



JOB DESCRIPTION

<u>SECTION IDENTIFICATION</u>	
Job Title:	Bank Healthcare Assistant NIGHTS (HCA) - Hospice in your Home
Responsible to:	Care Coordinators/ Hospice in your Home Lead Nurse / Head of Community Services
Grade / Salary:	Nottinghamshire Hospice Band 2 (Night Rate £13.07 per hour)
Department:	Care Services - Hospice in your Home
Location/Base:	Nottinghamshire Hospice, Nottinghamshire

SECTION 1 - JOB SUMMARY

- A member of Nottinghamshire Hospice's Hospice at Home Team under the supervision of the Hospice in your Home Clinical Lead and Care Coordinators.
- To provide palliative and End of Life care to patients within their own home or in a community setting as co-ordinated by the Clinical Lead and Care Coordinators, working in partnership with the Community Nursing and Social Teams.

SECTION 2 - ORGANISATION CHART/ ACCOUNTABILITY



SECTION 3 - KNOWLEDGE, TRAINING, AND EXPERIENCE REQUIRED

- Healthcare Assistant experience, ideally at NVQ level 3, minimum level 2.
- Flexible, adaptable and reliable.
- Experience in providing End of Life/Palliative care in a community setting.

SECTION 4 - SKILLS REQUIRED

- Excellent communication skills, both verbally and in writing.
- Good organisational skills.
- Good decision making skills.
- Excellent caring skills.
- Effective communication, listening and interpersonal skills.
- Data Protection awareness.
- Team Player.

SECTION 5 - MAIN DUTIES AND RESPONSIBILITIES OF THE POST

- To provide care for patients in their own home or a community setting.
- To be responsible for ensuring that the patient's identified planned care is adhered to, following initial assessment of patients' care needs.
- To plan own day to day work, working mainly alone and in a service which is responsive to patient needs.
- To assist patients with personal care, which is delegated as part of the nursing care package but able to carry out additional patient care duties within own level of competency.
- To observe patients when taking their medication, prompting where necessary and providing other duties following appropriate training once deemed competent.
- To provide and assist with the care of patients with long-term conditions and be involved in support of their relatives.
- To report to the Care Services Coordinators regarding the condition of the patient. In an emergency situation, to take appropriate action and report immediately to the GP or the patient's next of Kin/Relative and/or Care Services Coordinator.
- To provide and receive routine information and encourage patient compliance by providing support and advice to patients and carers.
- To engage in sensitive communication with patients, relatives and visitors.
- To provide support and empathy in the delivery of patient care.
- To be able to communicate with and care for distressed, anxious and/or worried patients/relatives.
- To occasionally care for patients/relatives during and immediately after receipt of bad news.
- To frequently care for dying patients and their families, carers or relatives.
- To provide the Care Services Coordinators with availability for bank shifts.
- Attend all mandatory & non mandatory training within appropriate time frame. Maintain accurate contemporaneous patient documentation.

Administrative:

- Completes all appropriate forms/documentation within the given time span and submit to the Hospice as required.
- Attend a minimum of two team meetings/supervision as required.

Health & Safety/Risk:

- To take reasonable precaution to ensure that the patient and the patient's property is safeguarded.
- To works within all Hospice Health & Safety policies.

- To assess patients and environmental risks and follows all Hospice policies and procedures.

Equipment:

- Hoists.
- Wheelchairs.

SECTION 6 - THE PERSON SPECIFICATION

ESSENTIAL

The post holder is required to have: -

- NVQ2 Health & Social care or equivalent
- Sensitive to the needs of a wide range of patients.
- Excellent caring skills.
- Able to work on own initiative and as part of a team.
- Good organisational skills with the ability to work calmly and methodically when under pressure from a busy and varied workload.
- Ability work with minimum direct supervision.
- Must be flexible to the needs of the post as this may require working outside of normal working hours.
- Demonstrates an understanding of the importance of confidentiality and Data Protection.
- Effective communication, listening and interpersonal skills.
- Good command of the English language both verbally and in writing.
- Ability to participate in training, updates and meetings.
- Own transport and a full clean driving license.

DESIRABLE

- Palliative care experience.
- Community experience would be an advantage.
- Willingness to develop a career in the community setting.
- Able to access Microsoft Outlook, Internet and the Hospice Intranet.
- NVQ Level 3 or working towards.

EDUCATION

- Minimum of NVQ Level 2 or equivalent in Adult Health and Social Care
- Basic numeracy and literacy skills are essential.

SECTION 7 - WORKING CONDITIONS / EFFORT

- To ensure Nottinghamshire Hospices commitment to equality, diversity and inclusion is embedded in all areas of Care Services practice.
- To act as a champion for equality, diversity and inclusion, challenging poor or inappropriate practice in all areas of Nottinghamshire Hospice delivery of service. This is not restricted to Care Services
- Dealing with situations that arise for which the post holder has limited experience/knowledge.
- Having the ability and experience to challenge decisions made by health and social care professionals with regards to the best interests of the patient.
- Working remotely from the Hospice in patients' homes.

- Physical skills required include a range of dexterity and sensory skills necessary for patient care and well-being, e.g.:-
 - Moving and handling of patients and equipment in a safe manner.
 - Effective operation and monitoring of equipment (oxygen concentrators, feed pumps, etc.)
 - Monitoring of changes to patient's condition and symptoms and reporting same.

- The ability to empathise with patients, carers and colleagues and to make effective judgments regarding when to provide an appropriate level of psychological support.
- The ability to form positive relationships with patients and carers in a professional courteous and sensitive manner.

SECTION 8 - COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY AND EQUAL OPPORTUNITIES

HEALTH AND SAFETY / SECURITY

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 respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

INFORMATION GOVERNANCE

Nottinghamshire Hospice is required to maintain compliance with the NHS Information Governance Toolkit. All staff must ensure compliance with the requirements for information management and security. Should a breach occur all staff are required to report it immediately to their Line Manager and the Data Protection Legislative Controller.

INFECTION CONTROL

Nottinghamshire Hospice has its own policy for Infection Control. All staff must keep up to date with the new policies and subsequent implementation in practice. All staff must contact their Line Manager if they are suffering from any form of infection with may put patients and other staff at risk.

NO-SMOKING POLICY

Nottinghamshire Hospice has its own smoking policy which details the Hospice is a non-smoking organisation. The policy applies to all staff at all times.

EQUAL OPPORTUNITIES

Nottinghamshire Hospice has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly all staff have a responsibility to highlight any potentially discriminatory practice to their Line Manager, trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file.

PERFORMANCE REVIEWS

The Hospice is committed to regular performance appraisal (including setting objectives for review annually) and agreement of personal development plans for all staff to enhance their ability to fulfil the requirements of their post.

SECTION 9 - CONFIDENTIALITY AND FREEDOM OF INFORMATION

Information relating to patients records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Policy on raising concerns about Health Care Services as may be amended from time to time. All information held by Nottinghamshire Hospice is subject to the general Data Protection Regulations 2018. You will be required to observe Nottinghamshire Hospice policy on the data Protection applicable to your role, functions and wider organisation requirements. Breaches of the regulations or any aspect of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Hospice in any dealing they may have with employees, their representatives, the media, general public or other organisations in which he/she may come into contact. In addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Hospice with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

SECTION 10 - JOB DESCRIPTION AGREEMENT

Completed by: Jo Polkey, Director of Care Services

Authorised by: Date: June 2021

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Hospice's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the post holder prior to the changes being made.

