

# St Teresa's Hospice

## JOB DESCRIPTION

<b>1. JOB DETAILS</b>	
Job title:	IPU Healthcare Assistant
Grade:	Hospice band 3
Reports to:	Nurse on duty
Also Responsible to:	IPU Sisters/Charge Nurses (line managers), Clinical Services Manager and Registered Manager
Location:	St Teresa's Hospice Inpatient Unit
<b>2. JOB PURPOSE</b>	
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.	
<b>3. ORGANISATIONAL CHART</b>	
Hospice Board of Trustees	
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Hospice CEO	
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Registered Manager	Director of Services
↓	↓
Clinical Services Manager	Family Support Team, Wellbeing Hub, Outpatients Team
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IPU team (including Sisters/Charge Nurses, Staff Nurses and <b>Healthcare Assistants</b> ), Community Team, Community Outreach Nurse	
<b>4. DIMENSIONS</b>	
Healthcare Assistants work in the following key service teams:	
<ul style="list-style-type: none"> <li>- Inpatient Unit</li> <li>- Community Hospice (Hospice at Home)</li> </ul>	

## 5. KEY RESULT AREAS

<ul style="list-style-type: none"> <li>To ensure patients' comfort, safety and dignity at all times and to ensure that the welfare of the patient, their relatives and carers is of paramount importance.</li> </ul>	<ul style="list-style-type: none"> <li>– Measure: Feedback from patients and carers</li> </ul>
<ul style="list-style-type: none"> <li>To support qualified staff in the performance of their duties and safely carry out nursing care as prescribed by a registered nurse.</li> </ul>	<ul style="list-style-type: none"> <li>– Measure: Observation, feedback from nurses</li> </ul>
<ul style="list-style-type: none"> <li>Assist the patient in the performance of those activities of daily living they would perform for themselves if able.</li> </ul>	<ul style="list-style-type: none"> <li>– Measure: Observation, feedback from patients, staff and carers</li> </ul>
<ul style="list-style-type: none"> <li>To report any observable changes in a patient's condition and to refer to the senior nurse as necessary.</li> </ul>	<ul style="list-style-type: none"> <li>– Measure: Feedback from nurses, patients and carers</li> </ul>
<ul style="list-style-type: none"> <li>To participate in the support of patients and their families and to be aware of the special needs of the dying patient and their relatives.</li> </ul>	<ul style="list-style-type: none"> <li>– Measure: Feedback from patients and carers</li> </ul>
<ul style="list-style-type: none"> <li>To be aware of the confidential nature of information relating to both patients' affairs and the work of the unit. To report all adverse incidents to the most senior nurse on duty.</li> </ul>	<ul style="list-style-type: none"> <li>– Measure: Observation, staff, patient and carer feedback</li> </ul>
<ul style="list-style-type: none"> <li>To contribute to effective team working and efficient functioning of the In Patient Unit and act in accordance with the needs and interests of the patients, fellow staff and volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>– Measure: Efficiency of In Patient Unit</li> </ul>
<ul style="list-style-type: none"> <li>To avail themselves of every opportunity for self-development, practice development, training and education, contributing to appraisals and development plans.</li> </ul>	<ul style="list-style-type: none"> <li>– Measure: Staff development records, appraisal and supervision records</li> </ul>
<ul style="list-style-type: none"> <li>To move across organisational boundaries if required to ensure palliative care patients are cared for in their place of choice. To work across all</li> </ul>	<ul style="list-style-type: none"> <li>– Measure: Efficient functioning of all services, flexible approach to working</li> </ul>

other Hospice services as required.	
<ul style="list-style-type: none"> <li>To be aware of and ensure adherence to statutory regulations and best practice e.g. Health &amp; Safety at Work, COSHH, Moving &amp; Handling etc.</li> </ul>	<ul style="list-style-type: none"> <li>Measure: Compliance, no adverse feedback from senior staff or statutory bodies</li> </ul>
<ul style="list-style-type: none"> <li>To maintain the highest professional standards and keep abreast of advances in all aspects of palliative care.</li> </ul>	<ul style="list-style-type: none"> <li>Measure: Professional feedback</li> </ul>
<ul style="list-style-type: none"> <li>To participate in Clinical Supervision and reflective practice sessions.</li> </ul>	<ul style="list-style-type: none"> <li>Measure: Supervision records</li> </ul>
<ul style="list-style-type: none"> <li>To uphold ethical and professional standards and not behave in a manner that is likely to bring the charity into disrepute.</li> </ul>	<ul style="list-style-type: none"> <li>Measure: Observation, patient and carer feedback</li> </ul>
<ul style="list-style-type: none"> <li>To support the overall physical and psychological well being of the patient and carer.</li> </ul>	<ul style="list-style-type: none"> <li>Measure: Observation, patient and carer feedback</li> </ul>

## 6. KEY WORKING RELATIONSHIPS

St Teresa's Hospice – all departments  
 Marie Curie Cancer Care  
 Darlington Borough Council  
 County Durham & Darlington NHS Foundation Trust  
 Local Communities  
 Service Users

## 7. MOST CHALLENGING PART OF THE JOB

To ensure provision of high quality palliative care to patients and families within the In Patient Unit and a variety of community settings.

## 8. 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 Level 3 in Health & Social Care or equivalent qualification or experience	✓	
4. Prepared to undertake a relevant qualification if not yet achieved	✓	
5. Knowledge of care giving	✓	
<b>EXPERIENCE</b>		
1. Experience of working in NHS or equivalent healthcare setting	✓	
2. Palliative Care experience		✓
3. Experience of working in the community setting		✓
4. Experience of using SystmOne patient record database		✓
<b>SKILLS AND COMPETENCIES (demonstrable abilities)</b>		
1. Good communication skills	✓	
2. Understands the principles of holistic care	✓	
3. Understands the principles of palliative care	✓	
4. Ability to work as a team member	✓	
5. Basic level of IT literacy, with ability to learn new computer skills	✓	
<b>PERSONAL QUALITIES AND MOTIVATION</b>		
1. Commitment to the vision, values and purpose of the Hospice and promotion of inclusion.	✓	
2. Understanding of and commitment to equality, diversity, inclusion, and equity	✓	

3. Demonstrates enthusiasm 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, evening or at night and to work across all hospices services if 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)		✓