



JOB DESCRIPTION & PERSON SPECIFICATION

 Clinical Staff		 Non-Clinical Staff		 Volunteers		 Flexi-Bank Staff	
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ROLE:	Health Care Assistant (HCA) for Rebecca House
REPORTS TO:	Head of Children, Young People & Therapies/Senior Registered Nurse
PAY BAND:	2 or 3 Dependent on QCF qualification (Or appropriate equivalent)
LOCATION:	Hospice HQ, community and other care settings (following the child/young person and family needs)

PURPOSE OF ROLE:

Delivery - To provide high standards of palliative care and support for patients and those who matter to them across all clinical settings (this includes within Hospice, Nobles Hospital and in the community setting; including patients own homes, respite services and school; elements of this role will include lone working)

The HCA will provide safe, competent patient care under the guidance of registered healthcare professionals, utilising Hospice Standard Operating Procedures (SOPs) guidelines and policies.

To maintain records in relation to patient-related activity whilst maintaining confidentiality and adhering to the Health Care Assistant Code of Conduct

KEY DUTIES- what you will do:

- a) Work under the guidance of the Registered Nurse either directly or indirectly within Hospice or in the community
- b) Communicate effectively with children, young people and their families.
- c) Support children, young people and families to cope with their emotional and psychological and spiritual wellbeing
- d) Act within the limits of your competence and authority
- e) Contribute to the effectiveness of teams by participating in multi -disciplinary team working to support individuals both in the hospice and the community
- f) Assist with patients' personal hygiene, and promote their privacy and dignity
- g) Work with the Rebecca House team to deliver individualised programmes of care for children and young people e.g. Physio plans, Play plans.
- h) Observe patients' general condition for signs and symptoms in line with their care plan
- i) Ensure moving and handling guidelines are followed and training is up-to-date.
- j) Assist in aseptic and non-aseptic nursing procedures.
- k) Undertake advanced roles following completion of relevant training/competencies e.g. Gastrostomy Feeding, Second Checking of Medication (Band 3 only).
- l) Liaise with the primary health care team and other professionals involved in the care of the child/young person and family.
- m) Maintain full and accurate clinical records, using EMIS in relation to patient care, in line with Hospice Isle of Man policies and procedures.
- n) To report effectively to the Rebecca House team and wider MDT on patient's progress and performance in relation to their goals.
- o) Seek guidance from senior staff as necessary

The service provides care up to 24/7; 365 days per year in line with the needs of the Rebecca House Caseload and clinical roles are rostered to provide the required level of 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.

Last minute changes to shifts in order to sustain quality safe patient care would be initially requested on a voluntary basis and only as a last resort would they be imposed on any individual

This job description is not meant to be exhaustive and you may be asked to carry out other reasonable duties. It will be reviewed on a regular basis and adapted as required to reflect the changing needs of the service.

Most challenging part of the job:

Having the resilience to effectively manage a range of potentially emotional situations; affecting patients, families and staff. Understanding your personal and professional limitations and knowing when to seek help in order to support continuous quality improvement, self-awareness and professional development.

What we need you to have: our Person Specification

Education and Qualifications	Is it essential or desirable	How we will assess
Foundation level GCSE in Maths & English	E	A & D
A Level II QCF in Health and Social Care (or appropriate equivalent) or willing to work towards	D	D
Experience:		
Experience of working with Children and Young People	D	A & I
Experience of working in a health or social care setting	D	A & I
Knowledge and experience in the delivery of patient care	D	A & I
Experience and knowledge in palliative care	D	A & I
Skills/Competencies:		
Ability to communicate effectively and in a sensitive manner	E	A & I
Basic computer skills	E	A & I
Has an empathy and understanding of issues encountered by patients with life limiting and life threatening conditions	D	I
Able to work within a team	E	A & I
Personal Qualities/Behaviours:		
Understanding of responsibility and accountability	E	I

Kind, Compassionate and Approachable	E	I
Flexible and adaptable	E	I
Calm and objective	E	I
Ability to deal with complex & difficult emotional situations	E	I
Respond positively to change	E	I
Ability to motivate self and others	E	A & I
Other:		
Commitment to your own personal development	E	A & I
A commitment to the vision, values and objectives of Hospice Isle of Man's Strategy.	E	I
Punctual with a good attendance record	E	A
Full clean driving licence with access to own vehicle	E	A & D
A Full Enhanced DBS (Disclosure and Barring Service) Check will be required for this role	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