

**JOB DESCRIPTION & PERSON SPECIFICATION**

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| **Clinical Staff** |  | **Non-Clinical Staff** |  | **Volunteers** |  | **Flexi-Bank Staff** |  |

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| **ROLE:** | Health Care Assistant (HCA) |
| **REPORTS TO:** | Head of Adult Care Services |
| **PAY BAND:** | Band 2 |
| **Location** | Hospice IPU and community (following the patient’s needs) |

**PURPOSE OF ROLE:**

To provide high standards of palliative care and support for patients and those who matter to them across all clinical settings (this includes within the In Patient Unit and in the community setting; including nursing and residential homes and hospital).

To provide safe, competent patient care under the guidance of registered healthcare professionals, utilising Hospice Standard Operating Procedures (SOPs) guidelines and policies, adhering to the Health Care Assistant Code of Conduct.

**KEY DUTIES – what you will do:**

1. Work under the guidance of the registered healthcare professional either directly or indirectly within Hospice or in the community.
2. Communicate effectively with patients, those who matter to them and other professionals, listening to patients’ views and keeping them involved in their care.
3. Support patients and those who matter to them with their emotional and psychological and spiritual wellbeing.
4. Act within the limits of competence and authority.
5. Seek guidance from senior staff as necessary.
6. Contribute to the effectiveness of teams by participating in multi -disciplinary team working
7. Assist with patients’ personal hygiene, and promote their privacy and dignity.
8. Observe patients’ general condition for signs and symptoms in line with their care plan
9. Report to the appropriate members of the MDT any significant changes in the patient’s condition or the patient and family circumstances.
10. Keep accurate records using EMIS in relation to patient care.
11. Assist in aseptic and non-aseptic nursing procedures.
12. Ensure that own education and training is up to date. This includes ensuring mandatory training and role based competencies are maintained.
13. Ensure that care is delivered in accordance with relevant local and national guidelines and all relevant Hospice policies, including the use of data and Information Technology.
14. Report incidents/accidents/adverse events using DATIX, taking action to safely manage the event and report to senior staff as appropriate.
15. Respond to complaints according to Hospice policy and actively participate in exploration and learning from this feedback.
16. Highlight any risks and act according to Hospice policy, taking action to safely manage the risk and report to senior staff as appropriate. Actively participate in exploration and learning from this assessment.
17. Ensure environmental safety for patients, self and colleagues including adherence to relevant Health & Safety legislation and Infection Control policies.
18. Contribute to the system which ensures appropriate equipment and stock are available to deliver a safe service. This includes appropriate level of stock, safe storage, maintenance and use.
19. Take responsibility for own performance and behaviours, always demonstrating our Hospice values.
20. Promote a positive and professional atmosphere, recognising and delivering on your personal contribution to innovation/improvement/change in the organisation.
21. Practice in accordance with the Mental Capacity Act (2005), Isle of Man Mental Health Act (1998), Isle of Man Safeguarding Act (2018), Deprivation of Liberty Safeguards (2015) and other relevant legislative guidance.
22. Comply with the Isle of Man Data Protection Act (2018) and Caldicott principles in relation to protecting the confidentiality of patient and service-user information and enabling appropriate information-sharing.
23. Deliver care which supports compliance with the Isle of Man Registration and Inspection Standards for Independent Hospitals and Hospices.

The service provides care 24/7; 365 days per year and clinical roles are rostered to provide this coverage. Whilst rosters are written in advance there may be times in which the job holder will be expected to change a scheduled rota at short notice. This role will include lone working.

**Health and Safety:**

Hospice Isle of Man is dedicated to the health safety and welfare of all its staff and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. The employee will observe appropriate legislation and codes of practice in connection with their role.

This job description is not meant to be exhaustive and you may be asked to carry out other reasonable duties

**Most challenging part of the job:**

Maintaining a positive outlook whilst constantly adapting to a changing workload within an emotionally challenging speciality.

Understanding your limitations and feeling comfortable to seek help, in order to support safe patient care and keep staff morale high for yourself and your team.

**Person Specification: What we need you to bring**

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| **Qualifications:** | | | **Is it Essential (E) or Desirable (D)** | | **How we will assess** |
| Foundation level GCSE in Maths & English | | | **E** | | **A & D** |
| A Level III QCF in Health and Social Care (Band 3) or willing to work towards (Band 2) | | | **E** | | **A & D** |
| **Experience:** | | | | | |
| Minimum of 6 months working in a clinical health or social care role (e.g. Care Home) (Band 2) | | | **D** | | **A** |
| Experience of working in Palliative Care (Band 3) | | | **D** | | **A** |
| **Skills/Competencies:** | | | | | |
| Effective and sensitive communication | | | **E** | | **I** |
| Understanding of responsibility and accountability | | | **E** | | **I** |
| Able to work within a team | | | **E** | | **I** |
| Knows when to seek help from senior staff | | | **E** | | **I** |
| Basic computer skills | | | **E** | | **A** |
| **Personal Qualities/Behaviours:** | | | | | |
| Kind, compassionate and approachable | | | **E** | | **I** |
| Flexible approach to working patterns | | | **E** | | **I** |
| Motivation to learn and develop | | | **E** | | **A & I** |
| Empathy and understanding of issues likely to be experienced by palliative care and end of life patients | | | **E** | | **I** |
| **Other:** | | | | | |
| Punctual with a good attendance record | | | **E** | | **A** |
| Ability to travel off site, for example to deliver care to patients in the community | | | **E** | | **D** |
| **How we will assess you** | | | | | |
| **A** Application & CV | **I** During your interview | **D** When you produce  your documents | | **T** Test to assess your  practical competence | |