SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Healthcare Assistant – Hospice Response Service
HOURS OF DUTY	Full Time / Part Time. Flexible working across the service operating hours of 8.00am to 8.00pm, seven days a week, with different hours during the early mobilisation phase as required.
REPORTS TO	Hospice Response Service Lead
KEY RELATIONSHIPS	Director of Services Head of Community Services Hospice Response Service Lead Clinical Nurse Specialists Speciality Doctor and Consultant Saint Francis Hospice multidisciplinary teams Hospital Palliative Care Team, including A&E and ward teams Primary and Community Care Teams Hospice at Home and Single Point of Access
RESPONSIBLE FOR	N/A

JOB SUMMARY
To work as a member of the Hospice Response Service multidisciplinary team, providing responsive palliative care and practical support to people in their own homes when their condition becomes unstable, as well as supporting their families and carers. To contribute to rapid assessment and hands-on care that helps people avoid unnecessary attendance or admission to hospital, or supports earlier discharge home, including people not previously known to Saint Francis Hospice. To work closely with Clinical Nurse Specialists, the Speciality Doctor, consultant and hospital palliative care colleagues, maintaining continuity throughout each episode of care and supporting safe transfer to the most appropriate ongoing service when the person is more settled. The service will operate from 8.00am to 8.00pm, seven days a week, with an early mobilisation phase operating different hours while the team is established. The service will support a maximum caseload of 10 people at any one time, with episodes of care lasting up to approximately 10 days where required.

MAIN DUTIES AND RESPONSIBILITIES

- To provide timely physical, emotional, practical and spiritual care to people in their own homes, in accordance with the agreed plan of care and within the competencies of the Healthcare Assistant role.
- To respond promptly when a person's condition becomes unstable, supporting early intervention before the situation develops into a crisis.
- To work as part of the Hospice Response Service multidisciplinary team alongside Clinical Nurse Specialists, the Speciality Doctor and consultant, contributing observations and information to assessment and care planning.
- To provide hands-on care that enables people to remain at home, avoid unnecessary attendance or admission to hospital, or return home earlier following admission.
- To support people who may not previously have been known to Saint Francis Hospice and introduce hospice services and the ethos of hospice care sensitively and appropriately.
- To maintain continuity of care throughout the person's episode with the service, developing a clear understanding of their needs, wishes and family circumstances.
- To communicate effectively with individuals, families, carers and professionals, including hospital palliative care, A&E, ward, primary care, community and hospice teams.
- To recognise and report changes in symptoms or condition promptly to the appropriate registered professional and follow agreed escalation arrangements.
- To provide personal care, pressure-area care, continence care, mouth care, nutrition and hydration support, and other delegated care safely and respectfully.
- To support the self-administration of prescribed oral medicines where this is included in the care plan and within hospice policy and competence.
- To monitor syringe-driver function while caring for a person and undertake first-line troubleshooting in accordance with training, policy and escalation procedures.
- To undertake delegated clinical tasks and procedures linked to Saint Francis Hospice competencies for Healthcare Assistants and the immediate care environment.
- To use moving and handling techniques safely, undertake dynamic risk assessment in the home and follow lone-working procedures at all times.
- To keep accurate, timely and contemporaneous electronic records using iCare and remote technology,and provide clear verbal handovers and feedback to the team.
- To support advance care planning and sensitive conversations by providing appropriate information and referring questions or concerns to the relevant registered professional.
- To contribute to safe transfer of care at the end of an episode, supporting handover to Hospice at Home, the community team or another appropriate service.
- To care for the person after death and support family members and carers in accordance with policy, cultural needs and individual wishes.
- To participate in audit, data collection, evaluation and clinical governance activity to demonstrate the impact, quality and safety of the Hospice Response Service.
- To work flexibly across the service rota and contribute positively to team development during mobilisation and ongoing service improvement.

PROFESSIONAL RESPONSIBILITIES

To take responsibility for own professional and personal development, including supervision, appraisal, mandatory training and maintenance of role-specific competencies.
To work within the limits of competence, seek advice appropriately and adhere to Saint Francis Hospice policies, procedures and standards of conduct.

ADDITIONAL RESPONSIBILITIES

Ensure that electronic and other information is managed in accordance with data protection, confidentiality and information-governance requirements.
Report accidents, incidents, near misses, safeguarding concerns and potential hazards promptly, and work in accordance with hospice health and safety arrangements.

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 OPPORTUNITES: 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 Response Service Healthcare Assistant

E = ESSENTIAL	D = DESIRABLE

Demonstrating the Hospice Values – Compassionate, Creative, Collaborative		
Compassionate – we are a caring team, kind to each other and put the needs of individuals and their loved ones at the heart of what we do.	**E**	
Collaborative – we value working in partnership across our communities and are proactive about nurturing relationships with our stakeholders.	**E**	
Creative – we are forward-thinking, adaptable in our changing world and embrace change and innovative ways of working.	**E**	
Qualifications & Training		
❑ Significant relevant care experience	**E**	
❑ Palliative care experience	**E**	
❑ Experience of working as part of a team	**E**	
❑ Experience of working in a specialist palliative care setting		**D**
❑ Experience of working in a community setting	**E**	
Skills/Abilities/Knowledge		
❑ Understanding of the philosophy of hospice care and supportive of the ethos and aims of the Hospice Response Service	**E**	
❑ Has an empathy and understanding of issues encountered by patients with palliative care needs	**E**	
❑ Ability to work without direct supervision in a person's home	**E**	
❑ A sensitive awareness of the needs of individuals and their families in the community setting	**E**	
❑ Ability to recognise and respond appropriately to changes in a person's condition, including prompt escalation when required	**E**	
❑ Ability to use own initiative	**E**	
❑ Ability to work flexibly and have a flexible approach to working patterns	**E**	
❑ Motivated to learn	**E**	
❑ Ability to maintain a mature responsible attitude	**E**	

❑ Flexible approach to team working and an awareness of team dynamics and committed to multidisciplinary working	**E**	
❑ Demonstrable excellent interpersonal skills	**E**	
❑ An effective communicator with excellent written & verbal communication skills	**E**	
Other Requirements		
❑ Motivated and enthusiastic	**E**	
❑ Good personal support mechanism & awareness of own stressors	**E**	
❑ Should have the ability to travel efficiently and effectively to a person's home address across various locations within the hospice community catchment area and must obtain insurance for business use.	**E**	