**JOB DESCRIPTON**

**Health Care Assistant – Greenwich Hospice@Home Service**

***Establishment*:**  Greenwich and Bexley Community Hospice

185 Bostall Hill

Abbey Wood

London SE2 0GB

**Responsible to:**  GCP Team Leader

**Accountable to:** Modern Matron, Community Services

**Contract: 35.25** hours per week including evening and weekend working.

**AfC Band** 3

### Main Description of the Post

To work as part of the multidisciplinary team to provide a high standard of individualised patient / family care and support. The work of a Health Care Assistant is always delegated and directed by the Immediate Home Support Nurse.

Key Responsibilities:

**Clinical Practice & Leadership**

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

* Working in the patient’s home alongside the patient’s carer/ family integrating nursing care with their physical, psychological and spiritual needs.
* Assessing patients’ and carers’ needs and report to the Team Leader and Specialist Clinical Nurse Specialists.
* Identifying and reporting of any significant changes in the patients’ condition or well-being
* Collecting information that informs nursing care.
* Appropriately mobilising, transferring and moving patients, taking into account the guidelines of safe moving and handling practice and using mechanical aids where necessary.
* Ensuring infection control measures are in place in the home
* Participating in the care of the patient and family after death.
* Recognising limitations and refer on to other professionals as appropriate.
* Knowing who to contact in an emergency.
* Assisting with meeting the nutritional and hydration needs of patients including serving meals and drinks and assisting with feeding.
* Escorting patients home on discharge from Hospice/Hospital and ensuring that patient has basic needs met on arrival at home, ie, shopping if necessary.
* Assisting patients in their individual personal hygiene routines, including washing, dressing, mouth care and toileting.
* Accommodating and respecting the social and cultural needs of the patient and family.
* Supporting and facilitating the orientation and teaching of colleagues and students.
* Maintaining effective liaison, communication and relationships with all of the Hospice multi-disciplinary team.
* Reporting incidents, accidents and complaints to the Immediate Home Support Nurse, completing the relevant paper work.

# Communication

* Demonstrating warmth and acceptance of patients and their families.
* Building a relationship with patients, their relatives and friends, demonstrating a non-judgmental approach.
* Effectively communicating information, orally or in writing, to other members of the team.
* Maintaining confidentiality.
* Accurately reporting and recording work activities according to organisational procedures (Service Operational Policy) using the Electronic Patient Record System as well as notes in the patient’s home.
* Acknowledging others’ different perspectives.
* Recognising that people are different and ensuring that s/he does not discriminate against other people.
* Participating in any ongoing discussions and handovers 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.
* Contributing positively to anti discriminatory practice, actively promoting equality and diversity.
* Recognising and reporting behaviour that undermines equality and diversity.
* Demonstrating empathy and sensitivity, and being realistic in encouraging and supporting patients and their families.
* Utilising resources appropriately to address impediments to communication e.g. patients with dysarthria, aphasia, non- English speaking.
* Being comfortable to remain alongside patients and families in distress.
* Communicating the values and mission of Greenwich and Bexley Community Hospice to patients and families.

Education & Training

* Identifying his/ her own learning needs and interests.
* Accessing educational and development opportunities.
* Reflecting and learning from own practice, e.g. through clinical debriefing.
* Provide general information to patients, carers, and other professionals.

# 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 patient’s 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 the patient is in a clean and tidy environment, including the changing of bed linen where necessary.
* Ensure all practices and procedures are in accordance to hospice policy
* Deliver a high standard of care in accordance with agreed guidelines and protocols.
* Recognise the limits of his/ her competence.
* Work in a way that minimises risks to health, safety and security.
* Summon immediate help for any emergency and take the appropriate action to contain it.

# Grief & Loss

* Providing support for distressed patients, bereaved relatives, students and colleagues. Including giving advice to families on practical issues following death and describing the support services available for bereaved people
* Reporting accurately to the Immediate Home Response Nurse

# Education & Training

* Identifying own learning needs, liaising with the IHR Nurse and attending training seminars, courses and study days as appropriate.
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* Supporting 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, commodes, body fluids etc.
* Postholder must hold a full driving licence, and have access to a car to use in their day to day duties.

**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.

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Education and Qualifications** | * General good level of literacy and numeracy * NVQ 3 in Health/ Social Care or equivalent |  |
| **Experience** | * Relevant Care Experience – as a volunteer or paid staff | * Experience of delivering care to patients within a Hospice or Community Setting |
| **Skills, Knowledge and abilities** | * An understanding of what caring involves and the role and responsibilities of a carer * An understanding of the mission and values of Greenwich & Bexley Community Hospice. * An ability to work with patients facing life limiting illnesses and their carers. * Awareness of health and safety procedures (including infection control measures) and how they affect people in the workplace. * Excellent communication skills. Awareness of ways of overcoming barriers to communication (dementia, sensory disability, confusion, Non – English speaking, etc.) * Ability to use own initiative and 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 and hydration * Basic IT skills * Able to demonstrate methods of promoting dignity * Holds a full driving licence. | * Awareness of issues around protection of vulnerable adults/ children |
| **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. * Good listening skills. * A flexible approach to work and an ability to work a range of shifts throughout the week. * Ability to undertake training and direct own learning. * Access to a car for work | * An understanding of the need for self care when working in a palliative care environment |