



The Shakespeare Hospice Job Description

Job Title:	Bank Health Care Assistant (Working across Adult Community Services – Day Hospice & Hospice at Home)
Band:	Band 3 (Agenda for Change) £12.45ph
Hours:	Bank Hours Over a 7 day rolling off duty
Responsible to:	Hospice at Home/Day Hospice Team Leader
Accountable to:	Head of Clinical Services
Department Base:	The Shakespeare Hospice, Shottery, Stratford upon Avon CV37 9UL

Summary of role:

As a Bank Health Care Assistant within The Shakespeare Hospice Adult Community Services, you will be a core member of the multidisciplinary palliative care team. The role will involve working across our traditional Hospice at Home and Day Hospice services covering South Warwickshire. Working in close collaboration with our other Hospice and community teams, the post holder will promote holistic, person centred care for patients, their families and those who require specialist palliative support.

We provide care for patients with life limiting illnesses, also offering carer and bereavement support. Our Health Care Assistants are key members of the team and are expected to work closely with the Registered Nurses and Team Leaders to maintain excellent standards and to support the development of future service provision. The post holder will uphold our hospice values: to be responsive, compassionate, supportive, collaborative and innovative.

Main Duties and Responsibilities:

Clinical Care

- To act as a role model and provide exceptional care across The Shakespeare Hospice Adult Community Services (traditionally Hospice at Home and Day Hospice)
- To provide physical, psychological, social and spiritual care for patients and carers.
- To work in partnership with patients/families allowing them to guide routines of preferred care choices.
- To help create a caring, safe, and supportive environment for patients both within the Day Hospice and within their own homes
- Follow a clearly written personalised care plans, and report any changes required to Registered Nursing professionals
- To work effectively under the delegation of registered nurses to deliver a high quality and effective service.
To maintain and preserve confidentiality at all times.
- Work independently to provide care without direct supervision.
- To promote advanced care planning discussions with patients and carers, considering and respecting their priorities of care and individual preferences at all times.
- To ensure that all patient and sensitive information will be treated confidentially and in line with local and national policies/legislation.
- To act sensitively and, where appropriate, as an advocate to enable patients to undertake informed decision making.
- Take independent action to troubleshoot within level of competence only where trained and documented competence to do so.
- To confidently identify and respond to changes in the patients' condition and symptoms and report to a registered practitioner, for review of care plans and provision.
- Able to recognise the deterioration in patient condition, report and escalate appropriately.
- To respond appropriately in a patient crisis/deterioration with support and supervision from a registered professional.
- Ensure patients nutritional needs are met.
- Liaise with other care staff and pass on information at changes of shift.
- Maintain accurate records of patient care.
- Ensure patients wellbeing is prioritised and appropriate referrals are made to both internal and external services
- To confidently liaise with other relevant professionals and statutory/voluntary organisations, as necessary, to facilitate appropriate patient care.
- Assist patients where required with the administration and recording of medication following appropriate policies and procedures.
- To utilise a range of effective communication and listening skills to facilitate sensitive conversations.
- To complete contemporaneous and accurate documentation and records, utilising the electronic patient database.
- To be actively involved and support the registered professionals in patient flow from point of referral to discharge.
- To prioritise workload accordingly and to work flexibly to meet the changing needs of patients and the organisation.

- To actively participate in relevant multi-disciplinary team meetings, team handovers and case conferences to ensure optimal patient care.
- Perform the tasks relating to care of the recently deceased person, with tact, consideration, and dignity.
- Assist with the care of a patient after death, to provide bereavement support, assist with planning and to liaise with other organisations and individuals as necessary.
- To sometimes work alone and unsupervised in the community setting, requiring decision making and autonomy
- To participate and lead in the moving and handling of vulnerable patients, often involving lifting and handling equipment, sometimes in confined spaces when working in the community
- Rigorous adherence to organisational infection prevention policies and procedures including the use of personal protective equipment
- To support and assist the registered professionals in the delivery of health promotion and educational programmes to patients, families and carers.
- To advocate for hospice palliative care.

Managerial

- To support other members of the team, including junior staff and volunteers, acting as a role model demonstrating the Hospice values at all times.
- To demonstrate proficient IT skills in order to maintain and develop contemporaneous records, data collection and reporting.
- To support and participate in local audit and evaluation, assisting with any quality improvement plans that might be identified and as requested by Team Leaders.
- To take a proactive approach towards service development, bringing ideas and suggestions forward to the Team Leaders and wider team, that may be of benefit to patients, staff and the organisation.

Organisational

- To demonstrate on a day to day basis the organisational values of the Hospice, acting as a role model to others.
- To demonstrate a positive attitude and actively seek solutions to problems.
- To develop a good working relationship with all staff with whom the job interacts.
- To undertake administrative tasks for the purpose of your role and utilise volunteer support as appropriate.
- To work in accordance with all Hospice policies and procedures.
- To raise any areas of risk or concern in accordance with hospice policy, including incident reporting.
- To be involved with the wider organisational aspects of the hospice, such as promotion of the charity and its services. This may include representing the hospice at certain key events, where clinical support is required.
- To be flexible in working patterns due to the unpredictable nature of the patients' needs/service needs

Educational:

- To adhere to all statutory and mandatory training requirements as designated by the organisation.
- To be responsible for your own Continuous Professional Development (CPD).
- To attend and participate in learning and development opportunities as deemed mutually beneficial for both yourself and the organisation.
- To be prepared to develop skills and competencies that are required to meet the demands of the role as it evolves over time.

Other:

1. To participate in mandatory training annually.
2. Maintain high professional standards and continuing professional and personal development.
3. Adhere to all Hospice policies and procedures.
4. This job description is subject to periodic review in negotiation with the post holder and may be revised/updated as service requirements change and develop.

Revised: February 2023

Signed (Employee):	Date:
Signed (Line Manager):	Date:



The Shakespeare Hospice Person Specification

Job Title: Bank Health Care Assistant (Adult Community Services)

Factor	Essential Criteria	Desirable Criteria
Qualifications	<p>GCSE or equivalent in Maths & English</p> <p>NVQ Level 3 qualification in health and social care or equivalent experience</p> <p>Evidence of ongoing continuous development</p>	<p>NVQ Level 4 in health and social care</p>
Experience	<p>Previous experience of working in a caring role and a care setting</p> <p>Ability to work under pressure and in difficult emotional situations</p> <p>Ability to organise own work.</p> <p>Ability to reflect and adapt practice to suit individual's needs.</p> <p>Experience of multi-disciplinary team working.</p> <p>To advocate on behalf of patients</p> <p>Ability to work autonomously and as part of a team.</p> <p>Effective time management skills</p>	<p>Previous experience in palliative/end of life care.</p> <p>Ideally some previous community experience.</p>
Knowledge	<p>Good understanding of the role of carers in palliative and end of life support.</p>	<p>To have an interest in the provision of bereavement support</p>

	<p>Excellent knowledge surrounding the confidentiality of care for patients.</p> <p>Excellent knowledge surrounding the safeguarding of patients.</p> <p>Ability and confidence to apply and use own initiative</p> <p>Strong understanding and application of IT skills</p>	
Communication Skills	<p>Excellent listening & communication skills and ability to communicate with patients and families in distress</p> <p>Ability to communicate effectively with multi-disciplinary team staff.</p> <p>To demonstrate an enthusiastic, approachable and friendly manner.</p> <p>Excellent and effective written communication.</p>	
Personal Attributes	<p>Motivated and enthusiastic</p> <p>Compassionate</p> <p>To adopt an enabling and empowering approach</p> <p>Ability to identify own learning needs and interests.</p> <p>Ability to reflect and critically appraise own performance.</p> <p>Demonstrate personal insight and the ability to cope with personal emotions in distressing situations</p> <p>Commitment to the work and values of The Shakespeare Hospice</p>	

	Current Driving License and access to/use of a vehicle for business purposes.	
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