

JOB DESCRIPTION:
REPORTS TO:
ACCOUNTABLE TO:
BASED AT:

COMMUNITY HEALTHCARE ASSISTANT
COMMUNITY HCA TEAM LEADER
DIRECTOR OF PATIENT SERVICES
ST ELIZABETH HOSPICE



JOB SUMMARY

To provide care to patients at the end of life or to assist patients to be discharged or remain at home. To be adaptable and work flexibly and be able to assess and respond to situations calmly.

CLINICAL RESPONSIBILITIES

To carry out agreed tasks involving direct patient care and activities within patients' homes, (IPU and Day Care as required) working within the level of training and competence.

- To assist in physical care involving hygiene, elimination, eating and drinking, mobilisation, rest, sleep and comfort needs.
- To assist in meeting the patient's and his/her family's spiritual and psychological needs, recognising and respecting religious and cultural beliefs.
- To respect the patients' need for social interaction or solitude, recognising the importance of work and recreation.
- To assist in providing support and comfort for the dying patient and his/her family.
- To assist in effective verbal and written communication between patients, families and professionals working in the community and hospice.
- To maintain accurate records of patient care.
- To administer certain prescribed oral medication where the patient is unable to self-administer and in the absence of a capable non-employed carer and complying with policies, if appropriate and only after passing competency training.
- To perform certain clinical tasks, if appropriate and after passing competencies and training.
- To refer to additional hospice services or/and District Nurse or Family Support Worker any symptoms, concerns for either the patient or family and changes or deterioration of the patient's condition.

PERSONNEL RESPONSIBILITIES

- To recognise indications of staff stress and seek help, as appropriate.
- To take on a mentor role to new staff as requested.
- To attend staff meetings and supervision sessions, as required.
- To recognise the value of volunteer contribution and play an active part in their support & development where appropriate.

EDUCATIONAL RESPONSIBILITIES

- To complete Hospice Competencies and to take advantage of training and study opportunities when possible.
- To participate in education programmes as required.

PERSONAL DEVELOPMENT

- To identify with the Community HCA Team Leader a personal development plan in line with Hospice objectives and personal need.

ORGANISATIONAL

- To ensure effective use of resources.
- To uphold the hospice and individual team values at all times.
- To work at all times within the policies of the Hospice.
- To participate in the development of clinical standards within the total quality framework of the Hospice and participate in clinical audit, if required.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work the post holder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE DIRECTOR OF PATIENT SERVICES IN CONJUNCTION WITH THE POSTHOLDER.

**COMMUNITY HEALTHCARE ASSISTANT
PERSON SPECIFICATION**

Requirement	Essential/Desirable
<p>Qualifications & Training</p> <ul style="list-style-type: none"> • Good standard of education in numeracy and literacy • Care Certificate or NVQ level II or willingness to complete • NVQ level III in direct care 	<p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<p>Knowledge & Experience</p> <ul style="list-style-type: none"> • Experience of working within a multi-disciplinary team • Community/ palliative care experience • Ability to plan, deliver and evaluation appropriate care package • Ability to assess patient needs, training will be given • Demonstrable experience of team working 	<p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Essential</p> <p>Essential</p>
<p>Specific Skills</p> <ul style="list-style-type: none"> • Effective communicator – ability to establish and maintain communication with patients, their families and colleagues • Ability to undertake routine assessments and deliver care to meet individual needs • IT literate – ability to use Microsoft packages and Outlook or willingness to undertake training • Own transport/current driving licence 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Personal Qualities</p> <ul style="list-style-type: none"> • Be willing and able to develop own knowledge and skills and to contribute to the development of others • Ability to withstand sensitive and potentially stressful situations • Energetic and enthusiastic • Can do attitude 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>



St Elizabeth Hospice Values

Be a team

Work together and listen to each other's opinions, experiences and knowledge
Be a good communicator
Be successful - achieve results
Be supportive
Be approachable
Be fun
Be safe

Be an ambassador

Be a proud ambassador for everything we stand for
Be proud to work for the hospice and for making a difference
Be an educator
Be passionate
Be professional
Be positive

Be part of the future

Positively engage with change
Be reflective and open to learn from experiences
Show excellence in your work
Be innovative
Be creative
Be bold

Be caring

Be committed to providing the best possible care for our patients and their families
Appreciate and value our supporters
Be polite and helpful
Be happy and smile
Be considerate
Be respectful
Be sensitive

Be a good communicator

Be thoughtful in your communication
Take responsibility for accessing the information available to you
Be open, honest and forthcoming
Be approachable and responsive
Be transparent
Be consistent