

JOB DESCRIPTION

Job Title:	Health Care Assistant (HCA)
Department:	Specialist community palliative rapid response
Organisation Band:	
Reports to:	Clinical nurse/ Triage nurse
Responsible for:	
DBS Required	Enhanced

Job Purpose

The specialist community palliative response service (SCPRS) will be delivered between the hours of 20:00 – 08:00.

During these hours the HCA with support the clinical nurse (visiting in twos) in responding to urgent specialist palliative response visits, these visits will aim to take place within a 2-hour timeframe.

The post holder will demonstrate a level of skill and understanding which enables them to undertake specific tasks delegated by the nurse in charge and in accordance with relevant procedures, guidelines and policies. They will undertake both routine and specially identified tasks for which they have been trained and assessed as competent.

“You matter because you are you, and you matter to the end of your life. We will do all we can not only to help you die peacefully, but also to live until you die.” Dame Cicely Saunders.

Main Duties and Responsibilities

Key areas of work

- Within the patients place of residence the HCA will assist the Registered Nurse in the assessment, planning, implementation and evaluation of nursing care.
- Carry out high standard of direct patient care alongside team colleagues
- Report verbally (including hand-over) to appropriate team members
- Document any care given in patient held notes and/or relevant systems e.g. SystemOne
- Contribute to multidisciplinary discussions.
- Be sensitive to the spiritual, psychological and social needs of the patients and their families.
- To supervise and support all nursing assistants and to assist in the induction of all new staff.
- Contribute to the learning environment e.g. teaching on the in-house training days and training new members of staff
- Undertaken training for clinical skills relevant to post and maintain up-to-date practice.
- To take emergency action alongside the registered Nurse as necessary to safeguard the patients and carers and report any concerns to the nurse in charge as soon as possible.

- To maintain accurate documentation alongside the registered Nurse of care given and to report any changes in condition or circumstances of the patient to the relevant key worker and the nurse in charge on duty in a timely manner.
- To participate in audit activities.
- Be aware of and undertake infection control measures to minimise the risks of infection.
- To perform administrator duties as required.
- Attend mandatory and in service training as identified and required.
- At all times to represent the organisation in a professional and caring manner maintaining professional boundaries in relationships with patients and their families or carers.
- To be part of a rota to provide a 7-day service, 365 days per year including weekend working.
- To work flexibly and willing to travel across the city and organisation.

Key Skills

- Understand own level of responsibility and accountability in relation to registered / trained staff.
- Work co-operatively as part of the multi-disciplinary team supporting colleagues in work associated with patient care. Challenging and escalating poor practice/performance
- Communicate clearly, effectively and appropriately with the multidisciplinary team, patients and their family, visitors and carers.
- Through practice demonstrate an understanding of Duty of Care and how this contributes to safe practices.
- Assist in delivery of patient care as per patients individualised care plans/programme of care. Taking a holistic approach.
- Following appropriate training and supervised practice, undertake identified competency-based practices which are required for the service, after such tasks have been delegated to them by a registered nurse.
- Identify learning and development needs and produce a personal development plan in conjunction with your line manager / supervisor.
- Achieve and maintain competence in mandatory and statutory training associated with the role.
- Complete documentation of care in line with the Trust Standards for Documentation.
- Following the completion of training undertake a range of physical / clinical observations appropriate to the area of practice. Achieve and maintain competence in using a range of equipment to undertake these, record the outcome and report and escalate exceptions to the registered nurse who delegated the tasks to you.

Measuring and recording may include:

- Blood pressure (using electronic equipment)
- Pulse rate and rhythm (manually and using electronic equipment)
- Temperature (all routes)
- Height and weight
- Blood glucose monitoring

- Urine testing / Urinalysis
- Respiratory rate
- Oxygen saturation
- Accurately recording and documentation of vital signs monitoring if appropriate for the patient.
- Simple wound dressings in line with a plan of care and infection prevention and control policy and procedures.
- Last offices, alongside the registered Nurse in line with the relevant policies and procedures.
- Administration of eye drops/ear drops/nose drops in line with policies and procedures.
- Assessment and monitoring of Skin care/pressure area care, alongside the registered Nurse in line with policies and procedures.
- Assessment and Promotion of continence and the management of incontinence, alongside the registered Nurse, in line with policies and procedures

Key responsibilities

- Build partnerships and therapeutic relationships through safe, effective and non-discriminatory communication taking account of differences, capability and needs of individuals.
- Maintain a high standard of personal behaviour and ensure effective communication with all members of the multidisciplinary team, patients, carers and relatives.
- Communicate effectively with patients and carers, recognising there may be a need to utilise alternative methods of communication. Where there are barriers to understanding, as required arrange/ access to information, support and other services to aid effective communication. Greet all patients and visitors with courtesy and respect, being mindful of body language and tone of voice
- Use paper and electronic systems to retrieve and record patient information in line with Trust documentation standards and operational systems.
- Apply the principles of information governance and patient confidentiality to all aspects of your role.
- Obtain verbal consent from the patient before any clinical intervention is undertaken, where this is not given report this to a registered nurse.
- Participate in discussions about patient care and departmental issues at hand over and departmental meetings.
- Observe and report to the registered nurse all changes in a patient's physical and psychological condition.
- Support families and carers following a patient bereavement or when bad news has been shared
- Accept constructive feedback
- Maintain professional boundaries and working relationships with patients and colleagues.
- Ensure patients and their relatives or carers are kept informed of delays with their treatment, investigations and visiting times.

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

Equality and Diversity

- The Organisation is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Organisation expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and Safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act 1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Organisation Health and Safety Procedures

Infection Control

- The prevention and control of infection is the responsibility of everyone who is employed by the Organisation. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information Governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Organisation's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional Development

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding Children, Young People and Vulnerable Adults

- The Organisation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are expected to behave in such a way that supports this commitment

Pandemic or major incident

- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the Organisation. Prior to undertaking any duties, the member of staff will have full training and induction. We will not ask any member of staff to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

PERSON SPECIFICATION

Job Title:	Health Care Assistant
Department:	SPUR
Organisation Band:	Clinical Band 3

Requirements	Essential	Desirable	How identified
Education and Qualifications	• Good standard of education • Evidence of completion of a Health-Related Education and Development programme/ Care Certificate or equivalent experience or working towards.	• GCSE or equivalent to Level 2 Functional Skills Maths & English	A
Knowledge and Experience	• Recent experience in a health care sector in community, care home or acute setting. • Demonstrable experience in palliative and end of life care or related speciality. • Competent in a range of clinical skills and practices relevant to the scope of practice required • Willingness to take on new skills and develop scope of practice		A,I
Personal skills and attributes	• Good communication skills both verbal and written including the ability to maintain accurate and legible care records. Interpret and follow basic written instructions and communicate in a concise, accurate and legible way.	• Car owner/driver with full current UK driving licence • Good IT skills ability to record information electronically	A,I

	• Ability to recognise, report and communicate concerns and changes in a timely manner • Ability to use one's own initiative and prioritise workload • Willingness to learn new skills and undertake training • Ability to work autonomously and as part of a team • Ability to work under pressure • Flexible, Reliable and Punctual		
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A= Application form

I=Interview

T=Test

C=Certificate