



Job Description

Job Title: Health Care Assistant

Salary range: £18,595 - £19,524 per annum pro rata

Grade: 6a

Hours: Full time equivalent 37.5 hours per week

Department: Patient Services

Location: St Michael's Hospice, Bartestree

Reports to: Ward Sister/Charge Nurse/Advanced Nurse Practitioner

Job Purpose: To provide high quality, individualised, palliative nursing care to patients, using a rehabilitative approach, in order to enable people to live fully until they die.

Responsibility Areas:

Care Provision

- To provide personal care e.g. washing and emotional support independently under the delegated direction and supervision of registered nurses, following care plans and care guidelines.
- Help patients with their meal choices and feeding ensuring dietary needs are met.
- Report and escalate changes in condition noticed in patients and work with the multidisciplinary team to adapt care plans appropriately.
- Provide a comfortable, safe and welcoming environment for patients, ensuring that privacy and dignity are maintained at all times.
- Observe and monitor elimination and record appropriately, perform urinalysis and record and report findings.
- Perform simple dressing changes following the care plan.
- Perform clinical observations/practices, and ensure accurate recording of these.
- Check drug prescription and dosage with the registered nurse.
- Be aware of the indications for use of syringe drivers.
- Understand the complications/harm e.g. falls, pressure sores that can be caused by patient immobility and contribute to the prevention of such complications.
- Responsible for the timely disposal and documentation of clinical waste and laundry.
- Care for the deceased patient by administering last offices.

Communication

- Establish and maintain effective communication and working relationships with the Multidisciplinary Team.
- Encourage patients/relatives/carers to express what is important to them to identify their needs, ensure that this information is recorded and informs the care plan.

- Recognise own limitations when offering emotional support, referring to the registered nurse as appropriate.
- Contribute to the bereavement care offered to families, reporting any vulnerabilities to the registered nurse.
- To maintain confidentiality at all times adhering to hospice policy.
- Keep accurate records of the care provided, countersigned by a registered nurse, in relevant clinical IT systems where relevant.
- Provide reports to the nurse in charge following care provision ensuring information is shared across multi professional team in a timely manner.
- Promote awareness of child and adult protection issues and hospice policy.
- Provide volunteers with information to enable them to give appropriate care to patients and their visitors.
- Encourage user feedback.
- Follow the clinical incident reporting process.

Health and Safety

- Act at all times to promote the safety and wellbeing of patients, visitors and volunteers.
- Ensure the environment is free from hazards and all nursing equipment is clean, in good working order, safely and appropriately used and stored.
- Safe storage and use of hazardous substances according to COSHH (Control of Substances Hazardous to Health) regulations.
- Contribute to health and safety risk assessments and actions as required.
- Checking building to ensure environment is clean and tidy.

Education

- Attend mandatory training and in service training opportunities.
- Develop and maintain own knowledge and skills in palliative care.
- Act as a mentor and role model to new staff members.

Person Specification

1) Specialist Knowledge and Experience

Essential

- Some experience of caring
- Basic IT skills

Desirable

- Care Certificate
- NVQ Level 3 in Care
- Experience of working with people requiring palliative care.

2) Skills and Behaviours

Patient Focus: Puts the patient first, works hard to meet their needs and look after their interests.

Relating to others Quickly builds rapport and easily establishes relationships. Relates well to different types of people, listens and gets on with them.

Organisation: Organises own time effectively. Prioritises workload.

Communication: Speaks clearly, fluently and demonstrates active listening.

Reliability: Follows directions from supervisors and respects policies and procedures. Shows commitment to the organisation and task completion.

Resilient: Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective.

Special Conditions

- This post is conditional to an enhanced Disclosure and Barring Service (DBS) Check.
- Requirement to work rotas including rotation/unsocial hours including weekends and Bank holidays.

Equal Opportunities Statement

At St Michael's Hospice we are committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with St Michael's, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.

July 2021