



JOB DESCRIPTION

Making every day count since 1988

1. JOB DETAILS	
Job Title	Health Care Assistant (HCA)
Department	Day Services
Grade	Pay scale 2
Responsible to:	Day Services Manager
2. AIM To deliver skilled and compassionate palliative care of the highest standard to patients, families and carers	
3. ORGANISATIONAL CHART See separate document	
4. KEY RESPONSIBILITIES	
<p>Communication and relationships</p> <ul style="list-style-type: none"> • Communicate effectively with patients, their families and carers. • Awareness of palliative care and its significance when communicating sensitive information with patients, their families and carers. • An awareness of methods to address any communication barriers. • Understand the boundaries of the HCA role and know when to refer on to other professionals. • Understand and recognise spiritual and religious needs and have awareness of cultural beliefs and practices. • Initiate important conversations with patients their families and carers. • Understand the emotional impact on patients their families and carers when coping with life limiting illnesses. • To be able to work effectively within the day services multi-disciplinary team (MDT) including with volunteers. • To be able to communicate effectively with other colleagues and volunteers. • Communicate with patients, their families and carers on a one to one basis, and also in a group setting. • Report any accidents, near misses or untoward incidents to senior management in line with the Incident Reporting and Management Policy. • Utilisation of a wide range of sensory skills will be required to provide effective communication, and advanced sensory skills when supporting patients with communication barriers. <p>Analytical and judgemental skills</p> <ul style="list-style-type: none"> • Identify the needs of patients, their families and carers, and manage those needs accordingly. • Observe and maintain the safety of patients accessing day services and raise 	

any concerns with the line manager or senior member of staff

- Recognise limitations within the HCA role and to be able to refer on to other staff or team members appropriately.

Planning and organisational skills

- Manage own time effectively and efficiently to meet the needs of the service.
- Plan transportation requirements for attendance of guests to the Living Well Centre and Day Hospice.
- Planning and organising appropriate activities for patients for example complimentary therapies, strength and balance exercise and group work.
- Liaise with other members of the MDT to assist in supporting established programmes of care i.e. fatigue management, complimentary therapies.
- Support the Living Well Centre lead with the smooth running of Day Services in relation to the day to day volunteer tasks

Physical skills

- Standard keyboard skills to input data onto system one and use email.
- Physical dexterity for clinical procedures such as venepuncture and taking of observations and administration of peg feeds.

Patient/Client Care

- Support the nursing and therapies team to deliver person centred care within Day Services.
- Provide personal care to patients with complex needs, where necessary, such as assisting patients with visiting the toilet, assisting patients with eating and drinking and assisting patients with moving and handling to aid mobility.
- Ability to recognise all aspects of holistic care including physical, emotional, spiritual and social aspects and to incorporate the holistic approach in care delivered.
- Recognise needs of families and carers and to refer as appropriate.
- To ensure care is delivered reflects the Hospice's philosophy of care and values.

Policy and Service Development

- Familiarise and comply with all clinical and non-clinical Hospice Policies and Procedures.
- Comment on clinical procedures within own area of work to contribute towards service improvements.

Financial and Physical Resources

- Report as necessary any faults such as equipment or office accommodation and ensure the safety and security of the building is met.
- Report any maintenance requirements in relation to equipment and medical devices, fixtures and fittings.
- Contribute towards the maintenance of stocks and supplies.

Human Resources

- Attend any appropriate training requirements both statutory and mandatory to comply with current Health and Safety legislation and in line with the Hospice's responsibility to comply with Government Directives.
- Preserve confidentiality of any information regarding patients, staff, volunteers and the business of St Cuthbert's Hospice.
- Identify own learning needs and seek support to ensure that individual learning needs and mandatory training requirement are met.
- Attend agreed courses and study days in order to develop knowledge and skills in line with competencies required.

- Participate in the St Cuthbert's appraisal system.
- Support Day Services volunteers with their induction as instructed.

Information Resources

- Document and store relevant information utilising computerised and paper based systems such as system one and emails.
- Appreciate the need for guests, their families and carers to have access to information that enables informed choice.
- Ensure that all systems are utilised in line with Hospice policies and procedures.
- Ensure that all information systems are secured as per Hospice policies and procedures.

Research and Development

- Continually look for ways to improve the quality of the service one provides within Day Services.
- Actively engage in audits as appropriate to promote on going service improvements.
- Actively seek information in relation to guest feedback questionnaires and family and friends test.

Freedom to Act

- Work within defined Hospice policies and procedures.
- Recognise limitations of knowledge, skills and expertise and to seek guidance from more senior colleagues where appropriate.

EFFORT & ENVIRONMENT

Physical

- Able to provide frequent physical support to guests with moving and handling needs, and use of necessary moving and handling equipment e.g. hoists.

Mental

- Frequently required to concentrate whilst attending to guests.

Emotional

- Frequent exposure to distressing and emotional circumstances with occasional exposure to highly distressing circumstances.
- Recognise difficulties in relation to dealing with situations within palliative care in oneself and other colleagues and to engage and encourage other colleagues to participate in clinical supervision for support.

Working Conditions

- Frequent requirement to deal with body fluids and foul linen when caring for guests.
- Flexible in approach across all clinical areas in order to meet the changing needs and for the improvement of service delivery and care.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to guests, their families and carers, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and

procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and adults at risk of abuse and ensure they are protected from harm.
- All employees should make themselves aware of the Hospice policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and adults at risk of abuse, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, guests and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice General Precautions Infection Prevention and Control policies and procedures.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer, e.g. In-patient Unit.

JOB DESCRIPTION AGREEMENT

Signature of Post holder

Date:

Signature of Manager:

Date:

