

Job Profile

Job Information	
Job Title	Health Care Assistant - Hospice at Home Support Visits – Days
Hospice Pay Band	Band 2

Job Summary
The post holder will: Provide Hospice at Home services intended to support patients in their own homes in the last 12 months of life with support visits, day and night sits, in the patient's home under the direction of a registered nurse. To support additional Community Services – delivered by the hospice multi professional team as requested. To work on the hospice inpatient unit when service needs require this. Working Monday to Friday (including bank holidays) in the Hospice at Home Team. Day shifts being 7 ½ hours.

Key Responsibilities
Clinical Have an understanding of the philosophy and ethos behind the care provided at Wirral Hospice St Johns, and to assist the registered practitioners in developing and maintaining a safe, caring and supportive environment for patients, relatives and staff. Care • To undertake a broad range of nursing support activities and duties relating to the support of patients in the last 12 months of life, usually in their own homes following care plans set out by nursing staff. • Provide emotional and practical support to patients, carers and family members • Carry out agreed support visits face-to-face and provide feedback to nurses when appropriate. • Recognise changes in patients' conditions and act appropriately – follow guidance's/ report to appropriate health practitioners. • Work in accordance with the Hospice at Homes processes/systems /guidelines and as defined by the Hospice at Home health practitioner, with minimum direct supervision.

Communication

- To develop positive relationships with patients and families, observing professional boundaries
- Establish and maintain communication with people on routine care matters maintaining effective communications with patients, carers and health professionals
- Offer basic support /contact family members/ carers after a patient's death, when appropriate in a professional manner.
- Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare so care and support are utilised appropriately within the service delivery plan.

Documentation

- In line with Hospice policies on patient documentation, update patient records ensuring entries are accurate, relevant and contemporaneous and hand over care given appropriately.
- Give the patient and family member information leaflets and written communication as directed by line manager
- To keep a record of mileage and submit monthly for payments

• Personal / Professional Development

- To engage in regular Team meetings
- To engage in annual appraisal process including identifying learning needs and development opportunities.
- Complete Hospice Mandatory Training within required time frames through required medium.
- Complete additional training as identified by line manager
- Identifying and attending training as identified in annual appraisal process.
- Taking part in reflective practice and in-house training opportunities

Provide support to new Healthcare Assistants and Volunteers.

General

Attend and participate in such meetings as may be reasonably be required.

To observe the provisions of and adhere to all Hospice policies and procedures.

To attend or undertake online Hospice Statutory and Mandatory training sessions as required and any other training courses relevant to the post.

Wirral Hospice St John's has a responsibility to ensure that all children / young people and adults are adequately safeguarded and protected and that "Safeguarding is Everyone's' Business". As a consequence, all staff are required to adhere to national and local safeguarding policies / procedures and to act upon any concerns in accordance with them.

To be aware of the confidential aspects of the post. To keep up to date with the requirements of information governance, undertake mandatory training and follow Hospice policies and procedures to ensure that hospice information is dealt with legally, securely, efficiently and effectively. Breaches of confidentiality will result in disciplinary action, which may involve dismissal. You must maintain the confidentiality of information about service users, staff and organizational business in accordance with the Data Protection Act 1998 and Caldicott principles.

This job description is not intended to be an exhausting list of duties, but it aims to highlight the typical main responsibilities for the post. It may be reviewed from time to time to ensure that it relates to the job being performed, or to incorporate whatever changes are being proposed. This procedure will be conducted in consultation with the post holder. You will, therefore be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible the Hospice reserves the right to insist on changes to your job description, but only after the above described process of consultation with you

IMPORTANT ADDITIONAL INFORMATION

Driving Licence/Use of Own Vehicle:

As driving forms part of your duties it is an express condition of your employment with the Hospice that:-

- You have your own vehicle and use it to undertake your duties; and
- You hold and continue to hold a valid driving licence of the relevant class at all times.

It is your responsibility to ensure that your own vehicle is properly insured to cover your duties, covered by a valid MOT certificate and has a valid road tax at all times. You must provide a copy of the insurance certificate to the Facilities Department.

You must produce your licence for inspection upon request and ensure that you take all necessary steps to continue to hold the licence.

If you lose your licence for any reason you must notify your Manager immediately. If you lose your driving licence and are unable to make alternative arrangements to fulfil your duties which are satisfactory to the Hospice your continued employment may be at risk.

The Hospice will reimburse you in respect of fuel costs for business miles at the Hospice's business mileage rate. This is paid in line with Wirral Hospice St John's Employee Benefits Policy.

Organisational Philosophy of Care, Purpose and Values

Wirral Hospice St John's aims to offer care and support for patients and their families living with a life limiting illness based around what is important to them. It endeavours to meet the holistic needs of our patients – physical, psychological, social and spiritual needs and support their loved ones and carers without discrimination.

Wirral Hospice St John's **CARES**

So that we can deliver on our Philosophy of Care and Purpose the Hospice has developed the following Values which we uphold in all that we do.

Compassionate:	To care for and support patients, families, colleagues and the wider community with compassion and understanding
Accountable:	To be accountable for our own actions and decisions, and to hold each other to account
Respectful:	To treat others with respect throughout all interactions, acknowledging and considering differing opinions.
Equitable:	To act in an equitable manner for all, ensuring that individual needs are considered and supported
Sustainable:	To manage our resources efficiently, optimising use and value, whilst minimising waste

Safeguarding

Wirral Hospice St John's has a responsibility to ensure that all children/young people and adults are adequately safeguarded and protected and that "Safeguarding is Everyone's Business". As a consequence, all staff are required to adhere to national and local safeguarding policies/procedures and to act upon any concerns in accordance with them.

Equality and Diversity

Wirral Hospice St John's has given its full commitment to the adoption and promotion of the key principles of equality and diversity of equal opportunities contained within current legislation and the Wirral Hospice St John's Equality Policy.

Health and Safety

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore refer any matters of concern through their line manager. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their manager.

Confidentiality

In the course of your duties you will have access to confidential material about patients, members of staff or other hospice business. On no account must information relating to identifiable patients be divulged to anyone other than those authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and or/treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given.

General Data Protection Regulations (GDPR)

Wirral Hospice St John's is required to process personal data relating to its employees, including 'special categories of personal data', as defined in the General Data Protection Regulations 2018 (the 'Act')

All such data will be processed in accordance with the provisions of the Act and the relevant hospice's policies. For the purposes of the Act, the term 'processing' includes the initial collection of personal data, the holding and use of such data, as well as access and disclosure, through to final destruction.

Other

This job description is intended to provide an outline of the duties and responsibilities of this post, it is not exhaustive and may be modified and developed periodically following discussions between the post holder and the relevant line manager.

PERSON SPECIFICATION

Job Title: Health Care Assistant H@H visits

Hospice Pay Band: Band 2

Reports to: Team Leader

Responsible to: Clinical Manager

	Essential	Desirable	Evidence
Qualifications	Ability to complete NVQ 2 in Health and Social Care or equivalent Care Certificate	NVQ Level 2 in Health and Social Care or equivalent Care Certificate	Application
Experience& attainments	6 months Support worker or health care assistant. - Ability to use a range of IT systems including electronic patient records.	- Previous support worker/HCA experience - Understanding of life limiting conditions for patients and families - Understand information Governance/use of patient information - Previous experience of lone working - Experience with Microsoft Outlook and emails. - Word processing/Microsoft Word	Application and Interview
Clinical Skills	- Customer facing experience - Have a keen eye for detail and the ability to manage a wide range of activities and changing priorities - Good organisation skills and ability to work responsively - Have a flexible approach		Application and Interview

	• Ability to recognise risk and highlight concerns		
Interpersonal skills	• Good Communication Skills • Ability to work well as a member of a team • Ability to communication with a wide range of people including professionals and service users. • Demonstration of compassion and kindness • Energy, drive and resilience, ability to work within a changing environment.		Application and Interview
Other	• Commitment to work unsocial hours • Driving licence and access to a car		