

Job Description/ Person Specification

Job Title:	Senior Healthcare Assistant - Community Team
Department:	Clinical - H@H / CHC
Reports to:	Community Services Manager
Location:	Garden House Hospice, Gillison Close, Letchworth, SG6 1QU and externally in the community
Hours Per Week:	Up to 37.5
Band:	3

Job Summary

To participate in the delivery of a high standard of holistic care to patients in their homes. To offer support to patients and their families and work within the care plan while supporting the Primary Care Team and key worker.

Main Duties and Responsibilities

Clinical Responsibilities

- Assist the patient in all aspects of personal care, following the individualised care plans prescribed, maintaining privacy and dignity
- Promote open and sensitive dialogue in order to support the patient and family
- Communicate and liaise with the GHHC community Registered Nursing Team and Key Worker, reporting any change in the patient's condition or concerns
- Practice within Garden House Hospice policies and procedures, for the care of patients in their own homes
- Maintain accurate nursing records and data and ensure the continuity of care through verbal, written and electronic handover to a Registered Nurse, other team members and members of the multi professional team, where appropriate.
- Undertake other duties commensurate with qualifications and experience, which may include working in other areas of the Hospice
- Participate in the audit processes
- Assist in maintaining a safe clinical environment
- Ensure that resources are used appropriately and effectively and that all supplies are used safely and economically.
- Comply with the lone worker policy at all times

Education and Audit

- Maintain and improve own competence and skills by attending the Hospice education programme, or external courses as appropriate and as agreed with line manager
- Attend and take part in reflective supervision sessions.
- Take part in annual appraisals, six monthly reviews and regular one to one meetings with allocated supervisor.
- Develop competency in designated clinical skills.
- Attend mandatory training annually and undertake e-learning as required

Confidentiality

- The contractual relationship between the Hospice and its employees is founded on trust.
- Employees will treat as confidential all information regarding the business of the Hospice, suppliers, employees, consultants, patients, families and volunteers.

Health & Safety

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees, patients, visitors, volunteers and the general public.
- All employees are required to adhere to the Fire Safety Policies and Procedures.
- Employees must ensure relevant risk assessments are completed as and when required.
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practices, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual. This includes Infection Prevention and Control, Adult Hospice Policies and Safe Practice Guidance.
- The Hospice operates a no-smoking policy.

Purpose & Core Values

- All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken.
- The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients.
- The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

General

- To always comply with the Hospice Information security policy and in particular, the confidentiality of electronically stored personal data in line with the Data Protection Act.

- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- All appointments are subject to pre-employment health screening, DBS and Right to Work checks.
- All employees are expected to comply with Garden House Hospice Care's systems, guidelines, policies and procedures.

Person Specification

Criteria	Essential	Desirable
Qualification	Good standard of general education	Level 2 or 3 Qualification in Adult Health & Social Care including the Care Certificate or working towards this
Knowledge/ Experience	Previous experience of providing personal care, preferably in a health care setting Awareness of the physical and emotional needs of patients living with a life-limiting illness and those of relatives and carers	
Skills & Abilities	Able to work flexibly to meet shift patterns Good verbal, non-verbal and written communication skills Computer skills with the ability to use electronic patient record systems Registered car driver with a UK licence, access to a car and insurance coverage for business use.	
Personal Qualities	Caring, positive and sensitive approach Ability to work in a team	