

# Job Description



Job Title	IPU Health Care Assistant
Department	In Patient Unit
Hours	Various available, working across days and nights.
Responsible to	Registered Nurse
Responsible for	Not applicable

## About Us

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and north east Wiltshire. We bring care, comfort and confidence, around the clock, every day of the year.

Our aim is to provide excellent, personalised and compassionate care for everyone in our community who is affected by a life-limiting illness. We work in close partnership with other organisations – specifically with local health and social care professionals – as well as local people. Working within our community allows us to lead, provide and influence care so that anyone affected by a life-limiting illness has access to the best possible support when and wherever they need it.

## Our Vision, Mission, Strategic Priorities and Values

Our vision is a community where death is no longer a taboo and everyone lives and dies well.

Our mission is that we will work with and through others using our skills and expertise so that people have choice and support at the end of their life.

In order to make these a reality we have developed four strategic priorities which give direction to all that we do. Our values, guiding the work of the hospice focus on six areas. These apply to all who work on behalf of Prospect Hospice, including trustees.

- ✓ Secure the continuity of Prospect Hospice charity for our community for generations to come
- ✓ Take pride in being a great place to work and thrive
- ✓ Deliver bespoke specialist care that supports dignity and choice
- ✓ Use our expertise to educate and influence the delivery of excellence in end of life care



- ★ Authentic
- ★ Specialist
- ★ Person centred
- ★ Inclusive
- ★ Resilient
- ★ Excellent

## Our Team

Prospect Hospice's Inpatient Unit in Wroughton provides skilled and compassionate specialist care to patients with any life limiting illness. People come to the Inpatient Unit for a variety of reasons. This may be to control difficult symptoms such as pain or breathlessness, for emotional and family support or for end of life care.

## Main Purpose & Scope

A Health Care Assistant on the In-patient Unit is required to assist in the provision of holistic care to patients and their families. By working closely with and supporting the trained nursing staff to identify individual needs and tailor care accordingly.

**There is also a requirement to work shifts in the community and work flexibly across both teams as needed.**

## Key Accountabilities and areas of responsibility

Responsibilities will include but will not be restricted to:

- To assist trained nursing staff in meeting the holistic care needs of patients on the In-patient Unit.
- To be able to provide care in accordance with an agreed Plan of Care and report back to the relevant nurse of any alterations.
- To uphold and adhere to the Hospice Mission Statement
- To uphold and adhere to Hospice policies and procedures related to patient care
- To report any changes in a patient's condition.
- To communicate in a form that is understandable to patients and their carers.
- To assist in the support of family and friends visiting in-patients.
- To assist in the support of newly bereaved families.
- To maintain an atmosphere of warmth and welcome for the patients and relatives, and ensure opportunities for them to discuss any anxieties.
- To support patients making choices or decisions regarding their care where appropriate.
- To contribute to a team approach to patient care with nursing colleagues, medical staff and the wider multi-disciplinary team.
- To assist trained staff undertake clinical procedures.
- To clearly record all care.
- To have the ability, knowledge and skills required for the safe moving and handling of patients.
- To assist in the arrangement of discharges from the In-patient Unit.
- To ensure the safe handling of patients property and valuables.
- To reflect upon practice in order to identify learning needs and to develop own knowledge and skills.
- To participate in education, research and audit activities being undertaken by the nursing team.
- To attend relevant mandatory training.
- To maintain own knowledge and skill level through personal development, including appropriate training.
- To develop good working relationships with volunteers.
- To monitor stock levels and ensure re-ordering takes place as required.
- To assist and guide new volunteers.
- To maintain confidentiality at all times.
- To maintain up-to-date patient records.

- To ensure that all significant events (including equipment defects and incidents) are reported to the nurse in-charge.
- To report any complaints from patients, their relatives or others acting on their behalf, and to assist with investigation of complaints.
- To assist in maintaining a safe, clean and tidy environment for patients, visitors, volunteers and other members of staff.
- To assist in the ordering of equipment including completing and faxing forms.
- To carry out administrative tasks including photocopying, faxing, filing, and arranging appointments where required.

### Key Contacts

- Patients and their visitors
- Multi Disciplinary Team
- Prospect Support Services
- IPU Volunteers

### Equality, Diversity and Inclusion

We are committed to creating a truly equal and inclusive workplace, and we value diversity of thought, ability and individuality. Ours is a learning culture. We know that we can only retain our position at the forefront of excellence in end of life care by learning, reflecting and innovating, and we expect all our people to pursue continuous professional development.

This applies to both service delivery and to our own people practices. You will be willing and able to demonstrate commitment to our equality, diversity and inclusion policy and practices at all times.

### Safeguarding

It is the responsibility of the post holder to ensure up-to-date knowledge of and to follow the legislation and guidance regarding Safeguarding Adults and Children as stated in the Hospice Safeguarding Policy. This applies to all staff and all staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

### Health and Safety

Under the provisions of the Health and Safety at Work Act 1974, it is the duty of every employee to:

- To take reasonable care of themselves and others at work
- To co-operate with the Prospect as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided, including personal protective equipment, for health and safety or welfare at work.

### Infection Prevention and Control

All staff must fully comply with all infection prevention and control policies as relevant to their role. All managers must ensure that staff are aware of and have access to this guidance.

## Person Specification

Criteria Category	Requirements	Essential (E) Desirable (D)
Education and Qualifications	NVQ Level 2 in care or willingness to undertake.	E
	Good standard of education in maths and English.	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Experience and Knowledge	Able to demonstrate an understanding of the importance of boundaries in relationships with patients and their families.	E
	Able to demonstrate an understanding of the importance of developing ways to sustain coping, including use of support and supervision to maintain personal resilience.	E
	Understanding and experience of the role of the Health Care Assistant.	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Skills	Good communication skills.	E
	Able to plan and manage own workload and activities.	E
	Commitment to developing skills and knowledge of the care of the dying person and family.	D
	Good awareness of own limitations, and able to recognise the need for onward referral.	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Personal Qualities	Commitment to and ability to demonstrate Prospect Hospice values and behaviours at all times.	E
	Have a track record of working inclusively and a genuine appreciation of the value of diversity.	E
	Able to maintain the highest professional standards at all times, and act as a true ambassador for the Hospice and encourage others to do the same.	E

## Scope of Job Description

This job description is a guide to the work you will be required to undertake. It is not an exhaustive list of the duties but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the post holder.

*This job description does not form part of your Contract of Employment*