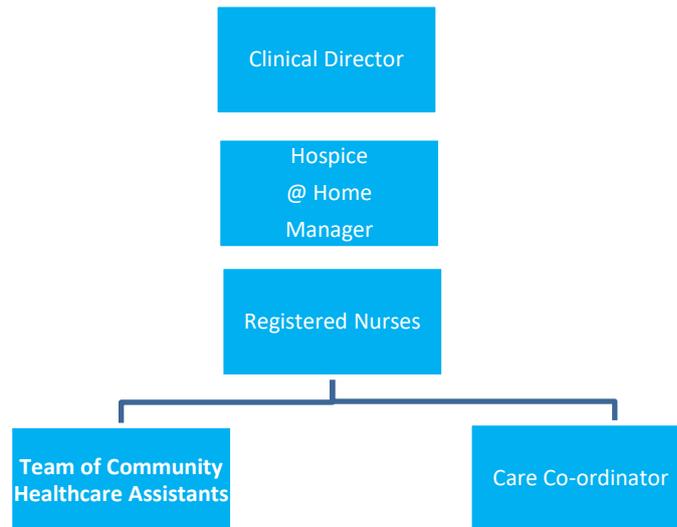


# Community HCA

**Job Title:** Community Health Care Assistant

**Reports to:**



## JOB PURPOSE

Undertake agreed aspects of care to patients living with life limiting illnesses in their own homes under the direction of a trained senior nurse.

## MAIN DUTIES

- Carry out personal care for patients as an essential part of their daily routine, assisting with activities of daily living, maximising independence and mobility, and ensuring privacy dignity and respect at all times.
- Contribute to the delivery of care and clinical activity in line with the agreed plan of care and appropriate Hospice policies and procedures.
- Appreciate that all our patients' situations are unique and respond and adapt to our patients as individuals, giving them time and treating them with kindness.
- Continually monitor changes in a patient's condition, reporting all physical, social, psychological and spiritual needs
- When needed, assist other clinicians and professionals in the best interests of our patients and their families.
- Seek help and support from other clinicians and initiate emergency action if required.

- Encourage the involvement of carers in the daily plan of care.
- Establish and maintain effective communication channels between patients, families and other healthcare professionals.
- Support the timely review and monitoring of patient care plans
- Maintain accurate, concise, relevant and up to date documentation.
- Provide support and show compassion to relatives/carers at times of anxiety, loss and distress.
- Administer/assist with medication in accordance with East Cheshire Hospice policies and procedures where you have undertaken relevant training and been assessed as competent.
- Carrying out various light domestic duties in patient's homes.
- Safeguarding all patients, families and carers and report any concerns as appropriate

**CORE BEHAVIOURS: To promote safe practice and promote the wellbeing of all our team members.**

- Treat patients, carers and colleagues with compassion and respect at all times.
- Assess and report risks where you have any concerns.
- Provide assistance and support to other team members during induction and orientation of new colleagues.
- Promote honest and open practice, reporting of complaints, incidents, significant events and near misses as soon as possible, participating in investigations.
- Use any equipment as you have been trained.
- As a Lone Worker, follow our policies and guidelines and take all reasonable steps to ensure your own safety and wellbeing at work.
- Support volunteers in their various roles and tasks.
- Act in a non-discriminatory manner.
- Act as a positive role model to the team and wider community.
- Undertaking any other duties whilst recognising your own limitations,
- Acknowledge the value of other roles which exist within the team.
- Attend mandatory training events and ensure professional knowledge is updated.
- Attend team meetings and participate in the development of team objectives and plans.
- Work flexibly to ensure a quality 24-hour patient centred health care service, is maintained.
- To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

## GENERAL:

### UNIFORM

- To wear an organisational uniform and lanyard which will be provided

### ASSISTANCE

- The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

### CONFIDENTIALITY

- You should be aware of the confidential nature of the care environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. The post holder must maintain confidentiality of information relating to patients, staff and other health service business always.

### DRIVING

- There is a shared pool car but this will not always be available. You are responsible for maintaining a driving licence and/ or means to travel freely within the Cheshire East and High Peak locality. You will maintain appropriate insurance that allows you to drive as part of your work (you must tell your insurers about your work based car use).

### DATA PROTECTION

- You are responsible for ensuring that the information the Hospice holds about patients, their families and carers, staff and volunteers, is used appropriately in line with the Data Protection Act 2018 and General Data Protection Regulations (GDPR)

### HEALTH AND SAFETY

- Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the organisation. You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to.

### CONFLICT OF INTEREST

- East Cheshire Hospice is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official

position for personal gain or to benefit their family or friends. Staff are not allowed to further their private interests in the course of their duties.

### SMOKING

- Staff employed by the Hospice and volunteers or others working within the Hospice but employed by another organisation will not be permitted to smoke whilst in the hospice building (including any building shop or premises used by the hospice) or in the gardens.
- Staff are permitted to use the designated shelter area provided in the form of the bicycle shelter during their unpaid lunch break but must ensure their uniforms are covered.
- Staff are expected to dispose of smokers' waste safely in the designated waste bin, under no circumstances must cigarette ends be disposed of on the ground.
- Staff and volunteers must not smoke in patients' homes, when using their own car, the pool car or whilst undertaking Hospice duties and carrying passengers. Repeated breaches of the policy should be dealt with using the disciplinary procedure.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list.

The post holder may from time to time be asked to undertake other reasonable duties including work within the Hospice or at other reasonable designated locations.

Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the grade and competencies of the post.

This job outline will be subject to review and may be amended in consultation with the post holder.

I agree that this Job Description is an accurate reflection of my current role and responsibilities.

Name: .....

Signature: .....

Date: .....

## **Person Specification – Community Health Care Assistant**

### **Essential Qualifications:**

- A Care Certificate or a willingness to work towards it.
- The willingness to carry out further training.

### **Desirable Qualities:**

- Level 2/3 qualification in Health Care
- The willingness to carry out further training.

### **Experience:**

- The experience of working within a health care environment.
- Knowledge and understanding of palliative care would be beneficial but not necessary – on the job training will be provided.

### **Skills and knowledge:**

- Able to organise own time
- Able to communicate with a wide variety of people.
- The ability and desire to work independently and within a team.
- Willing to demonstrate your flexibility to work unsociable hours.
- Demonstrating the ability to work in a safe and effective way by adhering to local and national guidelines and best practice.
- Basic IT skills.
- Basic numeracy skills.
- Commitment to providing person centred co-ordinated palliative care
- Excellent at decision making.
- The ability to work effectively in various emotionally and demanding situations.
- The ability to be flexible, reliable and adaptable.
- The ability to work autonomously in lone working situations.
- To have the knowledge and understanding of when and how to report concerns regarding patient care needs.

### **Other requirements:**

- Car driver owner with valid UK driver's license/ Ability to travel independently within our area with access to own transport at all times including unsociable hours.
- Full UK Comprehensive and business insurance