

Job Title: Health Care Assistant - Hospice at Home

Accountable to: Community Services Lead

JOB SUMMARY

To work as a member of the Hospice at Home Team supporting patients and families in their own homes. You will deliver high standards of hands on care to the patient and their families supporting the patient to remain at home and prevent avoidable admissions to hospital for those with life limiting illness. You will work unsupervised in accordance with care plans provided by registered practitioners

KEY PERFORMANCE AREAS

- Deliver quality nursing care according to agreed plan of care devised by the nursing team
- Develop understanding of the principles of palliative care and work with patients and families following care plans addressing their individual physical, psychosocial and spiritual needs
- To recognise and respond appropriately to urgent situations and contact the appropriate Community Nursing Teams/GP/Out of Hours relaying any relevant information on the condition of patients, their care or treatment
- Monitor the progress of patients along their disease pathway and report any changes to the Head of Hospice at Home
- Support patients with therapeutic and diversional activity, activities of daily living, promoting independence within patient limitations to enhance independence and quality of life
- Provide supportive care to families as directed by the nursing team to support the wellbeing of families and prevent breakdown of their social situation, enabling patients to stay at home
- Be empathic and courteous to patients and relatives treating them with care and consideration at all times
- Ensure accurate patient records are kept in line with hospice guidelines and NMC Record Keeping Guidance
- Contribute to clinical reports, data collection and statistics as required by the Head of Hospice at Home
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Positively engage with opportunities for direct support and supervision, the development and maintenance of skills and knowledge including scheduled rotational placement within other clinical areas including for example the Inpatient Unit and Support and Wellbeing

PROFESSIONAL RESPONSIBILITIES

- Maintain appropriate and respectful professional relationships with colleagues and other staff
- Exercise good personal time management, punctuality, appearance and consistent reliable attendance
- Ensure that personal actions and conduct apply with hospice policies and procedures
- Ensure effective use of hospice resources
- 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
- To contribute in ensuring delivery of a high quality and responsive Hospice at Home service in Blackburn and Darwen and Hyndburn and Ribble Valley communities
- Motivated to deliver high standards of care and performance
- To maintain good communication with the team through one-to-ones and team meetings
- Maintain effective communication and good working relationships with the multi-professional team within the hospice
- Maintain effective relationships with members of the primary healthcare teams and all other agencies involved in delivering care in the community

- Work flexibly to meet service demands
- Act as a role model and participate in induction of new health care assistants
- Carry out any other duties in line with the requirement of the post and the organisation

PERSONAL DEVELOPMENT

- Access mandatory training appropriate to the role
- Participate in the hospice appraisal system and access training opportunities to improve own knowledge and skills
- Participate in the education and training as appropriate and contribute to the induction and development of new staff, students and volunteers under the guidance of registered practitioners

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. These will be worked according to a rota of up to any 5 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.

This job description will be reviewed annually at the annual PDR and may change as is deemed necessary.

ACCEPTANCE OF JOB DESCRIPTION

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

NAME:

SIGNED:

DATE:

EAST LANCASHIRE HOSPICE
Healthcare Assistant - Hospice at Home
Person Specification

	Criteria	Essential	Desirable	Assessed By
Qualifications	Q1 Basic standards of English and Maths	√		Application form/Certificates
	Q2 NVQ Level 2 in care/equivalent	√		
	Q3 NVQ Level 3 in care/equivalent		√	
	Q4 National Care Certificate/or to complete in post		√	
	Q5 Developed communication skills		√	
Experience	E1 Practical experience of caring for patients or family	√		Application/Interview
	E2 Minimum of two years' experience in a caring role		√	Application
	E3 Reliable, good basic housekeeping skills	√		Interview
	E4 Experience of working in the community		√	Application
Knowledge	K1 Understanding and sensitive to the needs of individuals requiring end of life care	√		Interview
	K2 Must be willing to undertake development relevant to the role		√	Interview
	K3 Ability to problem solve	√		Application/Interview
	K4 Be literate and numerate	√		
Personal Attributes	PA1 Flexible approach to work, able to work any shift pattern including nights	√		Interview
	PA2 Able to work alone without direct supervision	√		Interview
	PA3 Able to work in a team	√		Interview
	PA4 Able to relay messages accurately	√		Interview
	PA5 Communicate effectively with patients, relatives and colleagues	√		Interview
	PA6 Highly enthusiastic and motivated about the work of the hospice	√		Application/Interview
	PA6 Willingness to partake in fund raising activity	√		Interview

	PA7 Ability to relate positively to peers	√		Interview
	PA7 Understand and maintain confidentiality at all times in line with hospice policies	√		Interview
	PA8 Positive attitude to change and flexible working practices	√		Interview
	PA9 Car owner/driver	√		Application
	PA10 Excellent attendance/health/time keeping record	√		References
	PA11 Professional appearance and behaviour	√		Interview
	PA12 Willingness to adapt to change as the organisation develops	√		Interview