



Job Description

1. JOB DETAILS

Job Title:	Health Care Assistant
Band:	3
Location:	Searle House, Exeter EX2 5JJ
Team/Directorate:	Crisis Assessment and Response (CARE) team
Responsible To:	Exeter Community Team Leader
Responsible For:	N/A
Accountable to:	Head of Community and Supportive Care Services

2. JOB PURPOSE

To work within a multi-disciplinary team and alongside registered nursing staff to deliver a high standard of evidence-based specialist palliative care.

To provide holistic and person-centred care and support for patients with complex life-limiting illnesses.

3. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

3.1 Main Responsibilities

- Assist with the implementation of planned care for patients and those close to them under the supervision of registered colleagues to ensure a high standard of nursing care at all times.
- Assist in monitoring patients' conditions on a continuous basis, in partnership with patients, families and carers, to ensure appropriate escalation to senior colleagues when required.
- Develop communication skills to be able to interact with patients in a sensitive and professional manner in order to promote and maintain Hospiscare's values.

- Undertake completion of HCA competencies to be able to deliver simple clinical observations and provide input to patient care plans.
- Adhere to Hospiscare’s clinical recordkeeping policy when providing and sharing verbal, digital or written information and instructions, to ensure patient confidentiality is observed at all times.
- Attend and contribute to multi-disciplinary team meetings and case discussions to inform decisions which ensure patients receive the best possible care
- Assist with the identification and assessment of complex bereavement to enable a seamless handover to Hospiscare’s Supportive Care team.

Infection Prevention and Control

Maintaining a safe environment for patients, visitors and employees is everyone’s responsibility. All staff are required to adhere to Hospiscare’s Infection Prevention and Control Policy and make every effort to maintain high standards of infection prevention and control at all times. This includes ensuring personal and team compliance with all relevant policies and procedures, and acting upon or reporting any identified risks.

Disclosure and Barring Service

This role requires a Disclosure and Barring Service (DBS) Enhanced level check with Adults and Children Barred Lists.

3.2 Key Contacts

Internal:

- Exeter Team Leader
- Community Cluster teams
- Head of Community and Supportive Care Services
- Inpatient Unit team
- Medical team
- Reception and Front of House team
- Supportive Care team
- Volunteers
- Student Nurses and trainees

External:

- Patients and those close to them

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
- Comply with safe working practices as defined by Hospiscare
- Complete online training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable
- Manage own work life balance and general wellbeing, including any relevant pressures in respect of lone working, travel, difficult environments and challenging situations

3.4 General

- Be aware of and adhere to Hospiscare policies and procedures at all times
- Take part in progress/performance reviews throughout the year
- Cooperate with other Hospiscare departments
- Attend training courses and complete online training modules as required to meet the requirements of the post
- Take responsibility for own personal development, seeking out opportunities to learn new skills
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role

3.5 Other

- Apply the Hospiscare values and behaviours to every aspect of the role at all times
- Promote and maintain the brand standards of Hospiscare

HEALTH CARE ASSISTANT (CARE team)

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	Level 3 qualification in Health and Social Care or equivalent/related Evidence of ongoing professional development	Level 4 qualification or Foundation degree in Health and Social Care or equivalent
Experience	Demonstrable experience of care giving in the Acute Trust or Community Services Demonstrable experience of working as part of a team within Health and Social Care	Experience of working in specialist palliative care Experience of working with volunteers
Knowledge	Awareness of delivering care in a clinical environment Awareness of the complexities of working with individuals at times of distress and conflict Understanding of the importance of effective team working in a healthcare context	
Skills	Developed time management skills, including the ability to prioritise own delegated workload. Developed communication and interpersonal skills Developed IT skills	

<p>Personal attributes</p>	<p>Ability to work autonomously and act on own initiative, seeking advice/escalating issues when appropriate</p> <p>Flexible and adaptable with the ability to respond positively in a rapidly changing environment.</p> <p>Team player</p> <p>Able to maintain confidentiality</p> <p>Commitment to continuing professional development</p> <p>Awareness of Equality, Diversity and Inclusion in all areas of work</p>	
<p>Additional requirements</p>	<p>Able to participate in the 7 day/week rota</p> <p>Able to travel throughout the area covered by Hospiscare</p> <p>Capable of fulfilling the physical demands of the role, including administering of basic life support</p>	<p>Able and willing to work at different Hospiscare locations on occasion</p> <p>Car owner and driver</p>

Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties and responsibilities the post holder may undertake and will be subject to review.

Post Holders Signature:

Date: