

JOB DESCRIPTION

Job Title	Healthcare Assistant (Band 2)	Salary	North Devon Hospice Pay Framework Band 2 (plus shift enhancements)
Hours	Full and part time hours available.	Working hours	Variety of shifts over a 24 hour period including option of long days.
Responsible to	Clinical Team Leader – Bedded Unit	Department	Bedded Unit
Location	North Devon Hospice, Deer Park, Newport, Barnstaple, North Devon EX32 0HU		

Job Purpose

To deliver a range of patient care duties under the indirect supervision of registered nurses and to assist registered staff in the provision of high quality palliative care for patients, their relatives and carers.

Dimensions

The post-holder may be required to work in other clinical areas as appropriate to meet the needs of the service as directed by the Clinical Team Leader or nurse in charge and will participate in internal rotation to night duty and unsociable hours working to meet the needs of the service.

Main Responsibilities

- Maintain appropriate sensitive, caring and tactful relationships with patients, families and carers.
- Assist in the implementation of all care for which they are competent to practice under the direct supervision of registered staff, in accordance with North Devon Hospice policies and procedures. Demonstrate a knowledge of care procedures and clinical observations etc. that are consistent with NVQ level 2 or equivalent.
- Assist patients to maintain all aspects of daily living activities in accordance with individual programmes of care with close supervision of registered nurses:-
 - To maintain patients personal hygiene and appearance.
 - To assist with eating and drinking.
 - To assist with toileting and with (access to) toilet facilities.
 - To help to make patients as comfortable as possible.
 - To help patients to make the best of whatever time they have left, in whatever way they can.
 - To talk with patients and relatives about whatever they need to talk about.
 - To support patients, and their relatives, as they approach end-of life
 - To inform registered nurses of any significant changes in patients' conditions.
 - To signpost patients and relatives to other appropriate hospice services.
- Assist registered nursing staff in aspects of technical care and record keeping, e.g.
 - Taking and recording vital signs. i.e. temperature, pulse, and respiration
 - Urine testing and obtaining specimens
 - Preparation of notes and X Rays
- Exchange factual information with, and offer support as appropriate to patients, their families and carers and professional colleagues.
- Maintain accurate and timely paper and electronic records of patient care delivered in accordance with guidance and training provided.
- Ensure that confidentiality of information is maintained at all times.
- Assist with last offices.
- Assist with clinical procedures following appropriate training.
- Be alert to the health, safety and well being of self, staff, patients and all others on hospice property and comply with the North Devon Hospice Health and Safety Policy.

- Engage in clerical and housekeeping duties as directed.
- Utilise educational opportunities to facilitate learning in the clinical environment. Participate in education and training activities consistent with the role.

General

- Be aware of, and comply with all manner of North Devon Hospice policies, procedures, protocols and guidelines alongside observing a personal duty of care when using equipment or handling patient's valuables for example.
- Undertake other duties as may be required, and which are consistent with the responsibilities of the post. Learn new skills associated with the role.

Communication and Working Relationships

- Co-operate with, and communicate clearly and professionally any changes that may affect patient care to the nurse in charge of the Bedded Unit; or through to the nurse in charge via another registered nurse.
- Work with, and support voluntary staff in the provision of care as directed.
- Supervise, where appropriate, less experienced Healthcare Assistants.

Core competencies

- Act as ambassadors for the Hospice
- Demonstrate kindness and a genuine commitment to quality, openness, honesty and integrity
- Demonstrate accountability and take personal responsibility for our own actions, decisions and performance and keeping up to date with professional practice
- Promote a culture of learning, displaying the confidence to succeed and fail and overcome obstacles to achieve the best outcome for the hospice
- Communicate effectively, calmly and constructively, adapting our approach to the needs and concerns of others
- Show deep motivation to make a real difference to our patients and their families
- Act as 'One Team', working in collaboration and proactively supporting patient, fundraising and volunteer events outside our day to day roles
- Understand the impact of our own emotions on ourselves and others and notice negative or unsettling emotions on others, providing support where appropriate
- Contribute to the performance and objectives of the team / service, in a positive way
- Value, respect and promote equality and diversity, taking appropriate action if ethics and values are compromised

Strategic Thinking and Setting Direction

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients and the public
- Show openness to new information and views from different standpoints and modify own thinking
- Gather feedback from patients, service users and colleagues that help him / her to do things better, more efficiently and improve services

Sharing the Vision and Delivering the Service

- Support others to provide good patient care and high quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and taking action where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do his / her job more effectively

Leading People

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

Additional Information

- To complete statutory training in accordance with Hospice requirements
- To participate in an annual development and review process
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate.
- All staff are responsible for ensuring that they follow good infection control practice at all times and that they are familiar with infection control policies, procedures, and guidance relevant to their area of work.

February 2020