



Nottinghamshire  
Hospice



## Palliative Care Assistant - Hospice In Your Home (HIYH)

£13.10 - £18.34 per hour

18 – 36 hours per week, 9-hour shifts

Shifts start 7am (early), 1pm (late), 10pm (night)

Thank you for your interest in applying for the Palliative Care Assistant role at Nottinghamshire Hospice.

Nottinghamshire Hospice lead the provision of compassionate, community palliative care to those who are dying in Nottingham and Nottinghamshire from a life limiting illness.

Since we met our first patient in 1980, we have been proud to serve many thousands of local families. Our teams are there, providing expert clinical care and emotional support for 1 in 4 people who die in Nottinghamshire each year.



The Palliative Care Assistant (PCA) role supports palliative and end of life care patients and their families within their own home, under the direct and indirect supervision of Registered Nurses. Duties include helping with personal care, assistance with moving and handling, symptom management and emotional support. Our service covers 24 hours a day, 7 days a week. PCA's work in both a lone worker capacity providing one to one care for a full support shift, and working with an RN as a responsive, mobile service providing multiple shorter visits throughout the shift.

Our values – Compassion, Trust and Ambition – are embedded throughout the organisation. If you share these values and have a passion to make a difference in your community, we would love to hear from you.

**Cathie Alcock**  
**Head of Community Services**

## Our Team





# Employee Benefits

Our values of Compassion, Trust, and Ambition shine through everything we do. That's why the CQC rated us outstanding in Caring - not just for our patients, but for our teams.



- 25 days annual leave plus bank holidays which increases with length of service.
- Buy/Sell Annual Leave



- Combined contribution Pension Scheme - starting at 8% through automatic enrolment
- Access to Blue Light Card discount scheme



- Flexible working
- Urgent critical leave



- Comprehensive training
- Learning and Development opportunities



- Mental Health First Aiders across the organisation
- Employee assistance program - 24/7 digital GP, mental health support, financial services and more

- Grow-your-own culture - internal promotion opportunities



- Wellbeing and Manager Hub
- Enhanced Sick Pay

- Staff Referral scheme - Earn up to £500
- Free tea and coffee on-site
- Free Uniform and DBS checks
- Travel expenses paid at 45p per mile

# Impact Across The Community

££££££

It costs

**£12,000 A DAY**

to deliver our care



Someone  
is referred  
into our  
care

**EVERY 5 HOURS**



**WE ENABLE 96%**

of our patients to die at  
home, surrounded by  
their loved ones



**1 IN 4 PEOPLE**

who die in Nottinghamshire  
each year receive our care



**OVER HALF**

of our care is paid for by  
the generosity of the  
people and businesses of  
our local community

Every day our care prevents



**3 PEOPLE**

at end-of-life being  
admitted into hospital

# Main duties and responsibilities

## Clinical

- Work alone in a 1:1 capacity or work in a pair to provide quality holistic palliative care for patients in their own home, including personal care, assistance with moving and handling and emotional support.
- Provide and assist with the care of patients with life limiting conditions and be involved in support of those important to them.
- Be responsible for ensuring that the patient's identified planned care is adhered to, following guidance from the Registered Nurse Shift Lead.
- Plan workload in conjunction with the HIYH Registered Nurses and HIYH Administrators in a service which is responsive to patient needs.
- Work alone where the visit has been assessed as safe and in conjunction with lone worker guidance.
- Observe patients when taking their medication, prompting where necessary, and providing other duties following appropriate training once deemed competent.
- Report to the wider multi-disciplinary team regarding the condition of the patient. In an emergency situation take appropriate action and report immediately to the GP or the patient's next of Kin/Relative and/or Community Registered Nurse/Hospice RN Shift Lead/ On call Clinical Lead.
- Engage in sensitive communication with patients and relatives and give competent and appropriate advice, signposting when something is outside of your scope of practice.
- Be able to communicate with and care for distressed, anxious and/or worried patients/relatives.
- Occasionally care for patients/relatives during and immediately after receipt of bad news.
- Document all care given and decision-making process in a safe and appropriate way using mobile working and electronic record systems.
- Work as part of a roster to cover the 7-day working week. Flexibility is required as your contracted hours will be worked between Monday – Sunday, and Bank Holidays on a roster basis.
- Attend all mandatory & non mandatory training within appropriate time frame.
- Participate in performance appraisals, identifying personal achievements, objectives and development needs.
- Demonstrate good team working skills and commitment to working effectively within the HIYH Service.

## Administrative

- Maintain accurate record keeping using SystemOne and paper documentation where appropriate.
- Complete all appropriate forms/documentation within the given time span and submit to the Hospice as required.
- Provide an accurate handover to the HIYH Administrators as required ensuring any concerns are escalated in a timely manner.

## Health & Safety/Risk

- Take reasonable precaution to ensure that the patient and the patient's property is safeguarded and to report concerns if deemed necessary.
- Assess patients and environmental risks and follow all Hospice policies and procedures.
- Report any incidents via Vantage and follow the incident reporting process and policy.
- Undertake dynamic Risk Assessments as required.
- Work within all Hospice Health & Safety policies.

## Education and Training

- Undertake additional training and development in order to develop the skills required to provide quality palliative care for patients, in line with personal development plans.

## Safe use of a range of equipment, including

- Hoists
- Slide sheets
- Wheelchairs
- Electric or patient's own bed
- Oxygen concentrators
- Feed pumps (within scope of competence)

## Working conditions / effort

- Liaise effectively with all levels of staff.
- Sitting in same position for periods of time.
- Working at a VDU / on IT devices for part of the role.
- Based in historic building therefore lift not available.
- Caring for patients within their own home or community setting as required.
- The role requires travel within the geographical boundaries of Nottinghamshire Hospice's referral criteria.
- All shifts are waking shifts. Staff are expected to be awake for the whole shift and deliver care / be ready to deliver care for the whole shift.
- Travelling is a requirement of the job role and therefore it is essential to hold a Full UK Drivers' licence, have access to a vehicle and to be able to provide evidence of 'Business use' motor insurance, purchased at the postholders' expense. In addition, Care roles will be required to drive Nottinghamshire Hospice vehicles during roaming shifts.



# Person Specification

## Essential

- Care Certificate Qualification\*
- Excellent communication, listening and interpersonal skills, both verbal and written
- Excellent practical caring skills.
- Able to work on own initiative and as part of a team.
- Good IT skills.
- Flexible, adaptable, and reliable.
- Demonstrates Nottinghamshire Hospice values and behaviours.
- Good organisational skills with the ability to prioritise workload and work calmly and methodically when under pressure from a busy and varied workload.
- Ability to work with minimum direct supervision.
- Willingness to attend mandatory training, updates and meetings.
- Access to a car for work, including 'Business Use' car insurance at your own expense.
- Possession of a full UK driving licence.
- Ability to drive Hospice vehicles in addition to own vehicle.
- Understanding of Data protection and confidentiality.
- Ability to deal with distressing situations and emotive circumstances.

## Desirable

- Experience of working in a palliative and end of life care environment
- NVQ level 2 in Adult Health and Social Care (or equivalent level)
- Experience of working in a community care setting
- Experience of using SystmOne electronic record system

\*If you don't hold a Care Certificate, you may still be considered with the relevant experience. See the next page for more information.

For an informal chat about the role please get in touch!



Cathie Alcock  
Head of Community Services  
[cathie.alcock@nottshospice.org](mailto:cathie.alcock@nottshospice.org)  
**07943 243716**  
[www.nottshospice.org](http://www.nottshospice.org)

# Care Certificate support information

## What happens if I have not got a Care Certificate?

If you are able to demonstrate to us through your application and interview that you have the relevant experience and share our Hospice Values (Compassion, Trust and Ambition), we may be able to support you to complete the Care Certificate as a Trainee Palliative Care Assistant.

The Care Certificate takes approximately 12 weeks to complete, although many of our trainees complete this sooner.

## How will I complete the Care Certificate?

The Care Certificate consists of 16 standards. To demonstrate your competencies within the standards, you will complete a number of courses via our online training platform, BlueStream Academy, and gather evidence when supporting our patients and shadowing staff within the community.

## Is there any cost to me?

No, we will pay you your contracted hours whilst you are completing the Care Certificate and the fee for the certification. If you do however leave the organisation within 18 months following the successful completion of the Care Certificate qualification, the cost of the qualification will be taken from your final salary (approximately £58.00).

## What happens once I have completed the Care Certificate?

Once you have completed the Care Certificate you will not only have achieved a CPD Accredited Certification, but you will have the opportunity to work as a Palliative Care Assistant with Nottinghamshire Hospice which has a higher salary than that of the Trainee Palliative Care Assistant role.

# Commitment to Health & 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.

## EQUITY, DIVERSITY & BELONGING

Nottinghamshire Hospice is committed to fostering a culture of equity, diversity, inclusion and belonging across our workforce and in the way we care for our patients, families and communities. We are continually learning and evolving to create a working environment in which people belong and thrive. We actively challenge discrimination and work together to create an environment where all voices are heard, and everyone has a genuine sense of belonging.

We warmly welcome people from all backgrounds, recognising that diverse experiences, identities and perspectives strengthen our organisation and enrich the services we provide. We particularly encourage applications from people within minoritised ethnic communities, people with disabilities, and men, as these groups are currently underrepresented within our workforce.

Our Diversity, Inclusivity and Belonging Policy is available on the Hospice's Intranet. It applies to all Nottinghamshire Hospice staff, and we rely on each member of our team to champion these principles in their everyday work—treating all individuals with dignity and respect, and reporting any behaviour that does not align with our values or that discriminates on the basis of protected characteristics.

## PERFORMANCE REVIEWS

The Hospice is committed to regular Progress & Achievement Conversations (PAC), including setting and reviewing objectives and developing/implementing personal development plans for all staff to enhance and support their ability to fulfil the requirements of their post.

## Nottinghamshire Hospice

Registered Office: 384 Woodborough Road, Nottingham, NG3 4JF

Registered as a charity (no. 509759).

A company limited by guarantee in England (no. 01509313).

VAT Registration 657 7178 90. CQC Registration No. 1-101728837.



Registered with  
**FUNDRAISING  
REGULATOR**

## 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 UK General Data Protection Regulations 2021. 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.

## JOB DESCRIPTION AGREEMENT

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.

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