



Les Bourgs Hospice – Job Description

Job Title: Senior Healthcare Assistant

Pay Point: 11-15

Responsible to: Clinical Lead/Ward Manager

Accountable to: Care Manager

JOB PURPOSE:

To work as part of the multi-disciplinary team in providing a high standard of specialist palliative care to patients and their families. Under the supervision of the Clinical Lead / Nurse in charge on the shift, the Post Holder is involved with the provision and planning of patient care and overseeing junior members of staff. The post holder will participate in internal rotation.

DIMENSIONS:

To maintain agreed standards of care and to take an active part in clinical audits in order to improve nursing practice. To work primarily within the in-patient unit and within Day Hospice Services and to actively participate in the induction of new staff.

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL:

Experience in a care environment, preferably with evidence of palliative care experience. An NVQ level 3 (or equivalent) or willingness to work towards is essential.

Pay Point 11 -12 require that an NVQ level 3 has been commenced and at least one unit has been completed.

Pay points 13 – 15 requires an NVQ level 3 (or equivalent) and evidence of professional development if more than three years since completion of NVQ.

All Senior HCAs must complete an NVQ unit in End of Life Care.

DUTIES AND RESPONSIBILITIES

1. Be aware of the palliative care approach and its significance in informing an appropriate communication process.
2. Maintain professionalism at all times, adhering to all policies and protocols, demonstrating a commitment to clinical governance.
3. Be competent in care planning, assessment and undertaking physiological observations.
4. Contribute to multi-professional working and adhere to the guidelines and protocols.
5. Work with the team to meet agreed standards and objectives in order to deliver physical, emotional, social and spiritual support to the patients and carers. Contributing to audit as needed.
6. Lead junior members of staff in delivering care in a style appropriate to the patient's individual needs. Assessing and planning care accordingly.
7. Communicate effectively with patients and their families. Recognising the need to be flexible and be mindful of using appropriate communication techniques.
8. Contribute to the team by developing skills through deputising in link nurse roles.
9. Be respectful and non-judgemental in all dealings with patients and their families.
10. Document changes in the condition of patients. Ensuring the nurse in charge is informed.
11. Report and document any accidents or incidents on the unit.
12. Take the lead in restocking cupboards and shelves, keeping the ward clean, tidy and hazard free.
13. Maintain confidentiality and be aware of when it is appropriate to disclose information.
14. Understand and use the principles underpinning the risk assessment process.
15. Contribute to maintaining the health and safety requirements of the unit.
16. Understand the patient call system
17. Commit to undertaking and completing all statutory training requirements.
18. Have awareness of the importance of accurate record keeping and demonstrate this in all documentation.
19. Understand and only undertake activities that you are trained and competent to perform.
20. Have a good awareness of symptoms and conditions affecting the patient's well-being.

21. Understand the requirements for reporting on care and actively ensure care plans are reviewed and updated.
22. Know how to access journal and library resources and provide general information to patients, carers and other professionals.
23. Know when to refer to another member of the team.
24. Able to answer telephone and taking and giving telephone messages as required.
25. Support volunteers working within the Hospice.
26. Participate in further training to maintain a commitment to professional development.
27. Contribute to the team development, including the induction of new staff,
28. Actively participate in ward meetings and ensure that accurate information is fed back to the appropriate members of the multi-disciplinary team.
29. Participate in an annual staff appraisal or as appropriate. To recognise specific needs and areas of personal development. All staff are required to undertake the Awareness of Bereavement Course (or equivalent)
30. Be actively involved in staff induction and act as a role model to junior members of staff.
31. Be aware of Fire Regulations.
32. Take on extended skills within their role. For example: physiological observations, wound care, link nurse roles, Assessing, planning and evaluating care. NVQ assessor, Ergo Coach.

COMMUNICATION AND WORKING RELATIONSHIPS:

The Post Holder will have the most frequent contact with:

- 1 Patients, their relatives/carers.
- 2 All staff and volunteers.
- 3 The Community Team, other professionals and external agencies.
- 4 Students on Clinical Placements.

EDUCATION AND DEVELOPMENT

All senior healthcare Assistants must complete an NVQ level 3 (or equivalent) to maintain their post. All staff are expected to engage in professional development and keep a record of their progress. All staff must participate in in house training as required by the Ward Manager and Practice Development Lead.

GENERAL:

It is the practice of Les Bourgs Hospice to periodically examine every employee's Job Description, and to update this description to ensure that it relates to the job that is being performed, and/or to incorporate whatever changes are being proposed. This procedure will be conducted jointly by the hospice management in consultation with the Post Holder, who is directly responsible to the Ward manager. The Post Holder will, therefore, be expected to participate fully in such discussions. It is the aim of Les Bourgs Hospice to reach agreement to reasonable changes, but if agreement is not possible, the Management reserves the right to insist on changes to this Job Description after consultation with the Post Holder.

Changes may need to be made due to national guidance on skills and competencies within Specialist Palliative Care.



Person Specification

Pay Spine AfC points 11-15

Department: In patient unit

Qualifications and training		
Essential	<ul style="list-style-type: none"> Past experience NVQ level 3 or equivalent (i.e. Diligent Ergo Coach, Nursing qualification) Evidence of professional development NVQ unit in End of Life Care or equivalent <p>Progression to points 12-15</p> <ul style="list-style-type: none"> Evidence of agreed learning criteria identified at IPR or at interview 	Application form & Interview
Work Background and experience		
Essential	<ul style="list-style-type: none"> Relevant Palliative care experience 	Application form & Interview
Particular Skills and Aptitudes		
Essential	<ul style="list-style-type: none"> Evidence of good communication skills, both written and verbal Good interpersonal skills Willingness to develop leadership skills Willingness to participate in IPR and agree a development plan Willingness to develop specialist knowledge through link roles and participation in audit. 	Application form & Interview
Personal Qualities and other requirements		
Essential	<ul style="list-style-type: none"> Understanding of hospice philosophy and the structure and nature of specialist palliative care services Awareness of the concept of clinical supervision and reflective practice Ability to work well within the multidisciplinary team Flexibility for rotational shift work. 	Application form & Interview

PAY POINT	TITLE	REQUIREMENTS FOR ROLE	REQUIREMENTS FOR MOVING THROUGH GATEWAY / PAY BAND
7-8	HEALTH CARE ASSISTANT (PROBATION)	NEW TO HEALTHCARE	CARE CERTIFICATE (MUST BE COMPLETED IN 6 MONTHS)
GATEWAY			
9-10	HEALTH CARE ASSISTANT	CARE CERTIFICATE OR NVQ 2 OR EVIDENCE OF PRIOR EXPERIENCE AND WILLINGNESS TO UNDERTAKE FURTHER TRAINING	COMMENCEMENT OF NVQ LEVEL 3 OR EQUIVALENT. COMPLETION OF AT LEAST ONE UNIT.
GATEWAY			
11-12	SENIOR HEALTH CARE ASSISTANT	COMPLETION OF AT LEAST ONE UNIT OF NVQ LEVEL 3 AND COMMENCEMENT OF FULL AWARD. MUST INCLUDE AT LEAST ONE UNIT IN END OF LIFE. OTHER SKILLS I.E ERGO COACH, LEADERSHIP QUALIFICATION ETC	COMPLETION OF NVQ LEVEL 3 OR EQUIVALENT. EVIDENCE OF EXTENDED LEARNING TO BE AGREED AT IPR
GATEWAY			
13-15	SENIOR HEALTH CARE ASSISTANT/ TRAINEE NURSING ASSOCIATE	PAST EXPERIENCE IN A PALLIATIVE CARE ENVIRONMENT. NVQ LEVEL 3 ALONG WITH A WILLINGNESS TO UNDERTAKE FURTHER NVQ STUDY.	COMPLETION OF NURSING ASSOCIATE DEGREE AND REGISTRATION ON NMC REGISTER
GATEWAY			
16-17	NURSING ASSOCIATE	ON NMC NURSING ASSOCIATE REGISTER	

NB: STAFF WILL AUTOMATICALLY GO UP A PAY POINT ANNUALLY UNTIL THEY REACH A GATEWAY. EVIDENCE OF MEETING THE NECESSARY CRITERIA IS REQUIRED TO PROGRESS THROUGH THE GATEWAYS AND BANDS.