



Job Description: Health Care Support Worker

Job Title	Health Care Assistant
Line Manager	Ward Manager
Executive Manager	Director of Clinical and Patient Services
Location	In-patient Unit

Principal Accountabilities:

- To provide evidence-based care directly to patients and their families, maintaining consistently high standards in collaboration with registered nursing staff and enhancing patient well-being and the patient experience at Nightingale House Hospice,
- To work within the policy and procedural guidelines of the hospice at all times maintaining safety of both patients and staff.
- To assess patient's condition and needs and report findings of assessment to registered nursing staff.
- To be responsible for ensuring adequate stocks of consumables are maintained to meet service requirements and that all equipment within the department is clean and in good working order.
- To assist in the smooth running of the ward by promoting a clean and healthy environment

Key Responsibilities

Clinical

- To provide direct nursing care to patients working independently when appropriate or in partnership with registered nurses when patient needs demand this.
- To work together with the multi-disciplinary team to maintain a holistic approach to patient care reporting concerns as necessary to team members.
- To work as a team to help families as needed, reporting any difficulties to the registered nursing staff.
- To observe and report accurately on patients' general condition ensuring that all information is communicated by taking part in discussion and recording relevant information in patients' records to comply with legal and professional requirements.
- To maintain a high standard of nursing care.
- To help ensure a safe working environment including knowledge of necessary policies (fire and health and safety policy) and ensure equipment used is in good working order. Report accidents to Senior Nurse.
- To demonstrate communication skills at a level appropriate to your role and responsibilities with patients and families.

- To assist with maintaining the general cleanliness of the unit and any housekeeping that is required which can include storage of equipment and furnishings ensuring they are in a good state of repair.
- To undertake clinical observations as required and be competent to identify results which fall outside normal limits.
- To assist and support volunteers with their role and delegate where appropriate.
- To perform designated nursing tasks as agreed with Ward Manager or nurse in charge and dependant on competencies and training.
- Maintain ward stock, complete weekly order if designated for that week and putting away when order arrives.
- Be holder of Food Handling Certificate or be prepared to attend the course either face to face or on Bluestream training.
- Assisting in the ordering of patient's meals as directed by nursing staff and assist nursing staff in the giving out of patient meals, drinks and supplements and prepare allowed foods and ad hoc as the need arises i.e. collect meals from main kitchen.
- To ensure that the ward kitchen area is kept clean, tidy and stocked and that fridge temperatures are monitored daily.

Management & Supervisory

- To assist and support volunteers with their role.
- To provide mentorship to new staff members
- To generate and maintain a friendly team spirit with all staff at the hospice including volunteers.
- To plan own workload in collaboration with registered nurses.
- Demonstrate positive and professional behaviours at all times

Clinical Governance

- To act as a mentor to CQF trainees to help support and enhance their progress.
- Ensure practice is in line with health and safety, infection prevention and control measures.

Education and Development

- To attend such courses/lectures/mandatory/non-mandatory in-service training as indicated by the needs of the service and own personal developments as identified.
- To have a written appraisal by your line manager at least annually, with the opportunity for review of objectives.

Research and Development

- To undertake surveys or audits as necessary to own work to support the process of audit within the clinical area.

General Requirements

This post is subject to the Terms and Conditions of employment of the Hospice as specified in the Staff Handbook.

Competence

You are responsible for limiting your actions to those that you feel competent to undertake.

If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager/supervisor.

Risk Management

It is a standard element of the role and responsibility of all staff of the Hospice that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards. It is a requirement that you adhere to Nightingale House Hospice Policies, Procedures, Protocols and Guidelines at all times.

Health and Safety Requirements of the Hospice

All employees of the Hospice have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Hospice to meet its own legal duties and to report any hazardous situations or defective equipment.

Data Protection and Confidentiality

The post holder must treat all information, whether corporate, staff or patient information, in a discreet, secure and confidential manner in accordance with the provisions of the current data protection legislation and organisational policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation and the hospice's disciplinary policy. This duty of confidence continues after the post holder leaves the organisation.

Records Management

As an employee of the hospice, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. The post holder should consult the IG Lead if they have any doubt as to the correct management of records with which they work.

This job description is an outline of the role and function. It is not intended to describe all specific tasks.

The post is subject to an enhanced disclosure check with the Disclosure and Barring Services (DBS check).

Please sign below:

Employee Name	
Employee Signature	
Date signed	

PERSON SPECIFICATION: Health Care Assistant (HCA)

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<p>Willingness to work toward QCF Level 3</p> <p>Good knowledge of anatomy and physiology</p>	<p>QCF level 2 or equivalent experience/qualifications</p> <p>OR</p> <p>NVQ Level 2 in health/social care related subject or equivalent experience/qualifications</p>	Application form / Interview
EXPERIENCE	<p>Experience of working as a HCSW without direct supervision in a clinical setting and being managed by a qualified practitioner</p> <p>Good understanding of risk assessment and management</p> <p>Understanding of the needs of people with life limiting conditions.</p>		Application form / Interview
SKILLS	<p>The ability to communicate clearly and accurately</p> <p>Vital signs recording e.g. blood pressure, pulse, resps</p> <p>The ability to change to new and challenging circumstances.</p> <p>The ability to work well alone under supervision and to understand when to seek clinical advice from registered staff.</p>	Welsh speaker	<p>Application form / Interview</p> <p>Presentation at interview</p>
KNOWLEDGE	IT skills and knowledge.		Application form / Interview
PERSONAL QUALITIES <i>(Demonstrable)</i>	<p>Works well as a team member</p> <p>Good decision-making skills.</p> <p>Ability to work independently within professional boundaries.</p> <p>Ability to approach any situation in a calm, professional manner.</p>	Ability to affect change in a positive manner.	Application form / Interview