

## JOB DESCRIPTION

### 1. JOB DETAILS

Job title:	Healthcare Assistant (Community Hospice)
Grade:	Hospice Band 3
Reports to:	Clinical Services Manager
Location:	St Teresa's Hospice and Darlington & District Community

### 2. JOB PURPOSE

To work as a member of the nursing and multi-disciplinary team delivering care and giving support to patients with palliative care needs and their families, within patients' own homes and in the Hospice. Working in close collaboration with the District Nurses, GP's, Marie Curie nurses, Macmillan nurses, the Foundation Trust & other hospice services ensuring patient choice at the end of life.

### 3. ORGANISATIONAL CHART

Hospice Board of Trustees	
↓	
Hospice CEO	
↓	
Registered Manager	Director of Services
↓	↓
Clinical Services Manager (Line Manager)	Family Support Team, Wellbeing Hub, Outpatients Team
↓	
Community Hospice team (including <b>Healthcare Assistants</b> and Senior Healthcare Assistants) IPU Team, Community Outreach Nurse	

### 4. DIMENSIONS

Healthcare Assistants work in the following key service teams:

- Community Hospice (Hospice at Home)
- Inpatient Unit

## 5. KEY RESULT AREAS

- To work as part of a healthcare team, under the supervision of Senior Healthcare Assistants.
- To deliver safe clinical care to patients, reporting and/or documenting any changes in the patient's clinical condition.
- To assist patients in the performance of the activities of daily living.
- To work to the patient care plan and maintain appropriate care records in conjunction with hospice procedures, the wider multidisciplinary team, the patient and their families.
- To support the overall physical and psychological wellbeing of the patient and carer.
- To contribute to the promotion of personal development through staff appraisal and personal development plans.
- To maintain the highest professional standards and keep abreast of advances in all aspects of palliative care.
- To be aware of and ensure adherence to statutory acts and best practice e.g. Health & Safety at Work, Moving & Handling etc.
- To participate in Clinical Supervision and reflective practice sessions.
- To uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute.
- To work in close collaboration with core service providers (district nurses, GP's etc.) to ensure effective day-to-day operational management.
- To undertake delegated clinical tasks and procedures safely and efficiently.
- Based on the Hospice at Home team within Community Hospice, to work across all Hospice services as required, including Community and Inpatient teams.

## 6. MOST CHALLENGING PART OF THE JOB

To work with all providers of palliative care services, and users of these services and through effective partnership and engagement provide skilled nursing care, treatment, advice and support to palliative care patients and their carers.

## 7. DBS / other checks required:

This post is deemed to require a DBS check – Enhanced Level with a check of the adult barred list, with the Disclosure and Barring Service. This is due to the fact that the post involves working with vulnerable adults. Further information on the Disclosure service is available from

<https://www.gov.uk/government/organisations/disclosure-and-barring-service>

All employees of St Teresa's Hospice are required to provide proof of their identity and eligibility to work in the UK.

Employees will be required to complete compliance checks in line with our current policy, as relevant to their role, such as providing evidence of professional registration, insurance and qualifications, employment history and references, and health clearance.

This job description is intended as a guide to the principle duties and responsibilities of the post. It must not be regarded as precisely defining all duties and will be subject to amendment in the light of developing service needs and changes in health policy.

# PERSON SPECIFICATION

All factors must be measurable and justified by the job

	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE AND QUALIFICATIONS</b>		
1. Level 1 or higher standard of literacy (equivalent to GCSE grade G/1 or higher)	✓	
2. Level 1 or higher standard of numeracy (equivalent to GCSE grade G/1 or higher)	✓	
3. NVQ/QCF Level 3 qualification in Health & Social Care or equivalent qualification or experience	✓	
4. Prepared to undertake a relevant NVQ if not yet achieved	✓	
5. Knowledge of care giving	✓	
<b>EXPERIENCE</b>		
1. Experience of working in a Healthcare setting, providing personal and/or clinical care	✓	
2. Experience of delivering Palliative Care	✓	
3. Experience of working as part of a team		✓
4. Experience of working in the community setting		✓
5. Experience of using SystmOne patient record database		✓
<b>SKILLS AND COMPETENCIES</b> (demonstrable abilities)		
1. Good communication skills	✓	
2. Good understanding of the needs of palliative care patients & their families	✓	
3. Ability to work as part of a team	✓	
4. Ability to prioritise a patient's care needs	✓	
5. Ability to work without direct supervision in a patient's home	✓	
6. Basic level of IT literacy, with ability to learn new computer skills	✓	

PERSONAL QUALITIES AND MOTIVATION		
1. Commitment to the vision, values and mission of the Hospice	✓	
2. Understanding of and commitment to equality, diversity, inclusion, and equity	✓	
3. Demonstrates enthusiasm for the role with proactive approach to work	✓	
4. Ability to deal effectively with stress	✓	
5. Excellent interpersonal skills with ability to empathise	✓	
6. Flexible approach to working patterns	✓	
7. Willingness to undertake work during the day or evening, during the week and at weekends, and to work across all hospices services as required	✓	
8. Motivated to learn and committed to continuing professional development	✓	
9. Able to drive for work with full UK driving licence, and accepted by our insurers to drive Hospice vehicles under our driving insurance policy at a cost which is reasonable to the Hospice; NB this is subject to individual underwriting for employees under 21 years of age	✓	
10. Able to travel for work using own transport (in the event that the company vehicle is unavailable), including carrying a passenger and equipment (business use insurance to be arranged by worker at their expense)	✓	