



Job Description

Job Title:	Healthcare Assistant (Support at Home Service)
Tenure:	Permanent
Base:	Patients Home / Workington Community Hospital
Responsible to:	Support at Home Service Lead
Responsible for:	N/A
Salary:	£12.06 per hour
Hours:	Annualised hours as agreed including days and evenings, weekdays, weekends and bank holidays / Flexible Hours

JOB SUMMARY:

Hospice at Home West Cumbria provides an expert and comprehensive service to enhance the experience of patients requiring palliative and end of life care. The services provide quality care in the delivery of home nursing, family and bereavement support, and Lymphedema care, for patients, their families and carers across West Cumbria.

The role of the HCA is to work on a one-to-one basis with patients, families and carers in a home environment, largely without supervision. The role provides practical care (including personal care, food, nutrition and hydration support, catheter care, pressure care, simple dressings, and other activities of daily living), emotional, social and psychological support to individuals with palliative care needs, their families and carers.

DUTIES AND RESPONSIBILITIES OF THE POST:

Key Responsibilities of the job

- Provides care and support within palliative and end of life care best practice and regulatory requirements. Complies with changing policies and practices to ensure that essential standards of quality and safety are maintained.

- Undertakes and observes the Hospice at Home West Cumbria Initial Home Assessment, recognising when to inform the Support at Home Service Lead / Home Nursing Services Team Leader /senior hospice nurse or out of hours on call of any situations which may pose a risk or threat to colleagues, patient or family.
- Undertakes continued assessment of the patient during the episode of care and recognises and responds to any change in the patient's condition. This includes seeking additional advice and support from out of hour professionals in relation to direct patient care and management.
- Provides care and support in a way which maintains and respects the privacy, dignity, safety and lifestyle of the patient receiving care, with particular regard to assisting with personal care, food nutrition and hydration, practical and social support aligned to individualised care plans.
- To assist with 'last offices' as and when needed.
- Provides families and carers with emotional and psychological support, effectively communicating information to improve their end of life management and the bereavement experience of those important to them.
- Produces documentation of the care given which complies with documentation standards and is legible, traceable, permanent, contemporaneously recorded, original and accurate.
- Attends and participate in supervision and de-briefings for patients, families and carers alongside other health and social care professionals in order to learn from shared experience, continually strive to adopt best practice techniques, and for maintaining own resilience and wellbeing.
- Works as a member of the wider hospice and organisational teams and participates and supports the induction of new staff. Builds positive relationships internally and externally including peers and local health care professionals.

Personal Development:

- To be committed to personal and professional development and complete mandatory and statutory training as required.
- To set challenging goals through the appraisal process to ensure the effective delivery of personal objectives.
- To keep updated with current policies and procedures, as well as external trends and developments.

General

- To ensure that personal conduct, ways of working and work activities are always aligned to the Hospice's purpose and values.
- In accordance with the Data Protection Act 2018 and the General Data Protection Regulations, to 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.
- To promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- To adhere to the Health and Safety policy and report all accidents, incidents or near misses promptly and when requested to co-operate with any investigations undertaken.
- To be aware of obligations and to abide by the spirit and nature of the Equal Opportunities policy to avoid direct and indirect discrimination.
- To undertake any other duties which may be reasonably required.

Person Specification - Healthcare Assistant Support at Home Service

	Qualities Required	Essential (E) Desirable (D)	Method of Assessment
Practical Knowledge and Qualifications	NVQ Level 2 – Health and Social Care	E	A
	NVQ Level 3 – Health and Social Care	D	A
	Skills for Life Certificate	D	A
	Demonstrable clinical competence in palliative care or a willingness to undertake additional training	E	A/I
	Awareness of Hospice at Home West Cumbria and care services	D	A/I
Skills and Competencies	Ability to communicate and transfer information effectively with patients, families, carers and other health care professionals	E	A/I
	Ability to work alone without direct supervision for the provision of personal care, clinical care, including catheter care, pressure care, simple dressings and other activities of daily living	E	A/I
	IT skills with a working knowledge of Office applications and a willingness to develop competencies within organisational and EMIS clinical systems	E	A/I/E
	Ability to work as a member of a team and to build positive relationships internally and externally	E	A/I
	Ability to cope with constantly changing situations to achieve the best outcomes for patients, carers or family members	E	A/I
	Ability to empathise and understand the needs of others, and to handle conflict to de-escalate challenging situations	E	A/I
	Ability to recognise self needs to maximise resilience	E	A/I
	Ability to handle conflict to de-escalate challenging situations	E	A/I
	Flexibility during times of change to support new ways of working and to respond to changing working patterns over a 24 hour period 7 days a week	E	A/I
	Ability to travel across the geographical area covered by the post to attend meetings or undertake training (face to face or remote)	E	A
Experience	A wide breadth of health and social care experience in a variety of settings/locations	E	A/I
	Experience of providing palliative care in a variety of settings	D	A/I
	Experience of working in the community i.e., patients' own home	D	A/I
	Experience of working in isolation with an awareness of associated risks	D	A/I

A = Application Form, I = Interview, E = Exercise