

Queenscourt Hospice Role Description

Post:	Healthcare Assistant (Queenscourt at Home)
Reportable to:	Specialist Clinical Lead Nurse /Queenscourt at Home nurses
Accountable to:	Director of Nursing Services
Grade:	Clinical Band 3

Role Summary:

The post holder will be responsible for delivering a range of patient care duties with or without direct supervision from Queenscourt at Home nursing staff as well as communication with nursing staff in providing high quality standards of palliative care for patients and their relatives. The post involves operating as a lone worker caring for patients and patient's relatives in their own homes. Previous experience working in the community is essential.

Main Duties and responsibilities

1. Assist with patients' personal care and document care needs.
2. Observe patients' general condition in line with Queenscourts Palliative Care outcomes.
3. Provide support to patients, families and colleagues.
4. Assess patients and their situation regularly and on an individual basis.
5. Undertake Carers Assessment where appropriate.
6. Ensure contemporaneous, concise and factual documentation of care shifts and assessments.
7. Communicate with all parties as needed in relation to the patient and /or family needs
8. Undertake light housekeeping duties as agreed.
9. Provide, update and maintain a flexible working pattern to suit the needs of the patient/family and service needs.

Policies and Procedures

7. Understand and comply with the policies and practices of Queenscourt.
8. To participate in an annual development and review process.
9. Attend statutory and mandatory training in accordance with Queenscourt requirements.

Health and Safety

10. 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 Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

Other

11. Maintain absolute confidentiality in all areas of work.
12. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and Queenscourt.

13. Make a positive contribution to the organisation and champion the values and mission of Queenscourt Hospice through all aspects of your work.
14. Any other duties commensurate with the grade and post.

NOTE:

This document does not attempt to describe all the tasks to be performed, but indicates the degree of authority, responsibility and discretion required. It will be open to periodic review and as a result, alterations and additions may be made.

Person Specification – Healthcare Assistant (Queenscourt at Home)

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	- NVQ Level 3 in Care or OU K260 or equivalent qualification and/or experience - Minimum of Level 2 qualification in Maths and English	- ECDL - Communication skills training - Care Certificate	Application Form Certificates
<u>Experience</u>	- Community experience of caring for palliative care patients at end of life - Ability to communicate sensitively and with empathy - Ability to work independently and as part of a team - Full driving licence and access to car	- Experience of working in variety of palliative care settings - Experience of using a patient database eg. SystemOne	Application Form Interview References
<u>Skills & knowledge</u>	- Competent IT skills with all aspects of Microsoft Office - Good communication skills		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.		References Interview
<u>Disclosure and Barring Service (DBS)</u>	This post is subject to a disclosure and barring check		