

## **PILGRIMS HOSPICES – JOB DESCRIPTION**

### **Hospice at Home – Healthcare Assistant**

#### **MAIN PURPOSE AND SCOPE OF THE JOB:**

The purpose of the role is to work as part of the multi-disciplinary team, providing a broad range of nursing support duties to patients receiving end of life or crisis care at their home or chosen place of care.

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#### **POSITION IN ORGANISATION**

**Reports to:** Hospice at Home Team Leader

**Line Manager for:** N/A

#### **DUTIES AND KEY RESPONSIBILITIES**

##### **A Clinical and Professional Responsibilities**

- Responsibility for the delivery of effective and safe patient care within agreed boundaries of the role as indicated within the care plan, such as personal care and assistance with activities of daily living
- Work in partnership with patients, families, carers and other community health and social care professionals, to appropriately follow the care plan.
- Carry out patient nursing care and support to families and carers within agreed boundaries of the role and competency framework.
- Maintaining contact with patients, family and carers for the purposes of planning on-going hospice at home support and liaising with Pilgrims Hospices Hospice at Home Team
- Maintain the patients comfort, safety and dignity at all times.
- Provides assistance with positioning and moving of patients using appropriately supplied equipment and following good practice guidance and manufacturers instructions, and utilising the support of Allied Health Professional colleagues as needed.
- Recognises changes in the individual patients' symptoms and condition and makes decisions for the immediate care that is delivered, within the boundaries of role expectations, communicating these to other health and social care professionals effectively.
- Provides emotional and practical support to the patient, family members and carers within the boundaries of the role expectations.
- After death has occurred the post holder may be expected to provide care of the body and this will be undertaken with dignity and compassion and respecting spiritual, cultural and religious needs, in addition to supporting family members and carers.
- Records accurate information, documenting care given according to the care plan.

- Demonstrate the ability to communicate sensitive information in an understandable form to patients, relatives, carers and other health and social care professionals

## **B Management responsibilities**

- Respect the person's home as a working environment (classed as a no smoking area).
- To be aware of the employee's responsibility for maintaining a safe working environment, reporting accidents or untoward incidents and potential for risk.
- Acting as an ambassador of Pilgrims Hospices to patients, their families, other health care professionals and members of the public at all times.
- Maintain regular communication and liaison with the line manager as part of delivering an appropriate and high quality service including regular attendance at team meetings.
- Complies with Pilgrims Hospice policies on patient documentation; updates patients records ensuring entries are accurate, relevant, legible and contemporaneous.
- Participation in audits, research and surveys of Pilgrims Hospices services as requested.
- Attend induction programs for new team members, supporting new staff during their induction through mentorship within the community setting.
- Ensures own knowledge is up to date, undertaking mandatory training and attending workshops and training courses for the benefit of individual CPD and to learn new skills and increase knowledge.
- Undertake the collection of statistics and activity reports for the Hospice which contributes to audit and business planning
- Work as an effective team member offering support, direction and guidance to team members
- Maintain effective communication within and beyond the immediate team

## **C Measures of Success**

- Achievement of a safe, effective environment in which End of Life nursing care is successfully accomplished.
- High level of satisfaction from patients and relatives, low level of adverse comments or complaints.
- Effective understanding and successful implementation of the Hospice's policies and procedures
- Uses communication skills to maintain and provide effective and holistic patient care

## D Communications and Relationships

### Internal

Senior Nurse Manager  
Hospice at Home Team  
Clinical Lead  
Nursing team  
Care Navigators  
Consultants  
Doctors  
Clinical Nurse Specialists  
Complimentary therapist  
Counsellor  
Social Worker  
Chaplain  
Volunteers

### External

Patients  
Family members/ Carers  
District Nurses  
General Practitioner  
Community Matrons  
Private Care Sector  
Patient Charities  
Marie Currie Nurses  
Chaplains  
Undertakers

- To communicate appropriately with all members of the multidisciplinary team, other colleagues, patients, relatives and visitors to the ward. Displaying a friendly and approachable manner at all times
- To communicate effectively and appropriately with patients from diverse backgrounds including different cultures, and those who exhibit challenging behaviour, sensory loss and other difficulties with communication, utilising appropriate aides and tools as required
- To understand the physical and mental health needs of older people who have complex and multiple health issues within the role boundaries
- To involve patients in all care and provide choices whenever possible to help patients maintain optimum independence and a sense of self control
- To ensure any queries raised by patients, families and visitors are responded to in a friendly and sensitive way and directed to the appropriate health care professional if the issue cannot be resolved locally
- Communicates effectively.
- Actively participate in the prevention of cross infection, understanding and adopting into practices the principles of infection control in accordance with policy and training.
- To act in a non-judgemental way and treat each patient and carer as an individual, respecting his or her choices, wishes, customs, values and beliefs

## GENERAL RESPONSIBILITIES

### **Corporate Governance –**

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

**Health and Safety –**

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

**Data Protection –**

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

**Code of Conduct –**

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

**Flexibility –**

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

*This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.*

**Date Written: April 2018**

## PILGRIMS HOSPICES – PERSON SPECIFICATION

### Hospice at Home – Healthcare Assistant

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential?
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Previous experience in community care</li> <li>• Palliative / hospice care experience</li> <li>• Previous experience in healthcare</li> </ul>			 ✓  ✓
<b>SKILLS/ ABILITIES</b>	<ul style="list-style-type: none"> <li>• Good communication / organizational skills</li> <li>• Working on own initiative with common sense approach</li> </ul>			 ✓  ✓
<b>QUALIFICATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>• NVQ in Care Level II</li> <li>• NVQ in Care level III</li> </ul>		✓	✓
<b>OTHER REQUIRE-MENTS</b>	<ul style="list-style-type: none"> <li>• Willingness to work unsocial hours – regularly or on a permanent basis</li> <li>• Car driver / owner or access to suitable transport arrangements to enable to undertake the role</li> <li>• Flexible approach to working pattern and duties</li> <li>• Sensitive, caring and empathetic</li> <li>• Confidence to work alone and as part of a team</li> </ul>			 ✓  ✓  ✓  ✓  ✓

Date Written: April 2018