

Job Description

Job Title	Prospect@Home Healthcare Assistant
Department	Prospect@Home
Hours	Full time and part time available - over 7 days (nights and days)
Responsible to	Prospect@Home Team Leader
Responsible for	n/a

About Us

Since 1980, Prospect Hospice has provided dedicated end-of-life care service for people living in Swindon, Marlborough and northeast 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

Our Team

The prime purpose is the delivery of the 24-hour Prospect@Home (P@H) Service and carry out home visits that will enable patients with life limiting illnesses to be cared for at home, and to die at home if that is their preference.



Main Purpose & Scope

The Healthcare Assistant is responsible for providing planned and urgently required practical personal care and emotional support for patients and their families or carers in their own homes. There will be a need for flexibility with regards to hours of work in order to deliver an effective and responsive service.

The prime purpose is to carry out delegated clinical and therapeutic tasks as required.

The Healthcare Assistant receives key delegated tasks from the Prospect@Home Team Leader, delivering planned care in the patients' home. You will have a flexible approach to work requirements in order to meet the needs of patients and their carers in their own homes. This will mean that there will be some flexibility between day, evening and night visits.

You must hold a current driving licence and be prepared to travel throughout the defined catchment area. Healthcare Assistants occupying this role are designated lone workers.

There is also a requirement to work shifts on our inpatient unit and work flexibly across both teams as needed.

Key Accountabilities and areas of responsibility

- To provide high standards of care to the patient and family following an agreed nursing care plan, including practical care and emotional support.
- There will be a requirement to respond in a timely way to meet patients rapidly changing needs as they move to the end of their life.
- To act as a listener for patients and carers and enable them to say what is important to them.
- To communicate sensitive information in a form that is understandable to patients and their carers.
- To care for patients following death and support newly bereaved families.
- To respect patient autonomy, beliefs and values, and maintain patient confidentiality and dignity.
- To apply knowledge and understanding of patients' individual needs in a non-judgmental and caring way.
- To work closely with the Prospect@Home Team Leader and other key staff, including Prospect Nurse Specialists and District Nurses to contribute to the provision of continuity and coordinated, planned care.
- To recognise difficult or unexpected situations that require additional or qualified assistance, know who and how to contact in an emergency.
- To assist patients with prescribed oral medication where the patient is self-administering their medicines.
- To clearly record all care.
- To have the ability, knowledge and skills required for the safe moving and handling of patients.
- To work safely in the patients' home and respect the property of the patient and their carer(s) at all times.
- To report any accidents or incidents that might happen to the patient, relative or yourself during a course of duty, in accordance with Prospect Hospice Policy.
- To undertake additional delegated tasks as required.



Clinical Governance

- To reflect upon practice in order to identify own learning needs and develop knowledge and skills.
- To participate in education, research and audit activities being undertaken by the Prospect@Home Team.
- To complete and adhere to the Prospect@Home Health Care Assistant Competency Framework.
- To work within the ASPIRE values.
- To attend relevant mandatory training.
- To regularly attend and participate in supervision and support meetings.

Key Contacts

- Suppliers / agencies and other bodies, commercial and non-commercial, relevant to the role and purpose of the post.
- P@H Care Co-ordinator
- P@H Team Leader
- Clinical Administration Team

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 are expected to comply with infection prevention and control policies and for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. Whether you are in a clinical or non-clinical role you are expected to comply with current infection control policies and procedures and to report any concerns or issues to your line manager. All staff undertaking patient care activities must attend infection control training and updates as required by the hospice.



Person Specification

Criteria Category	Requirements	Essential (E) Desirable (D)
Education and Qualifications	NVQ Level 2 in Care	E
	Care Certificate	E
	NVQ Level 3 in Care	D
	Post holders must hold a driving license and have access to a car and be prepared to travel throughout the defined catchment area.	E

Criteria Category	Requirements	Essential (E) Desirable (D)
Experience and Knowledge	Minimum of 2 years recent relevant Health Care Assistant or Nursing Auxiliary experience	E
	Understanding of the role of the Health Care Assistant.	E
	Able to work independently in the patient's own home.	E
	Good awareness of own limitations, and able to recognize the need to ask for assistance and for onward referral.	E
	Able to demonstrate an understanding of the importance of boundaries in relationships with patients and their families.	E
	Ability to work unsupervised but also a team player.	E
	Able to demonstrate an understanding of the importance of developing ways to sustain own coping, including use of support and supervision.	E
	Palliative care experience	D

Criteria Category	Requirements	Essential (E) Desirable (D)
Skills	Good verbal and written communication skills.	E
	Commitment to developing skills and knowledge of the care of the dying person and family.	E
	Shows empathy and presents a calm, courteous and compassionate manner.	E
	Good IT skills	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
	To be authentic, open honest and transparent	E
	Flexible shift patterns to include night shifts and weekends.	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

