

## **Pilgrims Hospices Job Description – Healthcare Assistant**

### **Main Purpose and Scope of the Job:**

The post holder will assist the trained nurses in ensuring that patients receive the highest standard of care in a safe and pleasant environment. Working as a member of a designated nursing team the HCA will deliver elements of care safely under the supervision of a trained nurse, treating patients with respect, dignity and kindness, valuing individuality and maintaining confidentiality at all times.

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### **Position in Organisation**

**Reports to:** Senior Ward Sister  
**Responsible for:** N/A  
**Band:** 2  
**Location:** The post is predominantly ward based, however you may be required to travel between sites

### **Clinical and Professional Responsibilities**

- Working under the direct supervision of the registered nurse administers as directed in the patients' care plan, nursing care to patients in order to meet their fundamental health care needs. This will include nursing duties such as assisting patients to the toilet, assisting patients to use the commode, assisting patients with washing and bathing, assisting patients to eat and or drink as independently as possible.
- Assist patients with personal care whilst maintaining privacy and dignity at all times
- To be responsible for undertaking some tasks independently without direction and supervision. This will include activities such as making beds and cleaning of equipment.
- Makes accurate records at the point of care using the hospice's electronic record and reports relevant information directly to the registered nurse.
- To use and store all equipment safely and correctly in accordance with Hospice and manufacturer's instructions, including cleaning of equipment and ensuring batteries in equipment are fully charged, ensuring safety for both patients and staff.
- To attend mandatory training and updates. Ensuring patient safety at all times and that any care given is in line with training received and follows either verbal direction from a registered nurse or is directed via written nursing care plans or multidisciplinary goal setting sheets. This will also include the care and management of those patients who are unable to maintain their own safety because of confusion, cognitive impairment or any sensory deficit.
- Assisting in transferring deceased patients to the relevant areas in the hospice setting. Assisting in giving the deceased last offices respecting their spiritual, cultural and religious needs. Releasing the patient in to the care of the relevant undertakers.
- Ensuring safe custody of patient's property.
- Actively participate in the prevention of cross infection, understanding and adopting into practice the principles of infection control in accordance with hospice policy. In addition will assist in the monitoring, storing, and disposal of equipment and hazardous materials in accordance with health and safety guidelines. This will include safe disposal of sharps and soiled linen
- To be responsible for reporting any incident or near miss immediately to the nurse in charge of the ward.

- 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 act in a non-judgemental way and treat each and every patient as an individual, respecting his or her choices, wishes, customs, values and beliefs irrespective of your own ideals and culture

### **Management responsibilities**

- 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 own continued development and to learn new skills and increase knowledge.
- Work as an effective team member offering support, direction and guidance to team members
- Maintain effective communication within and beyond the immediate team

### **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

### **Communications and Relationships**

- 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 behaviour that is challenging, 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 ensuring they relay to the appropriate professional any concerns or wishes expressed by the patient.
- Completes incident reports and also actively encourages and supports team members with this activity. Assists senior nurse manager with incident investigations and provide reports as required by Quality and Governance framework
- 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.

### **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

### **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.

### **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.

## Pilgrims Hospices Person Specification – 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			
		Desirable	Essential
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of caring for others</li> <li>• Palliative / hospice care experience</li> <li>• Previous experience in community care</li> <li>• Previous experience in providing personal care to patients</li> </ul>	    	    
<b>SKILLS/ KNOWLEDGE &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Good communication / organizational skills</li> <li>• Working on own initiative with common sense approach</li> <li>• Understanding and ability to demonstrate how to care for a patient in a palliative care ward environment</li> </ul>		   
<b>QUALIFICATION/ TRAINING</b>	<ul style="list-style-type: none"> <li>• NVQ in Care Level II</li> </ul>		 
<b>OTHER REQUIREMENTS</b>	<ul style="list-style-type: none"> <li>• Willingness to work unsocial hours including nights – regularly or on a permanent basis</li> <li>• Car driver / owner or access to suitable transport arrangements to enable to undertake job</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> <li>• Good communication skills with patients, families, carers and the multi-disciplinary team</li> <li>• Excellent documentation skills</li> </ul>		       

Date Witten: Revised February 2025