



Job Specification

Bank Health Care Assistant

Hospice at Home

1. JOB DETAILS

Job Title:	Bank Health Care Assistant
Rate of Pay:	Band 3: point 4
Hours:	Zero hours contract. Work offered as available
Department:	Hospice at Home
Base:	Great Oaks Dean Forest Hospice
Reports to:	Community Services Manager/Hospice at Home Coordinator

2. JOB PURPOSE

Great Oaks Dean Forest Hospice is a voluntary organisation that seeks to provide a range of End of Life Care services, free of charge, for adults in the community living with a life shortening illness and to offer support to their families, carers and friends.

Hospice at Home provides skilled nursing care to patients and their families within their own home or usual care environment for specific periods of time. The Bank Health Care Assistant works under the direction of the Hospice at Home Coordinator who establishes the care needs of the patient and family from the District Nurse in their capacity as keyworker.

The Bank Health Care Assistant provides quality care that encompasses physical, emotional, and spiritual well-being of the patient plus appropriate and timely support to their family and those affected by the situation.

3. OVERVIEW OF RESPONSIBILITIES

Within the home environment and as a Lone Worker, to:

- Follow policies and guidelines as per Hospice at Home Handbook
- Work in accordance with Lone Worker Policy
- Recognise and report limitations of own professional competence/experience and personal living standards that may differ from those in receipt of care
- Recognise the need and undertake any training identified via Line Management and/or annual appraisal
- Be aware of risk to self and others under Health and Safety Regulations
- Verbally report any accident or untoward incident as soon as possible followed by written report
- Be aware of Out of Hours Procedures when seeking advice and/or support
- Respect people's personal choices for lifestyle and living arrangements

3.1 COMMUNICATIONS

- Establish and maintain effective communication with patients, relatives and carers as part of their receipt of End of Life Care
- To be aware of the role of all personnel within the wider multi-disciplinary team including community staff, social services, hospital professionals, the specialist palliative care team and other agencies
- Maintain regular professional contact with Community Services Manager and Hospice at Home Coordinator
- To maintain good working relationship with other hospice staff
- Establish and maintain communication with individuals and groups about difficult or complex matters

3.2 QUALITY STANDARDS

- Ensure own actions promote quality
- To cooperate with Great Oaks in establishing professional competence within the role and monitor standards of care achieved through audit and/or User feedback
- To understand own role in the organisation and the Hospice at Home team
- Work within the current clinical governance framework and follow appropriate policies and procedures/guidelines and protocols as designated by Great Oaks Dean Forest Hospice and CQC

3.3 CUSTOMER SERVICE

- Effectively communicate in order to advise and provide information to patients, carers and their families
- To be actively involved in promoting the Hospice at Home service to the community, primary health care teams, community hospitals and other potential patients and referrers
- To maintain an awareness of the charitable status of the organisation and its reliance on donations and fund raising

3.4 SERVICE DEVELOPMENT

- Contribute to the implementation of services by making constructive suggestions as to how services and own/team work can be improved
- Contribute effectively to evaluations of care eg Audits
- Attend identified meetings which support the role of all team members
- Actively engage in discussions about development of future services to patients, carers, bereaved carers and professional colleagues

3.5 EQUALITY AND DIVERSITY

- Be aware that the Hospice at Home service is provided within the resources available to adults with malignant or non malignant conditions wishing to be cared for at home within the context of End of Life Care regardless of gender, culture, age, ability
- Challenge behaviour which infringes the rights of others
- Recognise and actively seek/give advice about ethical dilemmas triggered by the nature of the patient's circumstances

3.6 HEALTHCARE

- Contribute to the development of Hospice at Home
- Ensure patient comfort is maintained at all times
- To fulfil existing plan of care and document progress of patients
- To liaise with Hospice at Home Coordinator and/or patient's keyworker and any other relevant practitioner such as Out Of Hours GP/DN, funeral director etc on behalf of patients and their carers.

3.7 INFORMATION

- Responsible for accurate record keeping within the community notes and reporting to Hospice at Home Coordinator
- Ensure confidentiality and dignity is implemented at all times
- Contribute to the distribution of pertinent information for patients, carers and professional colleagues

3.8 MANAGEMENT OF RESOURCES

- Ensure any equipment loaned by Great Oaks is agreed and recorded
- Report equipment defects and need for further equipment to the Hospice at Home coordinator
- Practice within the constraints of budgetary limitations and available resources

3.9 PROTECTION OF SERVICE USERS PROPERTY

To act in accordance with the protocols outlined in Hospice at Home handbook and including:

- To act with due care when working within service user's home
- Respect service users property and possessions
- Conduct a risk assessment if home environment is felt to be unsafe and then seek permission from service user to make any changes

3.10 PERSONAL AND PEOPLE DEVELOPMENT

- Undertake mandatory/statutory training as provided by Great Oaks Dean Forest Hospice
- Responsible for developing own knowledge and skills, through appraisal and personal development plans
- Support others in their personal and professional development (others: - patients, relatives, carers, volunteers)
- Maintains own professional folder as evidence of training/courses etc
- Attend line management/team meetings in support of continuing professional development and resolution of personal reactions to the accumulative emotional nature of the job
- Undertake such duties not listed which are consistent with and pertinent to the role and grade

3.11 RESEARCH AND DEVELOPMENT

- Self monitor, evaluate and expand own professional practice in order to improve the standards of patient care

3.12 HEALTH, SAFETY AND SECURITY

- Implement the Health and Safety policies and procedures set out by Great Oaks Dean Forest Hospice
- Be aware of risk assessments already completed and contribute to the management of risks identified. Conduct (if essential) or highlight need for reassessment if situation changes
- Support others in maintaining Health, Safety and Security
- Abide by infection control standards and policies
- Be aware of the accumulative emotional effect on self and others inherent in the nature of working exclusively with those affected by End of Life Care needs and seek support for self when required.

4. PERSON SPECIFICATION	Essential	Desirable
Qualifications:	NVQ Level 2/3 or equivalent	Recognised experience in any of the following: - <ul style="list-style-type: none"> • Palliative Care • Care of the Elderly
Length and Nature of Experience:	Experience in palliative/End of Life Care within a community setting such as: <ul style="list-style-type: none"> • Hospice environment • Community nurse service • Community hospital Be able to work independently without direct supervision	Further experience in any of the following: <ul style="list-style-type: none"> • Elderly Care • Neurological care • Stroke Care • General Medical Care • Chronic Disease Management
Professional Knowledge:	<ul style="list-style-type: none"> • Awareness of Shared Care Record or its equivalent • Competent in personal care to very sick patients • Awareness of changes in condition and possible need for symptom control • Awareness of infection control issues • Knowledge of evidence based care • Clear and concise documentation skills 	<ul style="list-style-type: none"> • Multi-disciplinary Team working • Awareness of the GSF in End of Life Care
Managerial Knowledge:	<ul style="list-style-type: none"> • Ability to organise and prioritise workload • Ability to create solutions to changing needs 	<ul style="list-style-type: none"> • Recognising need for someone to take over a difficult situation and conveying that to most suitable person at that time
Personal skills and attributes:	<ul style="list-style-type: none"> • Good interpersonal skills • Effective team worker • Flexible, innovative and motivated • Sound nursing skills • Insight into the needs of the patient group • Holistic approach to care • Professional manner • Emotional maturity 	

5. COMMITMENT TO HEALTH AND SAFETY, CONFIDENTIALITY, EQUAL OPPORTUNITIES & IMPROVING WORKING LIVES

Health & Safety/Security

It is the duty of every employee to adhere to the organisation's Health & Safety Policy and work in such a way that accidents to themselves and to others are avoided. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to report an insecure environment as their place of work to their Line Manager or member of the Senior Management Team.

Confidentiality

In the course of every employee's duties, they may have access to confidential material about patients, members of staff or other organisational business.

- On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, who are concerned directly with the care, diagnosis and/or treatment of the patient.
- Similarly, information relating to staff records or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority.
- Breaches of confidentiality will result in disciplinary action.

If in any doubt whatsoever as to the authority of a person or body asking for information of this nature, seek advice from your Line Manager.

Equal Opportunities, Respect and Dignity at Work, 'Improving Working Lives'

Great Oaks Dean Forest Hospice is committed to equality of opportunity & diversity in the workplace; all managers and staff are responsible for ensuring that this is delivered in practice.

Great Oaks Dean Forest Hospice is equally committed to respect for other people and all managers and staff are expected to be clear of what is expected of them and for ensuring that they commit to this policy in their day to day working life. All staff is issued with the organisation's handbook for employees and volunteers that sets out its expectations.

Great Oaks Dean Forest Hospice will not tolerate any forms of bullying or harassment in the workplace.

Everyone has a personal responsibility for improving the working lives for self and colleagues.

6. APPRAISAL AND PERSONAL DEVELOPMENT

Great Oaks Dean Forest Hospice is committed to the continued learning and professional for all staff and has put in place an appraisal and development infrastructure.

7. REVIEW OF JOB DESCRIPTION

This job description outlines current duties and responsibilities; however it is subject to review and amendment in the light of developing or changing services and as part of the annual Individual Performance Review.