

JOB DESCRIPTION: ZEST CARE ASSISTANT
REPORTS TO: ZEST LEAD NURSE/TEAM LEADER
ACCOUNTABLE TO: DIRECTOR OF PATIENT SERVICES
BASED AT: ST ELIZABETH HOSPICE



JOB SUMMARY

To provide holistic, person-centred care and support to young adults living with progressive illness and complex health care needs palliative care needs and their families accessing Zest care at St Elizabeth Hospice, which could include short breaks, Zest days and groups. To deliver Zest care, under the supervision of the Zest Lead Care Assistant and Registered Nurse on duty at the hospice. This may include supporting outings into the community. To support young adults using person-centred care to achieve their goals and plan activities. To be able to understand and recognise individual developmental needs, where appropriate encouraging and enabling independence and self-management skills. To work within the St Elizabeth Hospice 'One Team' nursing care model, with the flexibility to be allocated to work in other clinical areas in response to needs of the service.

CLINICAL RESPONSIBILITIES

- To carry out agreed tasks involving direct patient care and activities within the clinical area, in accordance with the patient care plan.
- To assist in physical care involving all 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 and to enable choice.
- To enable access to inclusive activities and facilitate engagement.
- To support young adults to plan outings if desired as part of their weekend activities.
- To assist in effective verbal and written communication between patients, families and Zest care team.
- To act promptly should any changes be observed in the young adult's condition, seeking advice and reporting back to the nurses, as appropriate.
- To confidently use the equipment or aids necessary for the care of the young adults, following assessment and training and to report any faults promptly to the appropriate person.
- To follow community emergency care plans in the event of a sudden change or sudden deterioration.
- To undertake clerical/administrative tasks relevant to the efficient and effective management of the clinical area, as requested.
- To assist with meal preparation as required.
- To assist with the preparation and packing up of short break bedrooms in co-operation with the facilities team.
- To support young adults completing one page profiles and other person-centred care tools.
- Have an understanding of safeguarding principles and be able to apply these within everyday practice and intervention/within your role.

EDUCATIONAL RESPONSIBILITIES

- To share professional expertise with colleagues, providing support where appropriate.
- To demonstrate reflective practice.
- To undertake training as required.

- To participate in the Hospice education programme.

PERSONAL DEVELOPMENT

- To maintain and increase personal professional skills.
- To engage in 1:1 meetings and supervision as appropriate.

PERSONNEL RESPONSIBILITIES

- To recognise indications of staff stress and seek help, as appropriate.
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate.
- To support new members of the team during their induction process.

ORGANISATIONAL RESPONSIBILITIES

- To attend team meetings bi-monthly.
- To keep up to date with hospice communications via email and podcasts.
- To act at all times within the policies of the Hospice.
- To uphold the Hospice and individual team values at all times.
- To ensure effective use of resources.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To be willing to support other clinical areas as needed as part of the 'one team' model of nursing care, including the In-patient Unit and Community.

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 HEAD OF INCLUSION AND DEVELOPMENT IN CONJUNCTION WITH THE POST HOLDER.



**PERSON SPECIFICATION
ZEST CARE ASSISTANT**

Requirement	Essential/Desirable
Qualifications & Training	
Good standard of education in numeracy and literacy	Essential
Moving and handling training	Desirable
NVQ level II or III in direct care, Care Certificate or willing to be complete	Essential
Evidence of Care competency training with transferable skills	Desirable
Knowledge & Experience	
Minimum of one year of experience working as a carer/care assistant	Desirable
Community/palliative care/learning disabilities/inpatient setting experience	Desirable
Experience of working with young adults	Desirable
Ability to plan, deliver and evaluation appropriate care package	Desirable
Ability to assess patient needs	Desirable
Demonstrable experience of team working	Desirable
Ability to manage volunteers	Desirable
Experience of working using a person-centred approach	Desirable
Experience of using a co-production approach	Desirable
Have an understanding of safeguarding principles and be able to apply these within everyday practice and intervention/within your role	Essential
Specific Skills	
Effective communicator – ability to establish and maintain communication with patients, their families and colleagues	Essential
Ability to plan and deliver inclusive activities	Desirable
IT literate – ability to use Microsoft packages and Outlook or willingness to undertake training	Essential
Full driving license	Desirable

Personal Qualities	
Be willing and able to develop own knowledge and skills and to contribute to the development of others.	Essential
Ability to withstand sensitive and potentially stressful situations	Essential
Energetic and enthusiastic	Essential
Flexible	Essential
Can do attitude	Essential
Positive approach to change	Essential