

Job Description

POST:	Senior Health Care Assistant (Community Services)
HOURS:	28 hours per week worked over a 7-day rota
CONTRACT:	Permanent
ACCOUNTABLE TO:	Director of Nursing & Quality
REPORTS TO:	Head of Community Services

JOB PURPOSE

As a Senior Healthcare Assistant, working to the standards set out in the Code of Conduct for Healthcare Support Workers, you will support and implement the delivery of nursing care to patients within a community setting as part of a team and under the direction of a registered professional. Flexible working will be required to meet the needs of the patient groups and will include working evenings, weekends and bank holidays as part of the nursing rota, as well as rotating to other appropriate patient care areas within the organisation as required.

KEY WORKING RELATIONSHIPS

Head of Community Services
Nursing Sister
Clinical Administrators
District Nurses
GPs in the Community
Director of Nursing & Quality
Clinical Nurse Specialists
Inpatient Unit Staff
Day Hospice Staff
Family Support & Bereavement Staff

MAIN DUTIES

- To undertake a broad range of nursing support activities and duties relating to the care of patients with end of life care needs, usually in their own homes.
- You will have an understanding of the philosophy and ethos behind the care provided at St John's Hospice, and to assist the registered nurses in developing and maintaining a safe, caring and supportive environment for patients, relatives and staff.
- Provides care for named patients with end of life care needs usually in their own homes in accordance with the patient's care plan as defined by the Community Services senior nurse, with minimum direct supervision.

- Establishes and maintains effective communications with patients, carers and health professionals in a professional manner.
- Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
- Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.
- Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.
- Respect a person's right to confidentiality.
- Act in a responsible, professional manner at all times whilst employed by and undertaking duties at St John's Hospice. To be aware of the policies governing health, safety and fire prevention and reporting accidents/incidents.

CLINICAL

- Is alert to, and recognises changes in patients' symptoms and conditions and notifies other health care professionals as necessary.
- Assists patients with administration of regular oral medication where the patient is self-medicating.
- In line with Hospice policy monitors the administration of medication via syringe drivers and undertakes first line troubleshooting in line with proven competence.
- In line with Hospice policies on patient documentation, updates patient records ensuring entries are accurate, relevant and contemporaneous and hand over care given appropriately.
- Be accountable by making sure you can answer for your actions or omissions.
- Provides emotional and practical support to patient's carers or family members.
- Demonstrates safe and appropriate use of hoists and manual handling equipment.
- Cares for the patient after death and supports family members/ carers after death, when appropriate.
- Undertakes delegated clinical tasks and procedures linked to the Community Services Health Care Assistant Competences.

PEOPLE AND DEPARTMENTAL CONTRIBUTION

- Uphold and promote equality, diversity and inclusion.
- Promote at all times the Hospice philosophy and uphold St John's core values.
- To participate in agreed methods of off-duty planning and annual holiday booking arrangements.
- Participate in audits, surveys or other clinical governance activities as requested.
- Use resources economically and efficiently.

EDUCATION & DEVELOPMENT

- Strive to improve the quality of healthcare, care and support through continuing professional development.
- Complete all annual/bi-annual & tri-annual Mandatory Training.
- Participate in annual appraisal scheme.
- To learn required skills and to widen experience as appropriate.

- Attend additional education sessions as provided, and as appropriate.
- Provide support to new Healthcare Assistants and volunteers.
- Maintain IT competency in order to make full use of electronic communications and to access appropriate hospice data sources and training opportunities.
- Contribute to the health, safety and well-being of patients, carers and self by being aware of and adhering to hospice policies and guidelines on Health and Safety at Work; Fire Precautions and Regulations; Security of Lone Worker; and Infection Control.
- Undertake training and demonstrates competence in a range of nursing activities and tasks in support of patient care.
- Maintains a portfolio of professional development and participate in the St Johns Hospice performance appraisal scheme, identifying personal achievements, objectives and development needs.

General

In addition to the specific duties and responsibilities outlined in this job description, all employees should be aware of their specific responsibilities towards the following:

- St Johns Hospice operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in any Charity premises, grounds or vehicles or when on Hospice business outside the office.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Hospice into disrepute.
- Demonstrate a commitment to ongoing registration requirements or any national, professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.

STANDARD/ENHANCED DISCLOSURE REQUIREMENT

Enhanced + Adult Barring Check

DUTIES AND RESPONSIBILITIES TO ST. JOHN'S HOSPICE

1. Confidentiality

Each member of the Hospice staff is responsible for ensuring the confidentiality of any information relating to patients, personal information relating to staff, volunteers, supporters, visitors or contractors, financial information, commercial information, and for complying with all the requirements of the Data Protection Act and Caldicot Guidelines whilst carrying out the duties of the post. Any breaches in Hospice confidentiality will be dealt with by St. John's Hospice Disciplinary Procedure and may result in dismissal.

2. Health and Safety

Each member of the St Johns Hospice staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

3. External Interests

Each member of the St Johns Hospice staff is responsible for ensuring that any external interest they have do not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict with their work. Each member of staff is reminded to refer to their employment contract in relation to any other secondary work that they may do alongside working for St John's Hospice and their obligations under the Working Time Directive.

4. Statutory Training

Each member of the St Johns Hospice staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

5. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the St John's Hospice to achieve its corporate goals and objectives.

6. Safeguarding

Each member of St John's Hospice staff is responsible for understanding their responsibilities for Safeguarding Children and Vulnerable Adults in accordance with their job role and any requirements they are obliged to follow as members of their profession. Staff should seek guidance from their immediate supervisor if in doubt.

7. Disclosure and Barring

Each member of staff is required to disclose any caution, fine, penalty or criminal conviction that may occur during the course of employment. This should include any motoring convictions as this may affect the staff member's ability to use Hospice vehicles. Any change in circumstance must be reported immediately to the staff member's supervisor so that any impact on ability to work in post can be assessed.

8. Equality and Inclusion

Each member of staff is required to undertake their duties with due regard for the provisions of the Equality Act 2010 i.e. not to discriminate against members of staff, patients, patient family members, volunteers, supporters, contractors and any visitors to the Hospice.

9. Volunteers

The role of volunteers is integral with the work of St John's Hospice and paid staff are required to underpin this in their attitude and actions.