



## Job Description

<b>1. JOB DETAILS</b>	
<b>Job Title</b>	Health Care Assistant
<b>Department</b>	Clinical
<b>Grade</b>	2
<b>Responsible to:</b>	IPU Service Manager
<b>2. AIM</b>	
<p>Deliver skilled and compassionate care of the highest standard to patients, families and carers.</p>	
<b>3. ORGANISATIONAL CHART</b>	
<pre> graph TD     CSManager[Clinical Services Manager] --&gt; IPManager[In-Patient Services Manager]     IPManager --&gt; SSN[Senior Staff Nurse]     IPManager --&gt; SN[Staff Nurse]     SSN --&gt; HCA[Health Care Assistants]     SN --&gt; HCA   </pre>	
<b>4. KEY RESPONSIBILITIES</b>	
<p><b>Communication and relationships</b>  <b>The postholder will:</b></p> <ul style="list-style-type: none"> <li>• Maintain effective communication with the other members of the clinical team and with all staff, both face to face and on the telephone including prompt reporting of routine, urgent or sensitive information to qualified staff.</li> <li>• Communicating any investigation results they have found, the general condition of patients to the qualified nurse.</li> <li>• Receiving and acting appropriately to the receipt of sensitive information from patients, relatives etc and ensuring such information is delivered to the qualified staff.</li> <li>• Be actively involved in multidisciplinary team handovers and meetings.</li> <li>• Be able to identify difficult situations and barriers to communication and</li> </ul>	

respond appropriately and seek appropriate support when needed.

- Participate in difficult conversations with patients and their significant others within remit of HCA role and be aware when to seek support
- Communicate effectively with professionals from other organisations.
- Communicate with an empathic and caring approach effectively with patients and their significant other in an empathetic and caring way recognising the important of non verbal communication and active listening.
- Identify distressed relatives and offer comfort and support and to lease with appropriate qualified staff (i.e nursing staff, family support team).
- Communicate with distressed and /or bereaved people in an appropriately sensitive manner.
- Understand boundaries of self and patient relationships and the impact of his/her own communication and approach may have on the well being of patient and carer.
- Understand, recognise and support individuals with their spiritual well-being.
- Have an awareness of cultural beliefs and practices.
- Accurately document patient activity on electronic systems and paper records.
- Understand the dynamics of teams and to facilitate effective communication to promote functioning teams
- Actively participate in critical and untoward incidences, accidents and significant event analysis and report to senior managers as appropriate

### **Analytical and judgement skills**

- Act as a second checker alongside registered nurse in the administration of CD medications. You will be responsible for accuracy checking of controlled drugs alongside a registered nurse. As a 'second checker' you will be required to use your judgement and knowledge to accurately check the dose and formulation of controlled drug medications to ensure safe administration to patients.
- Identify situations in relation to the needs of patients, families and carers
- Recognise limitations within the HCA role and to be able to refer appropriately accordingly to needs.
- Undertake visual assessment of pressure areas with appropriate competencies and collaborate with registered nurse on duty to advise of any changes.
- To recognise abnormal recordings or signs of change in a patient's condition and report changes to a registered nurse timely.

### **Planning and organisational skills**

- Manage own time effectively and efficiently to meet the needs of the service.
- Provide care for complex patients on basis of priority ensuring the greatest needs are addressed first.
- Plan personal care needs of complex patients around the daily routine, changing these plans and re arranging throughout the day as needed
- Planning and organising appropriate activities for patients including multimedia activities
- Liaise with other members of the MDT to assist in supporting establish programmes of care ie relaxation groups, complimentary therapies

### **Physical skills**

- Standard keyboard skills to input data onto patient database.
- Physical skills for safe moving and handling techniques and the

use/manoeuvring of moving and handling equipment.

- **Patient/Client Care**

- Support the nursing team to deliver patient centre care within a palliative care context.
- Provide personal care to patients with complex needs.
- Ability to recognise all aspects of holistic care including physical, emotional, spiritual and social aspects and to respond appropriately.
- Recognise needs of families and carers and to refer as appropriate.
- Act as a second checker (staff to complete safe handling of medications) alongside registered nurse in the administration of CD medications. You will be responsible for accuracy checking of controlled drugs alongside a registered nurse. As a 'second checker' you will be required to use your judgement and knowledge to accurately check the dose and formulation of controlled drug medications to ensure safe administration to patients.

### **Policy and Service Development**

- 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 re: equipment or office accommodation and ensure the safety and security of the building is met.
- 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 are met.
- Attend agreed courses and study days to develop knowledge and skills in line with competencies required.
- Participate in the St Cuthbert's appraisal system.

### **Information Resources**

- Document and store relevant information utilising computerised and paper-based systems.
- Appreciate the need for patients and carers to have access to information that enables informed choice.

### **Research and Development**

- Actively engage in audits as appropriate and continually look for ways to improve the quality of the service one provides to patients and visitors.

### **Freedom to Act**

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

## **EFFORT & ENVIRONMENT**

### **Physical**

- Moderate physical effort required frequently to manage complex patients with advanced progressive diseases i.e. manoeuvring patients into position for personal care or using mechanical aids such as hoists

### **Mental**

- Occasional required to concentrate whilst examining patients.
- Occasional requirement for concentration when acting as a second checker in the administration of CD medication in which the workload may be unpredictable.

### **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 self and other colleagues and to engage and encourage other colleagues to participate in clinical supervision for support.

### **Working Conditions**

- Frequent requirement to deal with uncontained body fluids and foul linen when caring for patients.
- 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 patients, clients, 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 vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably

practicable, to safeguard children and vulnerable adults, 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, patients, relatives 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 Infection Prevention and Control policies and procedure.

### **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

### **JOB DESCRIPTION AGREEMENT**

**Signature of Post holder** .....

**Date:** .....

**Signature of Manager:** .....

**Date:** .....