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| **1. Job details****Job Title: Health Care Assistant****Pay Band: HCA 3****Reports to: Sister / Lead-Nurse** |

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| **2. Job Purpose**The purpose of this role at East Cheshire Hospice, is to work under the direction of a registered nurse both independently, and as part of a team, to deliver high-quality end of life care to patients who have been admitted to our In-patient unit, or those living at home or in their normal place of residence requiring palliative care. |

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| **3. Duties****Clinical, objectives are:**To deliver a high-quality standard of nursing care in line with appropriate standards and guidelines. **Typical tasks will include:**To perform a range of care tasks in accordance with the ECH competency profile for this role. Please see examples below:* + To assist in the implementation and delivery of patient care such as toileting, washing, mouth care and dressing.
	+ To be competent in providing skin care dressings, following training as well as managing the dying phase.
	+ To facilitate medicines management processes, following thorough training and competency sign off, and adhering to Hospice processes.
	+ To communicate effectively with patients, relatives, and carers.
	+ To always maintain patient confidentiality.
	+ To ensure various patient’s rights and choices are adhered to, that care choices are followed, and privacy and dignity is maintained.
	+ To carry out various light domestic duties in patient’s homes.
	+ To report changes in a patient’s condition to a member of the Hospice Team/patient’s GP/ District Nurse
	+ To be always aware of the impact of bereavement and loss.
	+ To recognise nutritional and hydration needs of patients and support accordingly to ensure the provision of appropriate meals; acknowledging and assisting patients that require assistance with diet and fluids.
* To offer support to patients and their carers with information and signpost to other services where appropriate.
* To encourage patients and carers feedback and support with compliments and complaints.
* To work as a health care assistant in the Hospice’s In-Patient unit and Hospice@Home team as required.

**Safe Working, Objectives:**To be an effective, efficient member of the East Cheshire Hospice team, working safely in line with Hospice policies and procedures.**Typical tasks will include:*** To report punctually for duty and report any absence from work in a timely manner.
* To report any concerns of poor practice or malpractice to your Line Manager.
* To participate in agreed ‘off duty’ rotas, whilst working flexibly to provide a 24hr, 7 day per week service for patients as well as families.
* To work within your competency levels.
* To maintain and promote health and safety.
* To practice safely, in accordance with Hospice policies, procedures and guidelines including infection control procedures.
* To report incidents and participating in investigations.
* To ensure equipment is used safely, maintained and records are kept updated.
* To ensure the East Cheshire Hospice Safeguarding policy is adhered to by being committed to safeguarding the patients, staff and volunteers from harm, and upholds the responsibility as a member of staff, to ensure that any concerns are raised and acted upon immediately. Staff are expected to report concerns, participate in enquiries, and where appropriate develop a protection plan, reflecting on outcomes to develop further.
* To adhere to the Lone Workers policy and supporting colleagues.
* To support volunteers in their various roles and tasks.
* To report significant events and near misses.
* And to maintain accurate documentation.

**Continuous self-development, Objective:**To ensure knowledge, skills and competencies are kept up to date and relevant to the service.**Typical tasks will include:*** To complete annual mandatory training.
* To complete the training within your first year of employment.
* To complete the Induction and competency work booklet within 6 months of employment date.

**Hospice values, Objective:**Is to actively support the vision, philosophies and values of the Hospice.**Typical tasks will include:*** To promote the CARE Principles of the Hospice such as Compassion, Association, Resourcefulness, Excellence
* To act within a non-discriminatory manner.
* To always maintain confidentiality.
* To act as a positive role model to the team and wider community.
* And to undertake any other duties that are in keeping with the values of the Hospice that you have the skill and ability to carry out.

**Control of Infection** Prevention and management of infection is the responsibility of all members of staff and volunteers working at East Cheshire Hospice and forms an integral element of patient safety programmes. Where control of infection regimes are in force they are to be complied with at all times and staff are reminded of the importance of maintaining a high standard of personal and environmental hygiene and to follow local protocols. |

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|  | **Essential** | **Desirable** |
| **Education** | Level 2 Healthcare qualification or willingness to complete Care Certificate once in role. The willingness and ability to carry out further training and complete the Hospice’s competency assessment. | Level 3 healthcare qualification. |
| **Experience** | Previous experience in healthcare. | Knowledge and understanding of palliative care when nursing patients at end of life. Experience of working in a community setting or similar environment.  |
| **Skills and Knowledge** | Good communication, numeracy, and IT skills.The ability and desire to work independently and within a team. Willing to demonstrate your flexibility to work unsociable hours on an advanced rota.Be able to demonstrate commitment towards various quality and care standards.The ability to work effectively in various emotionally and demanding situations.The ability to use your own initiative. Ability to travel freely/ daily across the East Cheshire Hospice catchment area. | Basic IT skills.Basic numeracy skills.Knowledge and understanding of palliative care when nursing patients at end of life.  |

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| **We are inclusive**We believe that equality of opportunity and freedom from discrimination is a fundamental right for everyone, and that diversity within our organisation and our community is a strength to be valued, promoted, and developed.Being a part of and supporting such a diverse community, it is vital that our staff team represents the community in which we work. We welcome applications from people from all walks of life and backgrounds irrespective of people’s age, disability, sex, gender identity and gender expression, race or ethnicity, religion or belief, sexual orientation, or other personal circumstances.We understand that people perform better when they can be themselves and that by creating an environment that includes everyone, our staff will perform to their full potential.We do not discriminate against employees or job applicants and select the best person for each job based on relevant skills and experience.**Commitment to Sustainability**East Cheshire Hospice are committed to act responsibly, consider the wider implications of our actions, and strive to better our practices to minimise waste, energy and our carbon footprint whilst achieving the charity's service objectives and ensuring patient care is not adversely impacted. **Safeguarding Statement** At East Cheshire Hospice we are committed to creating and maintaining a safe and secure environment for all individuals. Safeguarding is a top priority for us, and we expect every staff member to share this responsibility and be aware of their role in protecting vulnerable individuals.  All employees must adhere to our safeguarding policies and procedures, which are designed to prevent harm, abuse, or neglect to individuals within our care and those who work for the organisation. We expect our staff to be vigilant, take immediate action when concerns arise, and report any safeguarding issues promptly to the designated Safeguarding lead. **Confidentiality** East Cheshire Hospice are committed to protecting the privacy and security of data. All ECH workforce must treat confidentiality and processing of data in accordance with UK GDPR and the Data Protection Act 2018.In the course of your duties, you will have access to confidential material about patients, members of staff or other hospice 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, as appropriate, who are concerned directly with the care, diagnosis and or/treatment of the patient.If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. |