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hospice care in your home or ours

Job Description

Flexibank Healthcare Assistant

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Registered Charity No: 1121561

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Job Title: Healthcare Assistant (HCA)

Department: Adult Community / Inpatient Ward

Contract Terms: Hours to be offered as required for the service

Salary: £11.44 - £11.96ph (Depending on experience)

Location: **ellenor** Hospice, Gravesend, DA11 7HQ

Responsible To: Operational Lead Inpatients

Accountable To: Director of Care

Manages: n/a

About

Us: The organisation operates an in-patient ward located at the Hospice in Northfleet, comprehensive community services for adults and children, and a variety of outpatient and Wellbeing services. All services are supported and delivered through a multidisciplinary team (MDT).

The adult in-patient ward currently accommodates 7 beds. The Medical Service provides dedicated support to adult inpatients and outpatients, including ward rounds, admissions, home visits, and participation in MDT meetings.

The Adult Living Well Service offers outpatient clinics along with Physiotherapy, Occupational Therapy, and Wellbeing Services. These include Complementary Therapy, Counseling, Bereavement Support, Family and Carer Support, and Chaplaincy.

The Community Service comprises the Adult Hospice at Home Team and the Care Home Support Team. The Medical Team supports these services by reviewing patients in clinics, at home, and in nursing homes.

This service provides specialist nursing care and hands-on support, as well as short breaks for children with cancer or life-limiting care needs in their own homes. Medical support for the Children's Team is delivered by the young person's GP and consultants from tertiary centres in London.

The core area of service includes Dartford, Gravesham, and Swanley, covering a population of approximately 270,000 people, including over 45,000 adults aged 65 and above.



Scope and Job Purpose:

The role of a HCA is primarily to provide all aspects of personal care to patients within the inpatient ward ensuring all patients are treated as individuals and respecting privacy & dignity and encouraging & promoting independence.

You will work as a member of the multi-professional team and will assist and provide support to the registered nurses on the inpatient ward working alongside them, fostering a holistic approach to patient care.



Main Duties and Responsibilities:

- Work as a member of the multi-professional team assisting Registered Nurses in providing the highest standard of holistic care for patients, with support for their families and those closest to them.
- Provide basic and routine care to patients and undertake a designated range of clinical interventions as delegated and supervised by a Registered Nurse.
- Achieve and maintain high standards of nursing care at all times.
- Preserve and promote patient and family dignity and self-esteem.
- Assist in promoting patient independence and choice.
- Maintain a respectful, non-judgemental, and caring attitude towards all patients and their families.
- Recognise and report any changes in the condition of the patient and family.
- Assist in ensuring that patients are nursed in a safe, friendly, clean, comfortable, and welcoming environment.
- Promote an environment where relatives may participate appropriately as partners in a caring team.
- Assist with the assessment of patient's nutritional needs and ordering of patient's meals.
- Assist patients at mealtimes to include feeding patients if required.
- Assist with and encourage the use of diversional and leisure activities, including the use of the Therapeutic Activity Group (TAG) and Complementary Therapies.
- Communicate relevant information about patients to the ward team at shift handover reports and other relevant meetings.
- Listen and talk with patients, relatives and friends and report to the Registered Nurse any relevant information.
- Assist with relevant documentation involving the admission/discharge of patients utilising electronic reporting systems.
- Participate in risk assessments e.g., manual handling, mouth care, and pressure ulcer prevention.
- Participate in bereavement support initiatives e.g., bereavement teas.



Management and Professional Accountability

- Demonstrate the ability to work effectively and reliably within a multi-professional team of staff and volunteers.
- Demonstrate the ability to attend to patient's personal care requirements always ensuring dignity and respect.
- Demonstrate the ability to manage your own workload whilst prioritising and communicating effectively.
- Recognise and work within budgetary constraints.
- Ensure the economic use of resources, assisting in the ordering of supplies and maintenance of appropriate stock levels. Report any defects in equipment to the sister/Operational lead or in her absence the nurse in charge.
- Participate in agreed methods of "off duty" planning and annual leave booking arrangements.

- Be aware of and comply with all Hospice and statutory policies and procedures as appropriate.
- Ensure accurate recording of written and verbal communications.

Education, Training, and Personal Development

- Always maintain personal and professional boundaries.
 - Participate in the induction, supervision, ongoing training and support of newly recruited nursing assistants and volunteers.
 - Participate in the ongoing education programme of the Hospice by attending appropriate in-house study days/sessions and courses
 - Keep up to date with current legislation, practice issues and relevant developments in palliative and bereavement care.
 - Be responsible for a delegated area of special responsibility and interest.
 - Participate as an active member of in-house working parties/project teams under the direction of a Registered Nurse.
 - Identify learning needs and participate in the planning, development and implementation of a personal development plan.
 - Achieve competencies appropriate to the role of the Nursing Assistant in palliative care.
- Promote the work of **ellenor** and behave as a fit representative upholding its policies and procedures and reflecting its values.

Health and Safety

The post holder has the responsibility to take reasonable care of self and others regarding managing risk, health and safety and will be required to work within appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department or role.

General:

- Adapts and develops in line with the changing needs of the role,
- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level, as required,
- To maintain up-to-date mandatory and essential role training
- Works flexibly across sites and departments from time to time as may be requested by their managers,
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers,
- To follow all policies and procedures,
- Work within own professional Code of Conduct at all times
- To be aware of the staff values of the ellenor and to behave as a fit representative.

Person Specification:

(All criteria are essential unless stated otherwise)

Education / Qualifications:

- NVQ level 2/3 in Health & Social Care
- End-of-life training/certificate (Desirable)
- Hold a full UK driving licence & Access to a vehicle (Desirable)
- Cannulation or venepuncture training or willing to undertake

Experience:

- Previous experience of dealing with patients in a community, inpatient setting or care home
- Experience in end-of-life care, caring for dying patients and those with life-limiting illness.
- Working within a specialist palliative care setting (Desirable)

Knowledge, Skills and Attributes:

- Ability to work without direct supervision and use own initiative
- Up-to-date clinical nursing skills
- Excellent communication skills
- Team player
- Ability to work in stressful and emotive situations
- Good understanding of the needs of patients and relatives during end-of-life care.

