

Role: Health Care Assistant

Location: St Elizabeth Hospice Ipswich or Gt Yarmouth & Waveney, CCU, IPU or Zest

Staff Member Link: Department Senior Registered Nurse

Volunteers are asked to follow the hospice aims and values

- One Team, One Community
- Learning Never ends
- Compassion Takes Courage
- Every Moment Matters



Role summary

To be a member of the nursing team, providing assistance with patient personal care and working under the direct supervision of nursing staff at all times.

What you will be doing:

Key activities include but are not limited to the following:

- To work under the direction of a supervisor/mentor from the nursing team to provide assistance with the care, hygiene, toileting, nutrition, mobilisation, rest and comfort needs of patients, enabling and promoting patients independence where appropriate
- To recognise and respect religious and cultural beliefs
- To respect the patients' needs for social interactions, solitude or recreation
- To assist in providing support and comfort for the dying patient and his/her family
- To report to the nursing shift co-ordinator at the start and end of each shift, informing and updating staff of any changes or new information about patients and families during your shift on IPU
- To report any concerns about patients to nursing staff without delay
- To keep your area of work clean and tidy - tidy up after care this includes tidying patients bed space, i.e. ensuring bed table is cleared ready for meals, etc.
- Respond to patient call bells, where nursing assistance is needed e.g. toilet, re-positioning
- Inform nursing staff. If emergency e.g. patient at risk of harm summon help quickly.
- When no receptionist or if nursing staff are busy, answer telephone and side door

What we ask of our volunteers:

- To participate in the hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To be friendly and approachable and work as part of a team
- To be committed and reliable
- Some roles require a DBS check

The benefits to you:

- Experience working with a forward-thinking charity
- A sense of satisfaction and pride for helping to make a valuable difference
- Giving back to society and supporting local people
- Assist in developing skills and knowledge
- Meet new people
- Basic training will be provided and any additional role specific as necessary.

Your skills and attributes:

- You will be a warm, caring and empathetic person with a good bedside manner.
- You will have knowledge of infection control and experience of working in a healthcare environment.
- You will be a good team worker and be aware of health promotion and maintenance.