

JOB DESCRIPTION

TITLE: Senior Healthcare Assistant (Community Services)

ACCOUNTABLE TO: Director of Clinical Services

RESPONSIBLE TO: Home Care Coordinator

HOURS:

ROLE SUMMARY:

To work as a member of the Hospice's community team to provide a consistently high standard of personal care to the client, including a limited range of clinical tasks (which may require supervision.)

MINIMUM REQUIREMENTS

Sound basic education in English and Mathematics.
NVQ level 3 in Health Care/ Care Certificate or equivalent essential.
Previous experience in palliative care setting desirable.

DUTIES AND RESPONSIBILITIES

1. To work with the community nursing team to achieve a consistently high standard of care and compassion for clients and their families in their own home.
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 client and the family passing on all relevant information to the Home Care Coordinator (HCC) /Sister/Nurse in Charge.
4. To work without direct supervision using own initiative within the parameters set by Hospice policies and procedures, with guidance from HCC/Sister/Nurse in Charge.
5. To inform HCC/Sister/Nurse in Charge of any change in the client's condition.
6. To liaise with the HCC/Sister Nurse in charge as necessary to maintain the comfort and well-being of the client.
7. To respect the privacy and dignity of the client and their families at all times.
8. To undertake a range of delegated clinical care duties relevant to the service provided.

9. To report all accidents, incidents, hazards or complaints to the HCC/Sister/Nurse in Charge.
10. To exercise care and economy in the use of property and equipment.
11. To record patient observations and changes to the patient's clinical conditions and carry out a range of tests e.g., taking blood pressure, glucose monitoring, , observing patients for signs of distress, wound observations and simple wound dressings, renewal of stoma bag.
12. To deal with questions and enquiries from patients, carers and relatives e.g.: on the clients condition, deciding when to refer enquiries to the HCC/Sister/Nurse in charge.
13. To be involved in verbal and written reports. Ensuring all communication is of a high standard.
14. Co-operation with the investigation of accidents and untoward occurrences. Ensuring that Hospice policy is adhered to.
15. Attending staff meetings and discussion groups as required.
16. Participating in in-service training programme and in personal career development to maintain skills and develop personal growth through training and education
17. In accordance with the Health and Safety at Work Act, taking all precautions to provide a safe environment for clients and colleagues.
18. Accepting opportunities to attend study days or educational visits. Completion of Mandatory Training.
19. Reporting any defective equipment to the person in charge.
20. Relaying any queries or concerns from the client or their families to the HCC/Sister/Nurse in Charge.
21. Respecting at all times the need to maintain confidentiality regarding all client information.
22. Assist with the promotion of good staff morale. Give support and help to others as appropriate.
23. To act as a role model and Supervisor to all Caring Hands health care assistants.
24. To support the HCC with office duties as required.
25. To undertake "spot checks" on colleagues as and when required, ensuring all relevant supporting documentation is fully completed.

26. To cover the “on call” responsibility as required within working hours following agreed procedures.
27. To mentor new staff members ensuring competences are achieved and signed off.
28. To be responsible for inputting information into patient written records where applicable, complying with GDPR and Caldicott Guidelines.
29. Identify and report any concerns to ensure best practice is maintained.
30. To attend any additional training required to support the senior health care assistant role and responsibilities.
31. To undertake new patient initial assessments including, care plans and risk assessments.
32. To carry out log book audits, sharing results with HCC acting accordingly.
33. Liaise and communicate with other health care professionals and the wider MDT as required to provide high quality care.
34. Use the current electronic systems appropriately and as agreed.
35. To adhere to the Hospice Smoking Policy and all other Hospice Policies and Procedures.

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-ordinator, 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 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
Job Title: Senior Healthcare Assistant

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.

	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	METHOD OF ASSESSMENT
QUALIFICATIONS	Basic Maths and English NVQ3 in Direct Care or equivalent	Willingness to undertake relevant further study or training as required for the post	Certificates
EXPERIENCE	Previous experience in working in a caring capacity. Ability to work in a team or alone as required.		Application Form Interview References
SKILLS/ KNOWLEDGE	Excellent communication skills (written & verbal) IT – basic keyboard skills Ability to liaise with clients and others in a sensitive manner Ability to follow protocols and procedures Concentration – for checking clinical equipment and observing the patients behaviour whilst carrying out patient care tasks whilst being interrupted		Application Form Interview References
PERSONAL QUALITIES	Desire to care for people. Interest in working in a healthcare setting. Kind & Caring Reliable		Application Form Interview References
OTHER (Please Specify)	License to drive Willingness to work flexible across evenings and weekends Use of your own vehicle and personal car insurance including business use.		Application Form Interview Document Check