

st elizabeth hospice

Job title:	Community Healthcare Assistant
Reports to:	Senior Clinical Support Worker / Virtual Ward Clinical Lead
Department:	Virtual Ward
Based at:	St Elizabeth Hospice

Job summary:

To work as part of the Virtual Ward team to provide holistic and specialist end-of-life care to patients to meet their preferred place of care; whilst working flexibly and responding to changing situations within the community.

Safeguarding responsibilities:

- To demonstrate a commitment to keeping adults and young people safe
- To report any disclosure made to you to the appropriate person
- To report any safeguarding concerns in the workplace to the appropriate person
- To maintain an awareness of the hospice's policies in relation to safeguarding

Key responsibilities:

- To carry out agreed tasks involving direct patient care and activities within patients' homes, (IPU and Outpatient unit 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 their 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 work as part of a 24 hours a day, 7 days a week service supporting the OneCall service alongside community nursing team overnight which includes answering the phone and any duties delegated by the nursing staff. This could involve completing documentation on SystemOne, driving, stock checking, preparing equipment for nursing colleagues and supporting patients with personal care needs.
- 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 perform certain clinical tasks – such as bladder washouts - 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.
- To have an understanding of safeguarding principles and be able to apply these within everyday practice and intervention/within your role.

Responsibilities for all staff:

- Act as a positive ambassador for St Elizabeth Hospice
- Where the postholder is a member of a professional body, comply to the professional standards set by that body. Ensure registration is current and practice continuous professional development.

- Because of the special nature of the hospice and its work, the postholder may on occasion be asked to undertake other duties to help maintain our high standards of care and engagement.

This job description is not necessarily exhaustive and may be subject to review by the line manager in conjunction with the postholder.

Person specification:

Requirement	Essential	Desirable
Qualifications & training	<p>Good standard of education in numeracy and literacy</p> <p>NVQ level II or Care Certificate (be prepared to complete if do not possess)</p>	NVQ level III in direct care
Knowledge & experience	<p>Ability to assess patient needs, training will be given.</p> <p>Demonstrable experience of team working.</p> <p>To have an understanding of safeguarding principles and be able to apply these within everyday practice and intervention/within your role.</p>	<p>Experience of working within a multi-disciplinary team.</p> <p>Community/palliative care experience.</p> <p>Ability to plan, deliver and evaluation appropriate care packages.</p>
Specific skills	<p>Effective communicator – ability to establish and maintain communication with patients, their families and colleagues.</p> <p>Ability to undertake routine assessments and deliver care to meet individual needs.</p> <p>IT literate – ability to use Microsoft packages and Outlook or willingness to undertake training.</p> <p>Own transport/current driving licence.</p>	
Personal qualities	<p>Be willing and able to develop own knowledge and skills and to contribute to the development of others</p> <p>Ability to withstand sensitive and potentially stressful situations</p> <p>Energetic and enthusiastic</p> <p>Can do attitude</p>	