of developments and quality initiatives within East Lancashire Hospice using established communication methods
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Actively seek to develop own knowledge, skills and understanding of palliative care using available resources and development opportunities relevant to the role.
- Participate in the hospice appraisal system, performance reviews, support and supervision activities to enhance own practice and provision of care to patients
- Participate in the education and training of others where appropriate

STATUTORY DUTIES

- Ensure the security of information accessed in the course of your duties ensuring compliance with the Data Protection Act, Caldicott principles and information governance best practice guidance
- Report any hazards or incidents in accordance with the Health Safety and Risk Management Policy and procedures
- Comply with the East Lancashire Hospice ‘no smoking’ policy in all hospice premises and grounds
- Be responsible for maintaining own vaccinations including Hepatitis B immunity (as applicable)
- Ensure that infection control measures are followed in relation to your role
- Work at all times to safeguard the rights of individuals promoting their wellbeing and protecting those at risk from harm, acting on any concerns related to safeguarding children and adults at risk in line with policy and local guidance
- Work at all times to respect people’s individuality, rights and diversity to ensure equality

WORKING HOURS

The post-holder will work their hours flexibly to meet service needs according to a rota of up to any five days of a 7-day working week.

NOTES

This job description reflects how the post currently meets the needs of the service. Since the hospice is constantly developing and changing its services to ensure it meets the needs of the community it serves, the role and responsibilities of the post holder may change accordingly.

Equality and Diversity

We support an inclusive and holistic working environment and aim to empower our people to bring their authentic self to work. We are committed to this and so encourage applications from all individuals with the required skills for the role inclusive of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, colour, caste, nationality, ethnic or national origin, religion or belief, socio-economic background, trade union membership status, marriage, and civil partnerships. ELH is committed to equality of opportunity for all staff and volunteers.

This job description will be reviewed at intervals and may change as is deemed necessary.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED: **DATE:**

EAST LANCASHIRE HOSPICE
Person Specification – Health Care Assistant

Date: 07/2023	Post: IPU Health Care Assistant	Recruiting manager: Sam Ritchie		
	Criteria	Essential	Desirable	Tested By
Experience	E1 Practical experience of caring for patients or family with life-limiting illness E2 Experience in a caring role E3 Experience in a care setting/community or hospital E4 Experience in a healthcare environment	E1 E2	E3 E4	Application
Qualifications	Q1 Good standard of English and Math GCSE/equivalent Q2 NVQ Level 2 in care/equivalent Q3 NVQ Level 3 in care/equivalent Q4 Care Certificate or willing to undertake Q5 Communication skills course	Q1 Q2 Q4	Q3 Q5	Application
Knowledge	K1 Understanding/sensitive to the needs of people needing palliative/end of life care K2 Advance care planning K3 Understanding of confidentiality in the healthcare environment K4 Safeguarding adults/vulnerable people K5 Maintaining patient records	K1 K3 K4 K5	K2	Interview
Skills	S1 An enabling approach and ability to empower and promote independence S2 Clinical skills eg baseline observations S3 Basic IT and keyboard skills/confidence S4 Ability to utilise the electronic clinical records system S5 Creative/Diversional skills/interests S6 Able to relay messages accurately S7 Ability to problem solve S8 Able to provide and receive constructive feedback as a means of individual and service improvement S9 Basic housekeeping skills	S1 S3 S4 S6 S7 S8 S9	S2 S5	Interview
Personal Attributes	PA1 Flexible, able to work a range of shift patterns including days, weekends, nights and Bank Holidays PA2 Team player, able to work without direct supervision PA3 Effective communicator, able to listen and engage with individuals with a range of health and care needs PA4 Enthusiastic and motivated about hospice care PA5 Positive attitude to changing situations and flexible to meet patient need PA6 Car owner/driver with access to a vehicle for work PA7 Excellent attendance/health/time keeping record PA8 Professional appearance and behaviour	PA1 PA2 PA3 PA4 PA5 PA6 PA7 PA8		Interview