



JOB DESCRIPTION

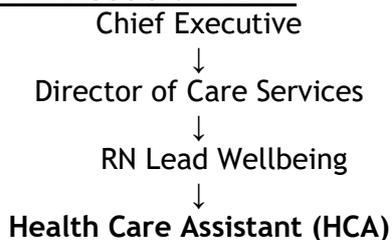
<u>SECTION IDENTIFICATION</u>	
Job Title:	Healthcare Assistant - Wellbeing
Responsible to:	Registered Nurse Lead- Wellbeing
Grade:	Hospice Band 2
Hours:	10 Hours per week (Tuesdays & Thursdays)
Salary:	£6,552 (per annum based on 10 hours per week)
Contract Type:	Permanent
Team:	Wellbeing
Location/Base:	Nottinghamshire Hospice

SECTION 1 - JOB SUMMARY

As part of the Wellbeing Team the post holder will:

- Provide support to patients whilst they attend the Wellbeing group sessions.
- Support the RN Lead (HIYH) to plan, organise and deliver group activities in line with the Wellbeing programme.
- Work under the indirect supervision of Registered Nurses (RN)s and undertake tasks and duties delegated by the RNs.
- Support the Wellbeing Volunteers in their duties, forming positive relationships with them to help their learning and development.
- Support families and carers in their caring role, signposting to services and helping patients to remain in their preferred place of care.
- Work collaboratively with HIYH, Community Nursing and Social Care Teams.

SECTION 2 - ORGANISATION CHART/ ACCOUNTABILITY



SECTION 3 - MAIN DUTIES AND RESPONSIBILITIES OF THE POST

The post holder will:

- Provide support to patients/carers whilst they attend the Wellbeing group sessions. This may include help with personal care, assistance with moving and handling and emotional support.
- Plan workload in conjunction with the RN Lead HIYH.
- Lead group discussions and support patient's to engage.
- Keep the group to the planned timetable throughout the session.
- Promote a warm, welcoming, inclusive atmosphere for all.
- Support the RN Lead (Wellbeing) to plan, organise and deliver group activities in line with the Wellbeing programme, ingraining information on symptom management and holistic wellbeing throughout the activities.
- Participate in (and occasionally lead) the morning meeting in Wellbeing to ensure staff and volunteers are kept up to date on patient information and session plans.
- Support the RN Lead with assessment, planning and evaluation of patient care with long-term conditions, and be responsible for ensuring our patient's plan of care is adhered to and report any adaptations required to the RN Lead. where needed.
- Liaise with other members of the Hospice clinical services to ensure that patients and their families access the appropriate care to support their needs.
- Report to the wider MDT regarding the condition of the patient.
- In an emergency situation take appropriate action and report immediately to the RN Lead.
- Engage in sensitive communication with patients and relatives and give competent and appropriate advice. Recognise the limits of your knowledge and signpost or seek advice from the RN lead when something is outside of your scope of practice.
- Be able to communicate with and care for distressed, anxious and/or worried patients/relatives, while still ensuring the team can keep all patients safe.
- Attend all mandatory & non mandatory training within appropriate time frame.
- Participate in the Nottinghamshire Hospice performance and appraisal scheme, identifying personal achievements, objectives and development needs.
- Maintain high quality, relevant and accurate patient documentation using SystemOne/other systems and paper documentation where appropriate.
- Actively participate in audits and gaining feedback from patients, both informally and through hospice feedback forms.
- Complete all appropriate forms/documentation within the given time span and submit to the Hospice as required.
- Support the promotion of Wellbeing services to ensure we reach the people who need us.
- Engage in case conferences and team meetings to enhance the quality of patient care.
- Engage in reflective discussions and debrief sessions to ensure staff and volunteers are emotionally supported and learn from each other.

Health & Safety/Risk:

- Take reasonable precaution to ensure that the patient and the patient's property is safeguarded and to report if deemed necessary.
- Undertake dynamic Risk Assessments as required.
- Work within all Hospice Health & Safety policies.
- Report any incidences and near misses via the Vantage system and escalate to RN Lead (HIYH).
- Ensure Nottinghamshire Hospice's commitment to equality, diversity and inclusion is embedded in all areas of Wellbeing Services practice.
- 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 the Wellbeing team.

Safe use of a range of equipment including:

- Wheelchairs
- ReTurn
- Patient's own frames, wheeled walkers and walking sticks
- Oxygen concentrators
- Feed pumps (within scope of competence)

SECTION 4 - THE PERSON SPECIFICATION**ESSENTIAL**

- Demonstrates Nottinghamshire Hospice values and behaviours.
- Hold a Care Certificate
- 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 I.T. skills.
- Flexible, adaptable, and reliable.
- 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.
- Demonstrates an understanding of the importance of confidentiality and Data Protection (GDPR).
- Willingness to attend mandatory training, updates and meetings.
- Confident to lead group discussions to promote wellbeing and patient education.

DESIRABLE

- Experience of working in a palliative care environment
- Experience of working in a community care setting
- NVQ level 3 or working towards
- Experience of using SystmOne or other electronic clinical record systems
- Enthusiasm to seek out learning opportunities and further knowledge in palliative care.

SECTION 5 - WORKING CONDITIONS / EFFORT

- Deal with unexpected situations that arise and be able to work responsively.
- Assist in evacuation of patients in the event of an emergency.
- Deliver basic life support in the event of medical emergency, with support from the RN Lead.
- Have the ability and experience to challenge decisions made by health and social care professionals with regards to the best interests of the patient.
- 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.
- Ability to empathise with patients, carers and colleagues and to make effective judgments regarding when to provide an appropriate level of psychological support.
- Ability to form positive relationships with patients and carers in a professional courteous and sensitive manner.
- Ability to forge strong working relationships to aid collaboration with the wider hospice team.

SECTION 6 - 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. In Wellbeing, this includes the promotion of hand hygiene with patients, staff and volunteers, appropriate cleaning and monitoring of equipment and working environment. 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. Patients are able to smoke in a designated outdoor area during Wellbeing sessions but must be able to do this independently, so you will not be obliged to accompany them. Staff and volunteers are not allowed to smoke or vape while on duty in Wellbeing.

EQUALITY, DIVERSITY & INCLUSION

Nottinghamshire Hospice is fully committed to supporting and promoting equality, diversity and inclusion best practice within our workforce, as well as with our patients and supporters. We are on a journey to be an inclusive hospice where a culture to celebrate equality, diversity and inclusion is embedded and discrimination challenged together at every level. We warmly welcome those from all backgrounds - this diversity is important for our journey and values and enriches the services we offer. We particularly welcome applicants from minoritised ethnic communities, applicants with disabilities, and male applicants, as they are currently under-represented within our workforce. Copies of the Equality and Diversity Policy are available on the Hospice's website / About Us / Governance / HR Policies and Procedures. This policy applies to all Nottinghamshire Hospice staff and relies on all staff to embed it into their day-to-day work, treat all people with respect and in line with the policy, and report any observed discrimination or mistreatment based on protected characteristics.

PERFORMANCE REVIEWS

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

SECTION 7 - 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 8 - 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.