

Recruitment Candidate Guidance



Dear Candidate

Thank you for your interest in joining our organisation as Respite Children's Care Assistant.

At **ellenor**, we aim to provide high quality care for patients and their loved ones and our team of staff and volunteers is key to this. We are the only hospice charity in Kent caring for all ages as we provide a wide range of services to both adults and children and their loved ones. Although, this post relates to our Children's Services.

ellenor is a rewarding and motivational place to work, and with our recently reviewed strategic plan, this is an exciting time to join our team for the right person with the same passion for excellent care as the rest of our team.

We are proud of our 'Outstanding' rating as inspected by the Care Quality Commission in 2021 and hear regularly just how much difference our 24 hour support makes to patients under our care and their loved ones.

We are well respected and valued in the local communities which we serve.

If you are looking for a post with the opportunity to drive forward services, we would love to hear from you.



A handwritten signature in black ink that reads "Ben Alonso".

Ben Alonso, Interim Chief Executive

**We're proud to
support our local
community**



**We're proud to
be part of the
ellenor family**



**We're proud to
support patients
and families
through their
most difficult
times**





We provide much more than you may realise

We offer a range of services to enable anyone with a life limiting illness to live life activity as long as possible.

We have a seven bedded inpatient ward for symptom control and end of life care.

We offer outpatient clinics for symptom management.

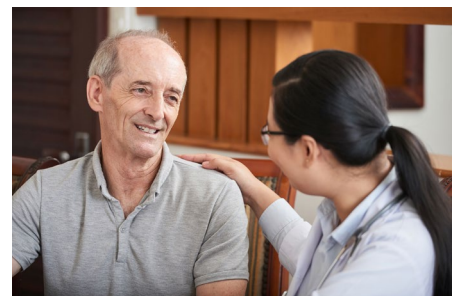
A Living Well programme focussed on enabling patients to identify and achieve goals that are important to them.

Holistic assessment and care that supports patients physical, emotional, social and spiritual needs.

A dedicated Hospice at Home service that works together to enable patients, families and other health care professionals to obtain support and advice regardless of the patients residence.

A Wellbeing and family support service providing counselling, bereavement and support to patients and families when they need it most.

The first question we ask is "What is important to you?"



ellenor Hospice matters

We receive a lot of feedback from patients and families, and seek to learn from their experiences.

We know from this feedback how important our services are to our local community here in just a small sample...

"Wonderful support for people who are bereaved. Thank you for enabling difficult discussions."

"My world shattered when I lost my brother. I was starting to lose myself and I would have lost my sanity, my family and my livelihood (job) if it were not for the timely intervention I got through counselling. **ellenor** has given me and my family excellent support through our nightmare hell on earth. I fear to think how I would have been without your help."

"To the **ellenor** nurses who cared for my family member. We just wanted to say thank you to all the nurses who cared for our beloved. It gives us great comfort to know that such ones as yourselves who do such an amazing and wonderful work, were able to assist in making this wonderful woman's last moments as comfortable as possible."

"My Counsellor helped me deal with my anger and challenged my perception of myself. This has made a huge difference to me and my family. Thank you so much."

What our staff say

Our staff and their opinions are just as important. Here's what they think of **ellenor**...

"I love being able to provide excellent nursing care and having the time to do so and not being rushed."

"I feel I am able to use my strong points to develop within my role. I feel valued and my years of experience is respected."

"Enabling environment, flexibility in terms of work pattern as well as in the development of my role."

"I am proud to be working for a highly regarded charity."

"Being involved with other departments, people who work for the company are very friendly, approachable and helpful. I feel supported by my line manager and also I am given freedom to be creative and use my ideas."

Helpful guidance when applying for a job with us

Once you've found the right role for you at **ellenor**, you need to make sure that you submit an application that gives you the very best possible chance of getting an interview. After all, that's why you're applying to join us.

Make sure you complete the supporting information page which is the most important part of your application. You need to show us how you meet the key requirements for the role. We want to know why your experiences are relevant to our position, how you role model our values, what makes you stand out, and why you think your next opportunity is here with us.

Values, Strength and Competency based interview

Here at **ellenor**, to help select the right candidate, we use Values, Strength and Competency based interviews. We are looking to identify the right candidates for the post by gathering evidence from the responses to a set of interview questions.

Values based questions

We believe that our values are embedded in everything we do here at **ellenor**, so it's important to us that future employees are selected on their values which align with the hospice's and support us in delivering world class innovative care.

Values based questions, take into account your individual values and behaviours, ensuring the behaviours are in line with the hospice's values; Patient and Family centred, Compassionate, Collaborative and Professional.

An example of a values based question could be 'Describe an example of a time when you were part of a great team.'

Strengths based questions

Strength based questions are used to elicit your motivation and values, the focus of the questions are more on what you like doing. Strength based questions show your motivation for the role and identify what you enjoy and are good at through your energy and enthusiasm.

An example of a strength based question would be 'When did you achieve something you were really proud of?'

Competency based questions

Competency based questions refer to the behaviours, skills and knowledge a person needs to be successful in a post. You will be asked to provide examples from your past experience and how you reacted and behaved in these situations. The questions used are selected to best reflect the post and its level, and give you an opportunity to share your experiences giving examples.

Competency based questions will ask you 'Tell me about a time when....', 'Can you provide an example of...' or 'Describe a situation in which....', the answers you provide should reflect you work or experiences so far. An example of a competency based question could be; 'Can you tell us about a time when you encountered a challenge at work and how you overcame it?'

Once you have answered a question, the interviewer's may want to delve further into your initial responses and so they will ask some probing questions, in order to gather more evidence.

Preparing for your interview

It will be helpful to review the Role Profile and to be clear about how you match the requirements of the role, in terms of qualifications, knowledge, skills and experience. Reflect on situations that you have been involved in, where you can demonstrate the requirements for the role, or that you can demonstrate your skills and how you would apply them.

The values based questions are designed to look at your values and how you display them, with a focus on how situations have made you feel and how you have responded to them.

Interviews will be taking notes throughout the interview, to record the evidence you have provided in response to the questions you have been asked. You will also be given the opportunity to ask any questions you may have.

Good luck!

The Equal Opportunities Monitoring form is not used for shortlisting and is for monitoring purposes only. At **ellenor**, we aim to eliminate discrimination. We would be hugely grateful if you would take a few moments to complete this form which allows us to monitor the profile of our candidates and ensures we strive to represent the community in which we deliver our valuable services.

If you have queries please contact our HR Team at **HR@ellenor.org**.
We look forward to receiving your application.

Respite Children's Care Assistant Job Role Profile

Job Profile

Salary: £18,575–£20,297 pro rata depending on experience

Location: Based at: **ellenor** Hospice, Coldharbour Road, Gravesend, DA11 7HQ

Respite sessions in Bexley, Dartford, Gravesham and Swanley areas

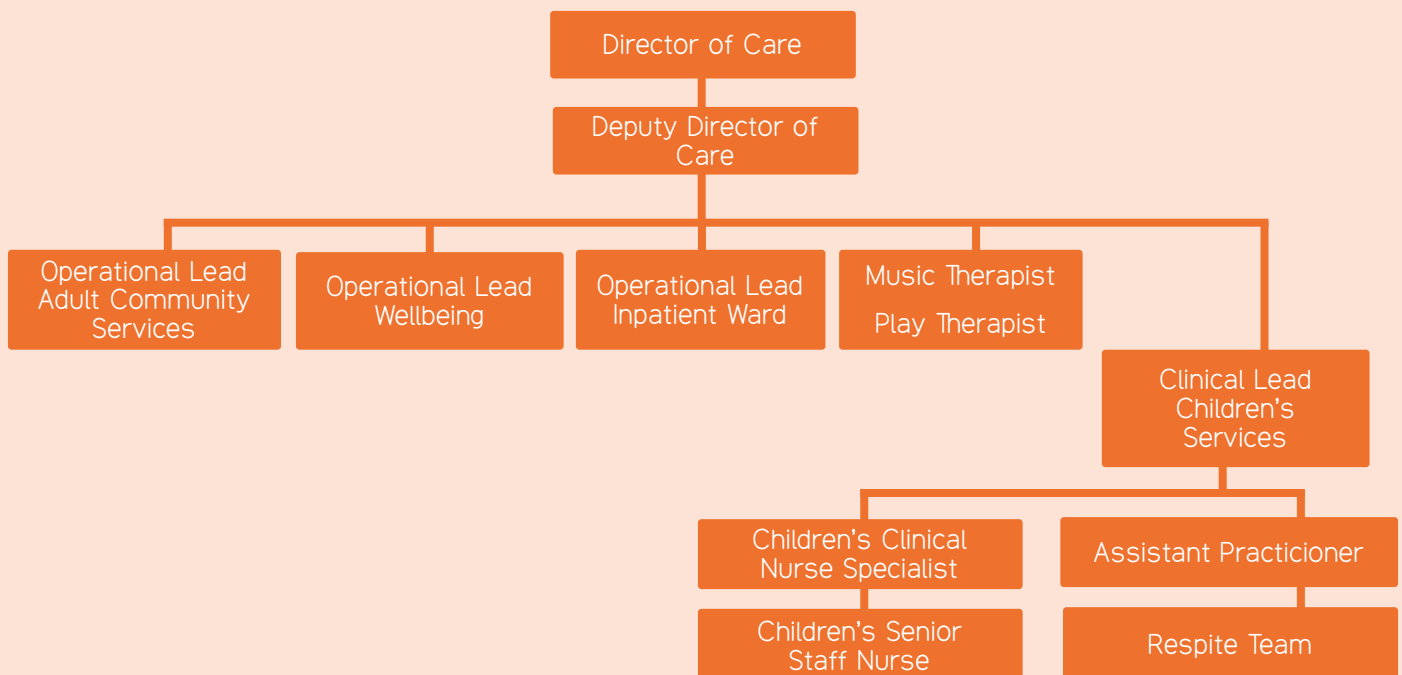
Responsible to: Assistant Practitioner (Respite manager)

Core Purpose: To provide high quality of holistic care to our children and family support within the Children's Services.

Job Summary

The post holder will work as part of our Respite Team, in direct partnership with our team of Specialist Children's Nurses. You will be providing 1:1 care to individual children and young people with life limiting/life threatening conditions in their own homes or other community settings. You will also be part of group activities for children and young people aged 0 to 19.

You will be expected to work in partnership with the child and family, working in a sensitive and professional manner, to ensure that their emotional and social physical, care needs are met in a way which promotes good quality of life. You will undertake a range of duties to support the personal care needs of the child/young person, and you will be supported to undertake training to ensure that you are competent and confident to do so.



Responsibilities:

- To provide planned care under guidance of the Clinical Nurse team, and working in collaboration with the family, education, health and social services. This care will encompass all aspects of the child/young person's care including physical, social and emotional elements.
- To provide 1:1 care to children in their own homes according to individualised care plan. This may include feeding, washing, play and general activities to help support families.
- To contribute to the monitoring and review of care plans by communicating any changes to care needs.
- To participate in the provision of groups and family activities.
- Play is recognised as an important activity for all children. The post holder is responsible for planning and providing a stimulating and enjoyable environment for the children, appropriate to their developmental stage.
- To work respectfully and sensitively within the family home, ensuring that confidentiality is maintained and protected at all times.
- To ensure that information is communicated and documented effectively to the clinical nurse team or other professionals as is expedient for the wellbeing of the child.
- To contact the lead nurse, Assistant Practitioner or Head of Service if at any time there is a concern regarding the child's condition or any aspects of the child's care.
- To have knowledge of Safeguarding Children procedures and to have read and understood all relevant policies.
- To ensure that records of work undertaken are completed and up to date.
- To deliver extended skills to those children and young people with complex medical needs once assessed as competent. Full training will be given and a record of this will be kept on post holders personnel file. Extended skills will not be undertaken until assessed as competent.

These include: enteral feeds, seizure management, administration of medications, suctioning, tracheostomy care, moving and handling and general personal care.

- To attend clinical supervision.
- To always maintain personal and professional boundaries.
- To work flexibly to support the needs in a variety of settings working independently.

Administrative:

- To submit on a regular basis claims for hours worked and expenses.
- To use electronic diary – Microsoft Outlook.
- For respite documentation to be completed after all respite sessions – communicating to line manager reasoning for late input.
- To attend and contribute to the monthly MDT meeting and mandatory training as required.
- At all times to promote the work of **ellenor** and to behave as a fit representative, upholding it's policies and procedures.
- Any employee of **ellenor** has a responsibility to act professionally and therefore to raise with their Line Manager any situation, event or behaviour which does not fit within this framework.

General

- To be aware of guidelines stated in staff handbook and all relevant policies and procedures.
- To undertake annual performance review when personal development plan will be discussed.
- To attend statutory training courses as required.

Requirements:

- Qualification in either Health and Social care or Childcare
- Experience with children with life limiting and life-threatening conditions
- Full driving license and access to own car

Clinical and managerial elements:

80% respite care with 20% admin (planning respite sessions and documenting sessions)

Information:

- The post holder will be provided with access to IT facilities and administrative support.
- Equipment will also be provided for post holder to use on respite visits – this includes play, craft and sensory items.
- Visits will consist of double up sessions with our respite staff until post holder is trained and confident to be left 1:1 with our children.
- Monthly clinical supervision and support.

JOB DESCRIPTION

JOB TITLE: Respite Children's Care Assistant

Reporting to: Clinical Lead Children's Service

Responsible to: Deputy Director of Care

Salary: £18,575- £20,297 Depending on experience

ellenor is a specialist palliative care provider for adults and children in the North of West Kent, and for children in the London Borough of Bexley. The organisation has in-patient and day therapy facilities at Gravesend, a comprehensive Hospice at Home service for children and adults and a range of outpatient and community services, all supported and delivered through a multi-disciplinary team approach.

The **ellenor** children's team provides children's palliative care in the community. We operate a 7 day service with a 24/7 service for those at end of life. Our team includes Children's Nurses, Nursery Nurses, Health Care Assistants, Music and Play therapists, and volunteers who assist and support the family, providing advice and support, short breaks and nursing care for children with Life Threatening and Life Limiting illness.

Job Summary:

The post holder will work as part of our Respite Team, in direct partnership with our team of Specialist Children's Nurses. You will be providing 1:1 care to individual children and young people with life limiting/life threatening conditions in their own homes or other community settings. You will also be part of group activities for children and young people aged 0-19.

You will be expected to work in partnership with the child and family, working in a sensitive and professional manner, to ensure that their emotional and social physical, care needs are met in a way which promotes good quality of life. You will undertake a range of duties to support the personal care needs of the child/young person, and you will be supported to undertake training to ensure that you are competent and confident to do so.

Responsibilities

- To provide planned care under guidance of the Clinical Nurse team, and working in collaboration with the family, education, health and social services. This care will encompass all aspects of the child/young person's care including physical, social and emotional elements.
- To provide 1:1 care to children in their own homes according to individualised care plan. This may include feeding, washing, play and general activities to help support families
- To contribute to the monitoring and review of care plans by communicating any changes to care needs.
- To participate in the provision of groups and family activities.
- Play is recognised as an important activity for all children. The post holder is responsible for planning and providing a stimulating and enjoyable environment for the children, appropriate to their developmental stage.
- To work respectfully and sensitively within the family home, ensuring that confidentiality is maintained and protected at all times.
- To ensure that information is communicated and documented effectively to the clinical nurse team or other professionals as is expedient for the wellbeing of the child.
- To contact the Clinical Lead or Children's clinical nurse specialist if at any time there is a concern regarding the child's condition or any aspects of the child's care.
- To have knowledge of Safeguarding Children procedures and to have read and understood all relevant policies.
- To ensure that records of work undertaken are completed and up to date.
- To carry out extended role nursing procedures once assessed as competent. Full training will be given and a record of this will be kept on post holders personnel file. Nursing procedures will not be undertaken until assessed as competent.
- To attend clinical supervision.
- To maintain personal and professional boundaries at all times.
- To work flexibly to support the needs in a variety of settings working independently.

Administrative

- To submit on a regular basis claims for hours worked and expenses.
- To maintain a diary showing whereabouts.
- To attend and contribute to the weekly MDT meeting and mandatory training as required.
- At all times to promote the work of **ellenor** and to behave as a fit representative, upholding it's policies and procedures.
- Any employee of **ellenor** has a responsibility to act professionally and therefore to raise with their Line Manager any situation, event or behaviour which does not fit within this framework.

General

- To be aware of guidelines stated in staff handbook and all relevant policies and procedures.
- To undertake annual performance review when personal development plan will be discussed.
- To attend statutory training courses as required.
- To attend clinical supervision
- To organise and prioritise any competing demands of the role, completing duties as required within working hours.
 - To adapt and develop in line with changing needs of the role.
 - To act as an ambassador for ellenor in order to raise the profile of the organisation at a local, regional and national level as required

This job description is not exhaustive and may be reviewed and changed by discussion with the post holder to meet the needs of the service.

Postholder's Name :

Postholder's Signature Date

Manager's name: Manager's Signature Date

PERSON SPECIFICATION
Respite Children's Care Assistant

Factor	Essential	Desirable	How Assessed
Qualifications	<ul style="list-style-type: none"> Level 3 NVO Health & Social Care or equivalent or willing to undertake 	<ul style="list-style-type: none"> Nursery Nurse qualification or equivalent 	Application form & Interview
Experience	<ul style="list-style-type: none"> Experience of working with children and young people Experience of undertaking basic personal care tasks An understanding the impact of living with life limiting illness on children and families Ability to work in sensitive and compassionate way 	<ul style="list-style-type: none"> Experience in working with children and young people in a care, community or education setting Evidence of providing total care for children and young people with complex needs or disabilities 	Application form & interview
Planning & Organisation of Work	<ul style="list-style-type: none"> Able to work alone and use own initiative Able to prioritise tasks 		Application form & interview
Skills	<ul style="list-style-type: none"> Good standard of communication: Written, Verbal and IT Able to understand the concept of confidentiality 		Application form & interview
Personal Attributes	<ul style="list-style-type: none"> Be able to undertake physical work eg moving and handling and use of specialist equipment when trained to do so. Willingness to work flexibly to support needs of service, including some evening/weekend work. Ability to communicate professionally with others. 		Interview
Other	<ul style="list-style-type: none"> Able to drive/car owner 		Application form