



Job Description

Job Title:	Health Care Assistant
Tenure:	Flexible Hours Contract
Base:	Home/Workington Community Hospital
Area of Operation:	West Cumbria
Responsible to:	Home Nursing Team Leader
Salary:	£10.49 per hour plus 12.5% wtd on hours worked

JOB SUMMARY:

Hospice at Home West Cumbria is a “Hospice without Walls” providing Home Nursing, Family and Bereavement Support and Lymphoedema Care to patients, families and carers across West Cumbria. All services are provided free of charge. Hospice at Home West Cumbria (HHWC) works alongside and in collaboration with the other providers of specialist palliative care; i.e. clinical nurse specialists, medical team, occupational therapy and The Loweswater Suite.

The post holder will provide practical nursing care, emotional, social, psychological and spiritual support to adults with palliative care needs and their families and carers.

Care will be provided primarily in the patient’s own home, but also in other community settings such as community hospitals, residential and nursing homes and occasionally in West Cumberland Hospital.

This role involves regular and extended involvement with the stress of caring for dying adults and their families.

KEY WORKING RELATIONSHIPS

Home Nursing Team Leader and Senior Hospice Nurse. To liaise following each shift to communicate sensitive and complex information regarding patients, their families and carers and to inform the service of their availability for the working week. To respond promptly, when available, to requests to work.

Professionals out of hours particularly Community Night Nursing Service and occasionally Cumbria Health on Call (CHOC) to seek advice and support in relation to patient care and in relation to the Lone Working procedure.

DUTIES AND RESPONSIBILITIES OF THE POST:

Responsibility for Patients

- To work largely without supervision on a one to one basis with patients.
- To observe the Hospice at Home West Cumbria Initial Assessment and complete/contribute as and when appropriate.
- To provide direct nursing care to patients with palliative care needs and those who are dying.
- To implement nursing care as per care plan such as catheter care, pressure care, simple dressings and other activities of daily living.
- To undertake continued assessment of the patient during the episode of care.
- To respond to the changing needs of the patient and report any changes to the appropriate health care professional.
- To contact other professionals such as out of hours nursing services or CHOC when the condition of the patient changes and requires further nursing or medical intervention.
- To provide information and advice when the patient's condition changes to promote comfort and dignity.
- To document care given in patient's notes during and at completion of an episode of care.
- To provide information as required to patients regarding other palliative care services.
- To provide information as required regarding other statutory or voluntary services.
- To support with Oramorph oral solution administration (only after HHWC training and competency has been achieved).

Responsibility for Families/Carers

- To work largely without supervision on a one to one basis with families and carers.
- To work directly with families and carers providing advice, emotional and psychological support on a daily basis.
- To work directly with families and carers providing respite care for families and carers according to their needs on a daily basis.

Responsibility to Others

- To inform Line Manager or Out of Hours On Call any situations which may pose a risk or threat to colleagues, patient or family.

- To attend and participate in de-briefings for patients, families and carers alongside the Home Nursing Lead, Senior Hospice Nurse, Medical Team and other health and social care professionals on an as required basis.

Responsibility for Training

- To participate in the induction of new staff by having individuals shadow during episodes of care on an as required basis

Responsibility for Administration

- To complete the Hospice Progress Sheet for each individual episode of care.
- Responsible for submitting Availability Sheets, Time Sheets and Mileage Sheets on a monthly basis
- Responsible for handling petty cash, donations as and when basis.

Responsibility for Self-Development

- To adhere to HHWC's Mandatory Training and Development Programme.
- Commitment to evidenced ongoing self-development.
- Participation in an annual appraisal process.

Responsibility for Service Development

- Participate in service review if requested
- Comment on policies relevant to service provision

Health and Safety

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of HHWC are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

General (all staff)

- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster HHWC's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of HHWC is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of HHWC and paid staff are required to underpin this in their attitude and actions.

- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- HHWC has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- All staff have a responsibility to report all accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.
- HHWC has adopted an equal opportunities policy and all employees must be aware of their obligations to abide by the spirit and nature of the policy to avoid direct and indirect discrimination.

The job description and person specification is subject to review as part of the annual appraisal process, or due to any changed service provision.

Person Specification

Post: Health Care Assistant

Qualifications	Essential	Desirable
NVQ Level 2	✓	
NVQ Level 3		✓
Skills for Life Care Certificate		✓
Experience		
Evidence that demonstrates a wide breadth of health and social care experience	✓	
Palliative care in any setting		✓
Working in the community i.e. patients' own home		✓
Working in isolation		✓
Working in a variety of settings/locations		✓
Knowledge		
Hospice at Home West Cumbria		✓
Palliative Care	✓	
Care Pathways		✓
Skills and Abilities		
Well developed communication skills to work with patients, carers and Health Care Professionals	✓	
Ability to handle conflict		✓
Ability to work in isolation	✓	
Ability to work as a member of a team	✓	
Ability to recognise a patient or family in distress	✓	
Ability to cope with constantly changing situations	✓	
Negotiation skills		✓
General understanding of equality and diversity		✓
Ability to empathise and understand the needs of others	✓	
Recognising self needs and ability to cope	✓	
Personal qualities and circumstances		
Flexibility to work various shift patterns over a 24 hour period 7 days a week	✓	
Ability to respond to changing work shifts	✓	
Must be able to travel across the geographical area covered by the post	✓	
Other requirements		
Valid and current driving licence	✓	