

**Queenscourt Hospice  
Role Description**

<b>Post:</b>	Bank Healthcare Assistant (Connect)
<b>Reportable to:</b>	Sister / Clinical Services Manager
<b>Accountable to:</b>	Director of Nursing Services

**Role summary:**

The post holder will be responsible for delivering a range of patient care duties with direct supervision from qualified staff as well as assisting qualified staff in providing high quality standards of palliative care for patients and their relatives. The post will be based within our Inpatient Unit and involves internal rotation to nights. However on occasion when required, it may involve some work across other clinical areas in Queenscourt.

**Main Duties and responsibilities**

1. Assist with patients' personal care and all aspects of daily living
2. Observe patients' general condition in line with care plan either face to face or via planned telephone appointments
3. Provide support to patients, families, colleagues and volunteers either face to face or via planned telephone appointments.
4. Participate in the delivery of Carer's Programme, either face to face or via virtual platform.
5. Participate in delivery of relaxation for breathlessness management Programme either face to face or virtually.
6. Take clinical observations, apply simple dressings, assist qualified staff with clinical procedures as indicated.
7. Assist with out-patient clinics as required.
8. Work with volunteers in the provision of care as required
9. Undertake some clerical and housekeeping duties
10. On occasion when required, accompany transfer home of patients
11. Perform venepuncture (training will be given)
12. Plan and host zoom activities as planned.
13. Assist in the delivery of Connect monthly newsletter.
14. Provide group relaxation either face to face or via virtual platform
15. Assist in environment and infection control audit.

**Policies and Procedures**

16. Understand and comply with the policies and practices of Queenscourt
17. To participate in an annual development and review process
18. To attend statutory training in accordance with Queenscourt requirements.

### **Health and Safety**

19. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

### **Other**

20. Maintain absolute confidentiality in all areas of work
21. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity
22. Any other duties commensurate with the grade and post.

### **NOTE:**

**This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.**

**Person Specification – Bank Healthcare Assistant (Connect)**

<b>Attributes Required (based on job requirements)</b>	<b>Essential</b>	<b>Desirable</b>	<b>How tested</b>
<b><u>Qualifications</u></b>	<ul style="list-style-type: none"> <li>NVQ Level 3 in Care or OU K260 or equivalent.</li> <li>Minimum of Level 2 qualification in Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>ECDL</li> <li>Communication skills training</li> </ul>	Application Form Certificates
<b><u>Experience</u></b>	<ul style="list-style-type: none"> <li>Experience of caring for palliative care patients or patients at end of life</li> <li>Ability to communicate sensitively and with empathy</li> <li>Ability to work independently and as part of a team</li> <li>Experience of using I.T. on a daily/weekly basis as part of your routine job tasks</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in variety of palliative care settings</li> <li>Experience of working with volunteers</li> <li>Experience of using a database/patient database e.g. SystemOne</li> </ul>	Application Form Interview References
<b><u>Skills &amp; knowledge</u></b>	<ul style="list-style-type: none"> <li>Competent IT skills with particular using all aspects of Microsoft Office</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the Hospice movement</li> </ul>	Application Form Interview References Test
<b><u>Personal Qualities</u></b>	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers.		References Interview

<b><u>Disclosure and Barring Service (DBS)</u></b>	This post is subject to a disclosure and barring check
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