

**Job Description**

**Job Title:** Senior Health Care Assistant (Community)

**Spinal Point Range:** 5,6,7

(Plus, unsocial hours payments – see below)

**Hours:** 37.5 hours per week

**Department:** Community Services

**Location:** St Michael's Hospice, Bartestree

**Reports to:** Senior Community Registered Nurse

**Job Purpose:** To deliver individualised, holistic palliative nursing care to patients and their families in their own homes to enhance their quality of life.

**Care Provision**

- To provide individualised care to the patient and family members under the delegated direction of registered nurses, following care plans and risk assessment.
- Following appropriate training to undertake a range of clinical care interventions e.g. stoma care.
- To develop and utilise skills in decision-making to enhance patient care, working in an autonomous environment.
- Contribute to clinical and health and safety risk assessments.
- Using discretion and judgement in emergency situation.
- To escalate changes in condition of patients/relatives to the hub senior nurse.
- Provide emotional/psychological support to the patient and their family, identifying referrals to the wider hospice services.
- Ensure patients privacy and dignity are maintained at all times.
- Provide final care for the deceased patient and verification of expected death (being the extension of GPs arm)
- Understand the complications/harm e.g. falls, pressure sores that can be caused by patient immobility and contribute to the prevention of such complications.
- To provide medication management level one.
- Induction of new members, sharing knowledge and skills.

**Communication**

- To create and promote a positive image for the organisation.
- Communicate in a professional and effective manner with internal and external health care professionals, patients, relatives and carers.

- Recognise own limitations when offering emotional support.
- Maintain patient confidentiality at all times.
- To be a team player, following guidelines and policies.
- To keep accurate records of the care provided.

### **Health and Safety**

- Act at all times to promote the safety and wellbeing of patients, relatives and carers.
- Be aware of patients that are at risk e.g. of falling and ways to prevent falls.
- Contribute to health and safety risk assessments and actions as required.
- Follow the incident reporting process.

### **Education**

- Attend mandatory training and service training opportunities.
- Develop and maintain own knowledge and skills in palliative care.
- To undertake an appraisal and personal development review annually.
- Act as a role model to new staff members.

## **Person Specification**

### **1) Specialist Knowledge and Experience**

#### **Essential**

- Experience of delivering hands on care for people requiring palliative care
- NVQ Level 3 in care or equivalent
- Experience of dealing with challenging situations
- Basic IT skills
- In possession of a full UK driving licence, be over 21 and have held a full licence for 12 months

#### **Desirable**

- Care Certificate
- Previous experience of providing care in the community

### **2) Skills and Behaviours**

**Team Working:** Fits in with the team. Develops effective and supportive relationships with colleagues. Is considerate towards them and creates a sense of team spirit.

**Patient Focus:** Puts the patient first, works hard to meet their needs and look after their interests.

**Relating to others:** Quickly builds rapport and easily establishes relationships. Relates well to different types of people, listens and gets on with them.

**Planning and organising:** Organises own time effectively. Prioritises work load.

**Communication:** Speaks clearly, fluently and demonstrates active listening.

**Reliability:** Follows direction from supervisors and respect policies and procedures. Show commitment to the organisation and task completion.

**Resilient:** Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective.

### 3) Special Conditions

- This post is conditional to an enhanced Disclosure and Barring Service Check.
- Requirement to work evenings, weekends and nights.
- Must be prepared to travel throughout county.
- Must hold a full clean driving licence
- Unsocial hours payments:
  - Saturdays Payment at basic salary + 33.33%
  - Sundays Payment at basic salary + 66.66%
  - Bank Holidays Payment at basic salary + 66.66%
  - Nights Payment at basic salary + 33.33%

### Our values

***“What matters to you is what’s important to us”***

To ensure we deliver upon this every day, we empower people to work collaboratively to reach the **best possible decisions**, realise them in the **best possible way** and at the **best possible time**.

We value:

- Knowledge, judgment, and kindness in reaching the **best possible decisions**,
- courage, integrity, and passion in realising those decisions in the **best possible way**, and
- honesty, empathy, and determination in doing so at the **best possible time**.

Living our values influences **the way we behave**. The way we behave informs **the way we do things**. The way we do things is **the St Michael’s way**.

### Equal Opportunities Statement

At St Michael’s Hospice we are committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with St Michael’s, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.

November 2024