# Greenwich & Bexley Community Hospice

**Job Description**

***Job Title:***

***Health Care Assistant***

*Establishment:* Greenwich & Bexley Community Hospice

185 Bostall Hill

Abbey Wood

London, SE2 0GB

*Responsible to:* Ward Sister, Woodlands

*Accountable to:* Modern Matron, IPU Services

*Main Description of Post:*

To work as part of the Hospice Care Team to provide individualised care for patients and their families/carers.

*Key Responsibilities:*

**Clinical Practice**

To deliver care as assessed by the Registered Nurse, to patients and their families/carers, in accordance with the Hospice Philosophy. This will include:

* Taking and recording agreed clinical observations.
* V Assistance with meeting the nutritional and hydration needs of patients including serving meals and drinks and assisting with feeding.
* Assisting with the mobilization of patients, taking into account the guidelines of safe moving and handling practice and using mechanical aids where necessary.
* Assist with individual personal hygiene routines, including washing, dressing, mouth care and toileting.
* Meeting the social, cultural, psychological and spiritual needs of the patient and family.
* Assisting in the planning of admission of patients into the inpatient unit, including familiarization with the unit and completion of admission assessment and documentation as appropriate.
* Assisting with discharge planning as appropriate.
* Identifying and reporting of any significant changes in the patients’ condition or well-being
* Supporting and facilitating the orientation and teaching of colleagues and students.
* Promoting an appropriate environment in which to care for patients and their carers, being aware of individuals’ physical, social, emotional, and spiritual needs.
* Maintaining a safe, clean and pleasant environment for patients, relatives and their staff
* Maintaining effective liaison, communication and relationships with all of the Hospice multi-disciplinary team.
* Assist with taking calls made through the Hospice 24 hour telephone advice line, referring on to the registered nurses as required
* Give information, support and advice to carers following the death of a patient
* Implementing health and safety, infection control and fire procedures where appropriate
* Reporting incidents, accidents and complaints to the Sisters/Nurse in Charge.

**Communication**

* Participating in any ongoing discussions and handover relating to the care of patients and their families/carers.
* Practicing excellent communication skills with patients, family and members of the multi-disciplinary team including showing empathy and understanding and communicating sometimes complex information where there may be barriers to understanding
* Recording the care given to patients accurately within patient notes and handing over variances to the responsible nurse.
* Contributing positively to anti-discriminatory practice, actively promoting equality and diversity.

**Quality**

* Working within the multidisciplinary team to ensure that patient dignity is respected at all times both before and after death, including acting as the patients advocate and caring for patients after they have died.
* Participating in relevant audit programmes
* Assisting in maintaining equipment to a high standard of cleanliness and safety and ensuring that patient areas are kept clean and tidy, to include changing bed linen etc.
* Ensure all practices and procedures are in accordance to hospice policy.

**Grief and Loss**

* Supporting staff, patients and relatives in managing loss in the hospice, including day after death meetings and providing support for distressed patients, bereaved relatives, students and staff.

**Education and Training**

* Identifying own learning needs, liaising with the Lead Nurse and attending training seminars, courses and study days as appropriate.
* Ensuring clinical placements are effectively facilitated.
* Creating a positive learning environment.
* Using staff appraisal constructively for personal and professional development.

Additional information

* Working in unpleasant conditions at times, including dealing with soiled linen, use of bed pans, body fluids etc.

**General Statements**

Be familiar with and adhere to all Hospice (and relevant Trust) policies and procedures.

The post holder will work within their professional code of conduct, eg NMC, GMC, CIPD, AHP codes.

The post holder may be required to work in and from any Hospice or associated Company premises.

This job description is intended as an outline of the general areas of activity and will be amended from time to time in the light of the changing needs of the organisation. It will then be reviewed in association with the jobholder(s)

**Confidentiality/Data Protection/General Data Protection Regulations**

The postholder is expected to maintain the complete confidentiality of all material and information to which he/she has access and process and in particular the confidentiality of all personal data stored, in line with the requirements of the General Data Protection Regulations 2018 (and preceding Data Protection Acts) and professional bodies.

Any requests for clinical information disclosure must be approved by Caldicott Guardian.

The postholder must, if required to do so, process records or information in a fair and lawful way. He/she must hold and use data only for the specified, registered purpose for which it was obtained and disclose data only to authorised persons.

**Corporate Governance**

The postholder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation, standards of business conduct, codes of openness and accountability.

**Equal Opportunities/Diversity**

The postholder must comply with and promote Equal Opportunities and Diversity and accordingly must avoid any behaviour which discriminates against colleagues, potential employees, patients or clients on the grounds of sex, marital status, sexual orientation, age, race, colour, nationality, ethnic or national origin, religion or belief, disability, political opinion, gender reassignment or trade union membership.

**Health and Safety**

Under the Health & Safety at Work Act (1974), it is the responsibility of the postholder 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. This includes co-operating with the organisation and

Taking personal responsibility for safety as outlined in the Hospice Health & Safety Policy and the Health & Safety at Work Act 1974 and fire regulations.

This job description is not exhaustive and may be reviewed and changed by discussion with post holder to meet the needs of the service**.**

**Code of conduct**

The postholder 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, relatives, carers, staff and partners
* Be honest and act with integrity
* Accept responsibility for his/her own work and the performance of the people the postholder manages
* Show commitment to working as a team member by working effectively with team members and the wider community
* Take responsibility for own learning and development
* In all actions undertaken have regard for hospice reputation

**Flexibility**

The postholder is expected to work flexibly to be able to meet the challenges and opportunities of working within the Greenwich & Bexley Community Hospice. The postholder can be expected to work in and from any of the premises where business is conducted.

**Other**

The postholder is required to:

* To work in accordance with the Hospice’s policies and procedures at all times
* To adhere to the Hospice’s Confidentiality policy at all times, in particular ensuring that there are no breaches of confidentiality as a result of the postholder’s actions
* To carry out duties that are commensurate with the grade of the post as directed.

This job description is a reflection of the current position and the postholder 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. Any variations will be made due to service requirements and will be made in consultation with the postholder.

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Education and Qualifications** | * General good level of literacy and numeracy * NVQ3 in Health/Social care |  |
| **Experience** | * Experience of caring | * Experience of delivering care to patients within a Hospice, Hospital, Community or Care Home |
| **Skills, Knowledge and abilities** | * Awareness of health and safety procedures and how they affect people in the workplace. * Excellent communication skills. Awareness of ways that may help to overcome barriers to communication (dementia, sensory disability, confusion, Non – English speaking, etc.) * Ability to use own initiative to plan own work for the shift in order to meet the needs of a given group of patients. * Ability to work as a member of the multi-disciplinary team. * An understanding of basic nutrition * Able to demonstrate methods of promoting dignity |  |
| **Aptitude, Personal Characteristics** | * Communication skills (both verbal and written) proficient in English. * Be able to effectively communicate with people on a variety of levels using tact, diplomacy and empathy. * Honest and trustworthy * An understanding of the nature of hospice work, and an ability to seek support for his/herself as a result of distressing circumstances * Approachable and adaptable * Motivated and enthusiastic * A flexible approach to work and an ability to work day and night shifts. * Ability to undertake training and direct own learning. | * + An understanding of the need for self-care when working in a palliative care environment |