



Wigan & Leigh Hospice

Job Description

Job Title: Health Care Assistant

Reports to: The Inpatient Unit Manager

Base: Wigan and Leigh Hospice

Date: December 2021

Job Purpose:

To work under the direction of a registered nurse both independently and as part of a multi professional team to deliver high quality, holistic palliative and end of life nursing care to patients on the Inpatient Unit. To deliver emotional, spiritual and practical support to patients and their families and carers.

Objectives	Typical Tasks
Management: To work under the direction of a registered nurse in delivering an efficient, effective nursing service to patients on the Inpatient Unit.	<ul style="list-style-type: none">• To organise your own workload within specified times as allocated by RGN.• Maximise your efficiency through effective use of your time during your working day.• To communicate effectively within the team and the wider MDT the changing care needs of the patients and families within your workload.• To attend and participate in MDT meetings• Contribute to planning, delivery and evaluation of nursing interventions and treatments.• Participate in and contribute to service development, evaluation and changes through formal feedback mechanisms.
Leadership: To demonstrate the Hospice's values, vision and behaviours.	<ul style="list-style-type: none">• Treat everyone with respect and dignity. Work within the limits of your own competency and responsibility; refer issues outside your competency to a senior nurse.
Human Resources To be an effective, efficient member of the hospice workforce working in line with	<ul style="list-style-type: none">• Report punctually for duty and report any absence from work in a timely manner• Report any concerns of poor practice, harassment or bullying to your Line Manager

<p>hospice staff hand-book, policies and procedures.</p>	<ul style="list-style-type: none"> • Participate in agreed methods of 'off duty' rota, working flexibly to provide a 24hr, 7 day per week service for patients.
<p>Clinical:</p> <p>To deliver a high standard of nursing care in line with hospice standards and guidelines.</p>	<ul style="list-style-type: none"> • To assist in the implementation and delivery of holistic patient care under the supervision and direction of a qualified nurse such as: <ul style="list-style-type: none"> >toileting >washing >dressing >mouth care >listening and responding sensitively >emotional support • To be competent in: <ul style="list-style-type: none"> > The supervision of patient's self-administering their prescribed medication. >Managing the dying phase >Skin care and simple dressings • To communicate effectively with patients, relatives and visiting carers. • To maintain patient confidentiality. • To ensure patient's rights are adhered to, that care choices are consented to and their privacy and dignity is maintained. • Assist patients as necessary with maintaining their nutritional intake • Report changes in patient's condition to RGN. • Be aware of the impact of bereavement and loss for patients and families • Actively participate & contribute to the collection of services activity data
<p>Compliance, Quality, Standards, Governance and Safety:</p> <p>Work within Hospice standards and clinical governance framework.</p> <p>To understand and comply with the Care Quality Commission's 'Essential Standards for Quality and Safety</p>	<ul style="list-style-type: none"> • To practice safely, within Hospice policies, procedures and guidelines including infection control procedures. • Maintain and promote health and safety. • Maintain accurate and contemporaneous documentation. • Participate in audit and surveys • Report incidents and participate in investigations • Ensure equipment is used safely, maintained and records kept. • Safeguarding of patients, families and carers through application of internal and external policies. Report concerns. • Adhere to Lone Worker policy and support colleagues • Support volunteers in their roles • Adhere to the Code of Conduct for Healthcare workers.

Service Information: Ensure patients and carers have access to service information in a format they understand	<ul style="list-style-type: none"> • Ensure service information leaflets are present at every bedside. • Support patients and their carer's with information and signpost to other services within the scope of your role. • Encourage patient and carer feedback and support compliments and complaints.
A Value for Money Service: Ensure the charities money is used in the most effective and efficient way and that your service runs to budget.	<ul style="list-style-type: none"> • Ensure appropriate, efficient and economical use of Hospice resources limiting waste • Maximise your efforts during working hours in the delivery of a high quality service
Continuous self-development: Ensure knowledge, skills and competencies are up to date and relevant to the service	<ul style="list-style-type: none"> • Complete mandatory training annually. • Complete the e-End of Life Care for All (e-ELCA) training modules are completed within your first year of employment. • Demonstrate commitment to on-going professional development by attending relevant training courses, participating in professional development reviews, reflective practice and assessment of professional competencies. • Participate in teaching students on practical placements • Participate in personal and peer development reviews.
Hospice Philosophy: Actively support the vision, philosophies and values of the Hospice	<ul style="list-style-type: none"> • Adhere to and promote the core values of the hospice; Compassion, Accessibility, Respect, Excellence - CARE. • Act in a non-discriminatory manner. • Maintain confidentiality at all times. • Act as a positive role model to staff and volunteers and the wider community. • Act with professionalism, dignity and empathy when carrying out your role. • Undertake any other duties that are in keeping with the values of the hospice that you have the skill and ability to carry out.

Person Specification – Health Care Assistant – Inpatient Unit	
<p><u>Essential</u></p> <p>Qualifications</p> <ul style="list-style-type: none"> • RQF Level 2 in Health and Social Care or equivalent to NVQ/QCF/CACHE Level 2 in Health and Social Care. <p>Experience, Skill, Knowledge of:</p> <ul style="list-style-type: none"> • Knowledge of palliative care and nursing patients at end of life • Previous clinical experience in a care-setting • Ability to work effectively in emotionally demanding situations • Relevant experience in assisting patients with practical and emotional support • Proven experience of working effectively in a team. The ability to establish and maintain good relationships with the multi-disciplinary team • Basic IT skills • Excellent written and verbal communication skills • Basic numeracy skills • Ability to work alone and as a team member • Ability to use initiative • Good decision making skills • Good organisational skills • Ability to move and handle patients in accordance with Hospice policy • Flexibility, reliability and adaptability • Committed and enthusiastic to the development of the team • Committed to the Hospice mission and aims • Understanding of the need and the ability to maintain confidentiality • Technical and clinical skills (See attached skill set. You must demonstrate the ability to meet the required technical and clinical skills within the identified time frame). <p>Other</p> <ul style="list-style-type: none"> • Demonstrate your flexibility to work unsociable hours. 	<p><u>Desirable</u></p> <ul style="list-style-type: none"> • RQF Level 3 in Health and Social Care or equivalent to NVQ/QCF/CACHE Level 3 in Health and Social Care or willingness to increase training (or equivalent).