



Nottinghamshire Hospice
adding life to days

JOB DESCRIPTION

<u>SECTION IDENTIFICATION</u>	
Job Title:	Senior Health Care Assistant
Responsible to:	RN Lead Community Services
Grade:	Hospice Band 3
Hours:	Full/Part Time available
Contract Type:	Permanent
Team:	Community Clinical Care Services - Hospice Night Support (HNS) Team
Location/Base:	Nottinghamshire Hospice, Nottinghamshire

SECTION 1 - JOB SUMMARY

Nottinghamshire Hospice is a great place to work! As a Charity we are creative, responsive and inspiring in our approach to our services and how we work together. Our CARE values are embedded throughout - Care, Acceptance, Resilience and Empathy. We are the leading Nottinghamshire provider and influencer of community-based palliative and end of life care, with ambitions to make a real difference to all those diagnosed with a life limiting or terminal illness. We have been established for 40 years and are at the heart of our communities who rely on our care and support.

As part of the Hospice Night Support Team the post holder will:

- Work predominantly in a pair to provide a responsive, mobile service to palliative care patients within their own home. This may include help with personal care, assistance with moving and handling and emotional support. Working alone may be assessed as appropriate.
- Work under the indirect supervision of Registered Nurses (RN)s and undertake tasks and duties delegated by the RNs.
- Support families and carers with helping patients to remain in their preferred place of care.
- Work collaboratively with Community Nursing and Social Care Teams.

SECTION 2 - ORGANISATION CHART/ ACCOUNTABILITY



SECTION 3 - MAIN DUTIES AND RESPONSIBILITIES OF THE POST

The post holder will:

- Work predominantly in a pair to provide quality holistic palliative care for patients in their own home, including personal care, assistance with moving and handling and emotional support.
- Provide and assist with the care of patients with long-term conditions and be involved in support of those important to them.
- Be responsible for ensuring that the patient's identified planned care is adhered to, following initial assessment of patients' care needs.
- Plan workload in conjunction with the Registered Nurse, working in pairs and in a service which is responsive to patient needs.
- Work alone where the visit has been assessed as appropriate and in conjunction with lone worker guidance.
- Observe patients when taking their medication, prompting where necessary and providing other duties following appropriate training once deemed competent.
- Report to the wider MDT regarding the condition of the patient. In an emergency situation take appropriate action and report immediately to the GP or the patient's next of Kin/Relative and/or Community Registered Nurse/Hospice On call Clinical Lead.
- Engage in sensitive communication with patients and relatives, and give competent and appropriate advice. Signposting when something is outside of your scope of practice.
- Be able to communicate with and care for distressed, anxious and/or worried patients/relatives.
- Occasionally care for patients/relatives during and immediately after receipt of bad news.
- Document all care given and decision-making process in a safe and appropriate way using mobile working and electronic record systems.
- Work as part of a rota to cover the 7 day working week. Flexibility is required as your contracted hours will be worked between Monday - Sunday, and Bank Holidays on a rota basis.
- Attend all mandatory & non mandatory training within appropriate time frame.
- Participate in the Nottinghamshire Hospice performance and appraisal scheme, identifying personal achievements, objectives and development needs.
- Ensure Nottinghamshire Hospice's commitment to equality, diversity and inclusion is embedded in all areas of people practice.

- Act as a champion for equality, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to the Hospice in Your Home team.

Administrative:

- Maintain accurate record keeping using SystemOne and paper documentation where appropriate.
- Complete all appropriate forms/documentation within the given time span and submit to the Hospice as required.
- Provide an accurate handover to the Care Coordinators as required ensuring any concerns are escalated in a timely manner.

Health & Safety/Risk:

- Take reasonable precaution to ensure that the patient and the patient's property is safeguarded and to report if deemed necessary.
- Undertake dynamic Risk Assessments as required.
- Work within all Hospice Health & Safety policies.
- Assess patients and environmental risks and follows all Hospice policies and procedures.
- Safely drive the Hospice vehicle; this includes daily safety checks and collecting it and taking back to the Hospice Site, Woodborough Road at the start and end of shift.

Safe use of a range of equipment including:

- Hoists
- Wheelchairs
- Electric or patients own bed
- Oxygen concentrators
- Feed pumps

SECTION 4 - THE PERSON SPECIFICATION

ESSENTIAL

- Experienced Health Care Assistant in an acute trust or community care environment
- NVQ level 3 in Adult Health and Social Care (or equivalent level) or NVQ level 2 in Adult Health and Social Care with extensive experience of community palliative care
- Excellent communication, listening and interpersonal skills, both verbal and written
- Excellent practical caring skills.
- Able to work as part of a team.
- Good I.T. skills.
- Flexible, adaptable, and reliable.
- Demonstrates Nottinghamshire Hospice values and behaviours.
- Good organisational skills with the ability to prioritise workload and work calmly and methodically when under pressure from a busy and varied workload.
- Ability to work with minimum direct supervision.
- Demonstrates an understanding of the importance of confidentiality and Data Protection (GDPR).
- Willingness to attend mandatory training, updates and meetings.
- You must possess a full UK driving license and be able to drive a Hospice vehicle, which will include driving around a wide geographical area.

DESIRABLE

- Experience of working in a palliative and end of life care environment
- Experience of working in a community care setting
- Experience of using SystemOne electronic record system

SECTION 5 - WORKING CONDITIONS / EFFORT

- Deal with situations that arise and be able to work responsively.
- Have the ability and experience to challenge decisions made by health and social care professionals with regards to the best interests of the patient.
- Work remotely in patients' homes, ensuring personal safety and that of colleagues.
- Physical skills required include a range of dexterity and sensory skills necessary for patient care and well-being, e.g.
 - Moving and handling of patients and equipment in a safe manner.
 - Effective operation and monitoring of equipment (oxygen concentrators, feed pumps, etc.)
 - Monitoring of changes to patient's condition and symptoms and reporting same.
- Ability to empathise with patients, carers and colleagues and to make effective judgments regarding when to provide an appropriate level of psychological support.
- Able to form positive relationships with patients and carers in a professional courteous and sensitive manner.

SECTION 6 - COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITIES

HEALTH AND SAFETY / SECURITY

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

INFORMATION GOVERNANCE

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

INFECTION CONTROL

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice.

All staff must contact their Line Manager if they are suffering from any form of infection with may put patients and other staff at risk.

NO-SMOKING POLICY

Nottinghamshire Hospice has its own smoking policy which details the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

EQUALITY, DIVERSITY & INCLUSION

Nottinghamshire Hospice is fully committed to supporting and promoting equality, diversity and inclusion best practice within our workforce, as well as with our patients and supporters. We are on a journey to be an inclusive hospice where a culture to celebrate equality, diversity and inclusion is embedded and discrimination challenged together at every level. We warmly welcome those from all backgrounds - this diversity is important for our journey and values and enriches the services we offer. We particularly welcome applicants from minoritised ethnic communities, applicants with disabilities, and male applicants, as they are currently under-represented within our workforce. Copies of the Equality and Diversity Policy are available on the Hospice's website / About Us / Governance / HR Policies and Procedures. This policy applies to all Nottinghamshire Hospice staff and relies on all staff to embed it into their day-to-day work, treat all people with respect and in line with the policy, and report any observed discrimination or mistreatment based on protected characteristics.

PERFORMANCE REVIEWS

The Hospice is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

SECTION 7 - CONFIDENTIALITY AND FREEDOM OF INFORMATION

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be confidential and must not be divulged without prior authority other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time. All information held by Nottinghamshire Hospice is subject to the General Data Protection Regulations 2018. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements. Breaches of the regulations or any aspect of confidentiality will result in disciplinary action and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact. In addition to the above confidentiality requirements, you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

SECTION 8 - JOB DESCRIPTION AGREEMENT

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will

be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.