

JOB DESCRIPTION

JOB TITLE Health Care Assistant. MSH Band 3

PERSON SPECIFICATION

1. Experience of providing direct patient care.
2. Good communication skills
3. NVQ Level 3 or equivalent experience.
4. Good numeracy and literacy skills.

ORGANISATION RELATIONSHIP

Line managed by the In-patient Unit Ward Manager.

JOB ROLE

1. To plan, deliver and evaluate holistic care to meet the needs of patients within the inpatient unit under supervision of the registered nurses on duty.
2. The post holder may rotate between the In-patient Unit and the Day Therapies Clinic as the service requires.
3. To contribute to the efficiency and smooth running of the In-patient Unit.

CORE FUNCTIONS

1. To assist patients with their holistic care needs as identified in their care plan.
2. To carry out aspects of patient care within their competency level (as identified in Higher Level HCA Competency Document) unsupervised but with the advice of qualified nursing staff e.g. simple dressings, observations, urinalysis.
3. To communicate relevant information regarding patients to members of the multidisciplinary team as required to meet the patients care needs.
4. To assist with patient's meals, making drinks as required to meet patients' individual needs.
5. To escort patients within the hospice and to their locations where considered safe to do so.
6. To assess patient's nutritional requirements and deliver care to meet them.
7. To undertake patient moving and handling in line with hospice policy.

Guidelines for aspects of patient care which may be carried out by higher level Health Care Assistants following successful completion of palliative care competencies developed to support the role.

1. Assessment of patients' needs and priorities of care by using the Holistic Assessment tool.
2. Engage in active communication with patients to facilitate advanced care planning.
3. Developing plans of care with patients and with the advice of qualified staff, delivering care within their level of competency and evaluating care during each shift.
4. May be required to change patient's dressings in line with their established wound care plan under the instructions of the qualified nurse.
5. Assisting patients with personal care and elimination needs, including care of in-dwelling catheters.
6. Assisting with patient's nutrition, ensuring individual needs are met in terms of diet, preferences, and clinical condition and to be actively involved with use of the nutrition risk assessment tool.
7. Giving reassurance and comfort by establishing a good relationship with patients, carers and other healthcare staff whilst maintaining dignity, privacy, and confidence always.
8. To support patients in the expression of their spiritual care needs, completing a spiritual care assessment and liaising with the hospice chaplains where appropriate and with patients consent.
9. To share responsibility for one of the following areas along with the relevant registered nurse: Nutrition; Infection Control: Tissue Viability; Manual handling and Patient Experience. (This may be on a rotation basis if more than 1 person is interested in each area)
10. To become involved with audit throughout the hospice.

GENERAL FUNCTIONS:

1. Answer the telephone and take messages in accordance with the hospice standards.
2. Organise storage and maintenance of the hospice equipment as directed by the registered nurses and to collect and deliver equipment within the hospice, as necessary.
3. Promote the effectiveness of the hospice team, maintaining harmonious working relationships.
4. Be aware of and comply with all hospice policies.
5. Have an awareness of cost effectiveness and budgets.
6. Attend mandatory annual training.

CONFIDENTIALITY

Patient and/or staff information is confidential. It is a condition of The Mary Stevens Hospice employment that you will not use or disclose any confidential information obtained.

INFORMATION SYSTEMS AND GOVERNANCE

1. To be proficient in operating IT systems and use information systems to generate reports for analysis and performance to aid decision making.
2. Champion safe information governance within the organisation.
3. To work within the policies, procedures, codes of practice and clinical guidelines of The Mary Stevens Hospice and professional bodies.

OTHER RESPONSIBILITIES

1. Abide by organisation policies and practices.
2. To comply with best practice and legal requirements regarding data protection.
3. Support equality and diversity of opportunity in the workplace.
4. Carry out other associated duties as may arise or develop in line with the broad remit of this post.

PERSON SPECIFICATION

Post Title: Higher Level Health Care Assistant

	Essential	Desirable	How identified
Education/Qualification	NVQ level 3 direct care or equivalent experience NVQ Level 2	Palliative care training relevant to the role	Application form
Skills/Experience	Working within a specialist palliative care setting Experience of caring for patients' holistic needs Good communication skills Good numeracy and literary skills	Communication skills training	Application form Interview References
Interests and Motivation to the job	Knowledge of hospice care and palliative care		Interview
Personal Qualities	The ability to work as part of a team and able to self-direct, working without direct supervision Ability to develop rapport with patients, carers and team members		References Interview
Special Aptitudes		Experience of supporting individuals throughout, or preparing for, loss and grief	