



JOB DESCRIPTION

HEALTH CARE ASSISTANT

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| TITLE: | Healthcare Assistant |
| ACCOUNTABLE TO: | Director of Clinical Services |
| RESPONSIBLE TO: | Director of Clinical Services |
| HOURS: | Full / Part time |
| LOCATION: | Dr Kershaw's Hospice |
| ROLE SUMMARY: | To work as a member of the Hospice's team to provide a consistently high standard of direct nursing care to the patient and their significant others both in the Hospice and across community services |

MINIMUM REQUIREMENTS

Sound basic education in English and Mathematics.
NVQ level 2 in Health Care/ Care Certificate or equivalent desirable
Previous experience in palliative care setting desirable.

DUTIES AND RESPONSIBILITIES

1. To work with the multidisciplinary team assisting to achieve a consistently high standard of care for patients and their significant others both in the Hospice and community services.
2. To apply the Hospice values and principles of behavior to uphold the good reputation of the Hospice
3. To develop good communications with the patient and the family passing on all relevant information to the Nurse in Charge.
4. To inform Nurse in Charge of any change in the patient's condition.
5. To liaise with the Hospice staff as necessary to maintain the comfort and well-being of the client.
6. To respect the privacy and dignity of the patient and their significant others at all times.

7. Giving and receiving telephone messages, following liaison with Nurse in Charge
8. To carry out nursing practices for the patient in accordance with Hospice policy.
9. To know and carry out agreed procedures for the care and custody of patient's valuables and property.
10. To escort patients as requested by Nurse in Charge.
11. To observe and adhere to Hospice fire precautions.
12. To report all accidents, incidents, hazards or complaints to the Nurse in Charge.
13. To exercise care and economy in the use of property and equipment.
14. Maintenance of general tidiness throughout the Hospice including patient equipment.
15. To respect the particular needs of patients.
16. To be involved in verbal and written reports with supervision as needed. Ensuring all communication is of a high standard.
17. Co-operation with the investigation of accidents and untoward occurrences. Ensuring that Hospice policy is adhered to.
18. Attending staff meetings and discussion groups as required.
19. Participating in in-service training programme.
20. In accordance with the Health and Safety at Work Act, taking all precautions to provide a safe environment for patients and colleagues.
21. Accepting opportunities to attend study days or educational visits. Completion of Mandatory Training.
22. Reporting any defective equipment to the person in charge.
23. Relaying any queries or concerns from the client or their families to the Nurse in Charge.
24. Respecting at all times the need to maintain confidentiality regarding all patient information.
25. Assist with the promotion of good staff morale. Give support and help to others as appropriate.
26. Adhere to the Hospice a No Smoking policy

Volunteers

Dr Kershaw's Hospice is generously supported through its active volunteers who work alongside employees of the Hospice, across all departments, helping to fulfil the needs of the services.

As part of all roles at the Hospice, it is expected that all post holders commit to assisting and supporting volunteers to perform their roles to the best of their ability. In addition, it may be required of the post holder to act as a volunteer lead if identified with the Volunteer Co-coordinator, as appropriate.

Health and Safety/Security

1. To be familiar with all requirements of the Health and Safety at Works Acts and the Hospice Health & Safety policies and regulations applicable to the post.
2. To co-operate actively with the nominated Health & Safety person in achieving the aims of the Hospice Health & Safety Policy, Fire Regulations, related issues and various procedures and ensure the legal requirements are met.
3. To take responsible care for the health and safety of themselves and of others who may be affected by their acts or omission, and comply with the Health and Safety legislation.
4. To wear appropriate safety clothing and use appropriate safety devices as requires, and not to interfere with or misuse anything which is provided in the interests of health and safety.
5. To report and co-operate with the investigation of all incidents and accidents that have led to or may lead to injury and to report all hazards or shortcoming in the protection arrangements.
6. To ensure as far as predictable that all materials used within the Hospice and its subsidiaries for fundraising activities are properly stored, used and disposed of and that any items of equipment are properly tested, used, maintained and repaired as necessary.
7. To oversee Risk Management Assessments and ensure outcomes are acted upon.

Education & Training

The post holder will:

1. Participate in the hospice appraisal system.
2. To maintain high professional standards and to continue own personal and professional development.
3. Assist in teaching and supervision of other members of staff and volunteers.
4. Participate in the orientation of new staff.
5. Attend all mandatory training/update sessions.

General

1. Confidentiality - It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data

remains secure and the terms of the Data Protection Act and relevant Hospice policies are met in respect of information held on the Hospice computer system.

2. Equal Opportunities – The Hospice is committed to equality of opportunity. All staff are required to comply with current legislation and Hospice policies.
3. Health and Safety – Staff must ensure they are familiar with the requirements of the Health and Safety Work Act (1974) and the Hospice Health and Safety policies and regulations applicable to their post.
4. Safeguarding – Dr Kershaw's Hospice is committed to safeguarding adults and children and expects all staff to share in this commitment. Staff have a responsibility to ensure that they are aware of specific duties relating to their role and should familiarise themselves with the Hospice safeguarding policy. Regular safeguarding training updates will be held and are mandatory for all staff.

The above indicates the main duties that may be reviewed in the light of experience and developments within the service. Any review will be undertaken in conjunction with the post holder.

The job description for this post is not exhaustive and will be subject to review from time to time in accordance with development and changes, if any, by the Hospice Senior Management Team in consultation with the post holder.

This document is a guideline to the general scope of duties involved and it is not intended as a rigid inflexible specification.

Due to the nature of the organisation you will undertake any other reasonable tasks or duties that are deemed to be within your capability, to meet the needs of the organisation's services and/or directed by a senior manager to whom you have a reporting relationship.

PERSON SPECIFICATION

The person specification should set out the qualifications, experience, skills, knowledge, personal attributes, interests, and other requirements, which the post holder requires to perform the job to a satisfactory level.

Job Title: **Healthcare Assistant**

| | <u>ESSENTIAL</u> | <u>DESIRABLE</u> | METHOD OF ASSESSMENT |
|---|--|---|---|
| QUALIFICATIONS | <p>Sound basic education in English and Mathematics.</p> <p>NVQ level 2 in Health Care/ Care Certificate</p> <p>Willingness to undertake relevant further study or training as required for the post</p> | <p>NVQ2 in Customer Care. Working towards or have achieved NVQ2 in Direct Care or equivalent</p> <p>Previous experience in palliative care setting desirable.</p> | Certificates |
| EXPERIENCE | Ability to work in a team or alone as required. | Previous experience in working in a caring capacity. | Application Form Interview References |
| SKILLS/ KNOWLEDGE | <p>Excellent communication skills (written & verbal)</p> <p>Ability to liaise with clients and others in a sensitive manner</p> <p>Ability to follow protocols and procedures</p> | IT – basic keyboard skills | Application Form Interview References |
| PERSONAL QUALITIES | <p>Desire to care for people.</p> <p>Interest in working in a healthcare setting.</p> <p>Kind & Caring</p> <p>Reliable</p> | | Application Form Interview References |
| OTHER <i>(Please Specify)</i> | <p>License to drive</p> <p>Willingness to work flexible across evenings and weekends</p> | | Application Form Interview Document Check |