

## SAINT FRANCIS HOSPICE

### JOB DESCRIPTION

JOB TITLE	Health Care Assistant – Hospice at Home
GRADE	3
HOURS OF DUTY	Full Time / Part Time
REPORTS TO	Hospice at Home Team Leader
KEY RELATIONSHIPS	Director of Quality , Care & Support Services Head of Community Services Hospice at Home Team Leader Hospice at Home Team Co-ordinator Hospice at Home Team Saint Francis Hospice Multi- Disciplinary Team Primary Care Team - District Nurses – Redbridge Mac Team– Marie Curie – Care Agency. Specialist Community & Crisis Support Team (Clinical Nurse Specialists) Single Point of Access
RESPONSIBLE FOR	N/A

#### JOB SUMMARY

To work as a member of the Hospice at Home team and to provide appropriate palliative nursing care and support to people in their own homes as well as supporting their carers across our catchment area of Barking and Dagenham, Havering, Brentwood and Redbridge.  
To liaise with other members of the multidisciplinary team – Hospice at Home Lead, Hospice at Home Team Co-ordinator, Primary Health Care Team, Clinical Nurse Specialists, Social Care providers.

Flexible shift pattern consisting of early, late, flexi and a willingness to undertake occasional night shift if service requires.

Service runs 7 days a week. 365 days a year.

Early 0900-1700  
Flexi 1000-1800  
Late 1300-2100  
Nights 2200-0700

#### MAIN DUTIES AND RESPONSIBILITIES

- To provide appropriate physical, emotional and spiritual care in agreement with the patient and family enabling them to continue to provide nursing care for the patient if that is their wish
- To introduce the hospice services and the ethos of hospice care in the home environment

- To provide care for named patients with palliative care needs in their own homes in accordance with the patient's care plan as defined by the District Nurse.
- To work under the direction of the Hospice at Home Team Lead and in close coordination with senior staff nurses within team as well as external professionals involved in patients care
- Communicates with patients, carers and health professionals in a professional manner
- To provide physical care complying with moving & handling policy and continually perform risk assessment in the patient's home
- To teach, empower and enable families to care for the patient
- Communicate effectively and appropriately with patients and carers and liaise with other professionals involved in their care, all working cohesively regarding any clinical decision making to ensure consistent high standard of care for individual at home.
- Recognises changes in palliative care symptoms and conditions and notifies other health care professionals as necessary
- Supports patients with the self-administration of prescribed oral medication where the patient is self-medicating and no carer available.
- Undertakes regular monitoring of syringe driver function whilst caring for a patient and undertakes first line troubleshooting when problems occur.
- To monitor the patient's condition and to record all observations accurately using remote technology and Icare.
- To make accurate notes regarding the patient in the patients primary care team notes.
- Ensures patient records and verbal feedback to the team are maintained appropriately, accurately and that all documentation is kept up to date using the remote Icare.
- To have an understanding of the role of other professionals involved in the patient's care and ensure full communications maintained at all times between all relevant parties.
- To be aware of the function and use of equipment commonly used in the care of palliative care patients.
- Cares for the body after death and supports family members/carers after death.
- Undertakes delegated clinical tasks and procedures linked to Saint Francis Hospice competencies for HCA's which are specific to the immediate care environment.
- Participates in audits, surveys or other clinical governance activities as requested by service lead

- To be aware of team dynamic and to be willing to work as part of a team
- To be able to have a flexible approach to working as part of a rota and ensure follow Lone working policy guidance
- To have an understanding and awareness of behaviours and interpersonal skills that are vital to effective team working and practice them at all times.
- Use opportunities to increase skill set and encourage development of HCA role e.g. use of iCare, Deputising Coordinator role for service allocation as required, and referral to Marie Curie/internal hospice Services.
- Participate and contribute to hospice Widening Access groups and Service Improvement Groups as appropriate
- Responsible to use opportunities to increase use and skills with IT with use of iCare, and email as appropriate.

#### PROFESSIONAL RESPONSIBILITIES

To take responsibility for own professional and personal development which will be monitored in supervision sessions and in a yearly appraisal.

To adhere to the policies and conditions of service of Saint Francis Hospice relating to sickness and absence, conduct, Health and Safety, Data Protection and any others that are relevant.

#### ADDITIONAL RESPONSIBILITIES

Ensure that computerised data is managed with the requirements of the Data Protection Act.

To report any accidents/incidents or potential hazards and to work in accordance with the hospice's Health and Safety at Work Policy.

The hospice is a designated no smoking area, a policy which must be observed by the post holder.

Some information received or supplied during the course of duty will be of a confidential nature – confidentiality is not to be breached and is a disciplinary matter.

## ADDITIONAL REQUIREMENTS OF POSTHOLDER

**SENSITIVITY AND PROFESSIONALISM:** As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

**CONFIDENTIALITY:** The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

**DATA PROTECTION:** It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 2018.

**EQUAL OPPORTUNITIES:** The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

**HEALTH AND SAFETY:** All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This documents sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

**HOSPICE IDENTITY BADGES:** Hospice ID badges must be worn at all times whilst on duty.

**SMOKING:** The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

### REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

**WORKING TIME REGULATIONS:** The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

*Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.*

*The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.*

*In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.*

PERSON SPECIFICATION

Hospice at Home Health Care Assistant

E = ESSENTIAL	D = DESIRABLE
<b>Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning</b>	
<p>Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.</p> <p>Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.</p> <p>Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p>Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p>Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.</p>	E
<b>Qualifications &amp; Training</b>	
<input type="checkbox"/> Significant relevant care experience	E
<input type="checkbox"/> Palliative care experience	E
<input type="checkbox"/> Experience of working as part of a team	E
<input type="checkbox"/> Experience of working in a specialist palliative care setting	D
<input type="checkbox"/> Experience of working in a community setting	D
<b>Skills/Abilities/Knowledge</b>	
<input type="checkbox"/> Understanding of philosophy of hospice care and supportive of the ethos of hospice at home	E
<input type="checkbox"/> Has an empathy and understanding of issues encountered by patients with palliative care needs	E
<input type="checkbox"/> Ability to work without direct supervision in a patients home	E
<input type="checkbox"/> A sensitive awareness of the needs of patients and their families in the community setting	E
<input type="checkbox"/> Ability to respond to changes in a patient's condition	D
<input type="checkbox"/> Ability to use own initiative	E
<input type="checkbox"/> Ability to work flexibly and have a flexible approach to working patterns	E

<input type="checkbox"/> Motivated to learn	E	
<input type="checkbox"/> Ability to maintain a mature responsible attitude	E	
<input type="checkbox"/> Team player, committed to multidisciplinary working	E	
<input type="checkbox"/> Flexible approach to team working and an awareness of team dynamics	E	
<input type="checkbox"/> Demonstrable excellent interpersonal skills	E	
<input type="checkbox"/> An effective communicator with excellent written & verbal communication skills	E	
Other Requirements		
<input type="checkbox"/> Motivated and enthusiastic	E	
<input type="checkbox"/> Good personal support mechanism & awareness of own stressors	E	
<input type="checkbox"/> Should have the ability to travel efficiently and effectively to a person's home address across various locations within the hospice community catchment area	E	