

**Queenscourt Hospice
Role Description**

Post:	Healthcare Assistant (Inpatient)
Reportable to:	Sister / Specialist Clinical Lead Nurse
Accountable to:	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. Take clinical observations, apply simple dressings, assist qualified staff with clinical procedures as indicated, perform venepuncture if required and have completed training
5. Assist with out-patient clinics as required. Perform clinical tasks as mentioned above
6. Work with volunteers in the provision of care as required
7. Undertake some clerical and housekeeping duties
8. On occasion when required, accompany transfer home of patients
9. Perform venepuncture (training will be given)

Policies and Procedures

10. Understand and comply with the policies and practices of Queenscourt
11. To participate in an annual development and review process
12. To attend statutory training in accordance with Queenscourt requirements.

Health and Safety

13. 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

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

NOTE: Within this role, there will be a requirement for social contact with patients and/ or patient families

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 – Healthcare Assistant (Inpatient Unit)

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> NVQ Level 3 in Care or OU K260 or equivalent. Minimum of Level 2 qualification in Maths and English 	<ul style="list-style-type: none"> ECDL Communication skills training 	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> Experience of caring for palliative care patients or patients at end of life Ability to communicate sensitively and with empathy Ability to work independently and as part of a team Experience of using I.T. on a daily/weekly basis as part of your job tasks 	<ul style="list-style-type: none"> Experience of working in variety of palliative care settings Experience of working with volunteers Experience of using a database/patient database e.g. SystemOne 	Application Form Interview References
<u>Skills & knowledge</u>	<ul style="list-style-type: none"> Competent IT skills with particular using all aspects of Microsoft Office 	<ul style="list-style-type: none"> Knowledge of the Hospice movement 	Application Form Interview References Test
<u>Personal Qualities</u>	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
<u>Disclosure and Barring Service (DBS)</u>	This post is subject to a disclosure and barring check		