

## **Job Description**

### **Health Care Assistant**

#### **Job Purpose**

To work as part of a clinical team to provide high standards of compassionate, individualised care to patients with complex, palliative and end of life care needs.

#### **Key Tasks**

1. To assist patients with personal care and symptom management within the scope of their role and training. While maintaining dignity and respect.
2. Supporting patients with eating and drinking, monitoring intake where required and reporting any concerns to the Nursing team.
3. To participate in agreed programmes of care ensuring that all care given is clearly and accurately documented in line with standards and seeking support from senior staff as necessary.
4. To observe any changes in the patient's condition and report these to the Nurse or Doctor if needed.
5. To offer emotional support to the patient and their loved ones within the boundaries of the role and referring for further support when needed.
6. To follow all infection prevention and control policies, procedures and guidelines.
7. To follow North Yorkshire Hospice Care procedures in caring for patients after death and providing support to family and carers as necessary.
8. To support new members of the team across the organisation in their orientation process.
9. To communicate with external professionals, members of the team, clients, patients and carers clearly and effectively, seeking help as needed.
10. To work closely with the Multi-disciplinary Team and volunteers, promoting supportive and collaborative working relationships.
11. To follow North Yorkshire Hospice Care policies and practice in taking care of patients property and valuables.

12. To provide any clinical skills such as glucose monitoring and any other skills, that are within the scope of practice and are required within the patients care or care plans and within your trained competencies.
13. To either be assigned to a group of patients and be responsible for delivering all care needs with the assigned Nurse or When not allocated to a particular team during a shift, to provide support to each team as necessary supporting patient care and at lunch time taking part in support to patients with meals and feeding patients as necessary.
14. To maintain high standards of comfort and hygiene and meet the needs of patients. Work with the Housekeeping, Catering teams and volunteers in dealing with tasks such as laundry, preparing refreshments and serving meals.
15. To deliver high standards of comfort and care meeting the needs of our patients and working alongside our wider MDT, including the housekeeping team to ensure this.
- 16 Support the smooth running of the IPU by assisting with stocking and ordering supplies, preparing equipment and general housekeeping duties.
17. To follow moving and handling policies, procedures and training to support the independence and dignity of our patients and clients.
18. To always maintain a safe working environment, making the best and most economic use of resources, and equipment.
19. To ensure that all aspects of confidentiality and data protection are maintained in line with North Yorkshire Hospice Care policies and the principles of information governance.
- 208.To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority, positively representing the organisation at all times.

To undertake all duties in accordance with the law, hospice philosophy, recognised professional guidelines and the hospice commitment to equality of opportunity and collective responsibility.

The above tasks are indicative of the role to be carried out; they may change from time to time in collaboration with the post holder and in line with service need.

Operational

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

## Key results/objectives/measures of success

1. Meeting the needs of patients and their families to our organisations excellent standard of care.

## Overarching responsibilities

- To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.
- To live out our values, which drive all that we do, in the context of your everyday work following our behaviour framework.
- To work in accordance, and fully comply, with our organisational policies and procedures.
- To carry out all duties in accordance with the law, , regulations, organisational frameworks, recognised professional guidelines and the have a commitment to FREDIE, integration and collective decision making.

Throughout your time with us we will conduct ongoing employment checks and performance reviews relevant to your role, for example professional registration checks, DBS, appraisals and regular contact meetings.

## 2. Terms and Conditions

Reports to: Senior Team HCA or allocated Manager.

Responsible for: N/A

Location: North Yorkshire Hospice Care sites

## 3. Person Specification

What is required?	Is it essential or desirable? Essential = E Desirable = D	How is it assessed? Application = A Interview = I Task/Assessment = T
<b>Education/Qualifications</b>		
1. Care Certificate	<b>D</b>	<b>A</b>
2. NVQ in care	<b>D</b>	<b>A</b>
<b>Experience</b>		
1. Previous experience in palliative care	<b>D</b>	<b>A/I</b>
2. Previous experience in a caring role	<b>E</b>	<b>A/I</b>
<b>Experience</b>		
<b>Experience in a care environment</b>	<b>E</b>	<b>A/I</b>

Experience in palliative or rehabilitative social care services	D	A/I
<b>Knowledge/Skills</b>		
Good communication and interpersonal skills	E	I
Understanding of patient care	E	I
Understanding of social care	E	I
Understanding of end-of-life care	D	I
Patient centred approach	E	I
An understanding of and commitment to multi-disciplinary working	E	I
Understanding of patient protection from abuse	E	I
Team working skills	E	I
Understanding of infection prevention and control	E	I
Understanding of health and safety	E	I
Understanding of the importance of accurate recording and record keeping	E	I
Understanding of working with volunteers	D	I
<b>Personal Attributes</b>		
Belief in organisational values	E	I
Self-awareness and ability to recognise signs of stress and use coping strategies	E	I
Understanding of confidentiality	E	I
An understanding of and commitment to equality and diversity	E	I
Commitment and interest in learning and personal development	E	I