East Lancashire Hospice

Job Description

Job Title	**Healthcare Assistant - Hospice at Home**
Accountable to	**Head of Community Supportive Care Service**
Salary	**£26,228 WTE - Pro Rata: £24,479.46 (35 hrs) £15,736.80 (22.5hrs)**
Hours	**Negotiable - Minimum 20 – 35** *(To include service cover across 24 hours worked over a 7-day rota, inclusive of nights, weekends and Bank Holidays)*
Location	**Blackburn**

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. To include service cover across 24 hours worked over a 7-day rota, inclusive of nights, weekends and Bank Holidays.

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	Q1		Application form/Certificates
	Q2 NVQ Level 2 in care/equivalent	Q2		
	Q3 NVQ Level 3 in care/equivalent		Q3	
	Q4 National Care Certificate/or to complete in post		Q4	
	Q5 Developed communication skills		Q5	
Experience	E1 Practical experience of caring for patients or family	E1		Application/Interview
	E2 Minimum of two years' experience in a caring role		E2	Application
	E3 Reliable, good basic housekeeping skills	E3		Interview
	E4 Experience of working in the community		E4	Application
Knowledge	K1 Understanding and sensitive to the needs of individuals requiring end of life care	K1		Interview
	K2 Must be willing to undertake development relevant to the role	K2		Interview
	K3 Ability to problem solve	K3		Application/Interview
	K4 Be literate and numerate	K4		

Personal Attributes	PA1 Flexible approach to work, able to work any shift pattern including nights	PA1		Interview
	PA2 Able to work alone without direct supervision	PA2		Interview
	PA3 Able to work in a team	PA3		Interview
	PA4 Able to relay messages accurately	PA4		Interview
	PA5 Communicate effectively with patients, relatives and colleagues	PA5		Interview
	PA6 Highly enthusiastic and motivated about the work of the hospice	PA6		Application/Interview
	PA7 Willingness to partake in fund raising activity	PA7		Interview
	PA8 Ability to relate positively to peers	PA8		Interview
	PA9 Understand and maintain confidentiality at all times in line with hospice policies	PA9		Interview
	PA10 Positive attitude to change and flexible working practices	PA10		Interview
	PA11 Car owner/driver	PA11		Application
	PA12 Excellent attendance/health/time keeping record	PA12		References
	PA13 Professional appearance and behaviour	PA13		Interview
	PA14 Willingness to adapt to change as the organisation develops	PA14		Interview