

<b>Job Description</b>
------------------------

<b>Job Title:</b>	<b>Healthcare Assistant - IPU</b>
<b>Location:</b>	St Luke's Hospice
<b>Hours of Work:</b>	7 day working pattern
<b>Reporting to:</b>	Ward Manager
<b>Accountable to:</b>	Director of Nursing and Patient Services

**Background**

The post holder will be responsible for the provision of safe, effective nursing care within our inpatient services, and provide advice and support regarding the care of referred patients and their families.

**Liases with:** Administration and Clerical Staff  
 Catering Staff  
 Housekeeping Staff  
 Maintenance Team  
 Volunteers

**Job Summary**

St Luke's Hospice inpatient care is provided 24 hours a day, 7 days a week. The post holder will be required to work a range of shifts across the 24 hours, including rotation between days /nights. Although based in the Inpatient Unit, post holders may occasionally be required to work in other Hospice settings in order to ensure adequate staffing levels and to gain experience of the wider hospice delivery of care (e.g. Hospice at Home).

**Key objectives:**

- Proactively contribute to the delivery of high quality, safe, evidence based care
- Under the direction of a multi skilled team, support the assessment, planning and evaluation of individualised patient centred care, ensuring a holistic approach that is sensitive and responsive to the patients' ever changing needs
- To support the smooth running of a shift, ensuring staff and patients are safe and comfortable
- To maintain a respectful non-judgmental and caring attitude ensuring the St Luke's Hospice vision and philosophy of care is integral to the care delivered and role undertaken

- As a member of the wider St Luke's Hospice staff, demonstrate delivery of the St Luke's Hospice agreed vision and values

### **Clinical Practice: 80%**

1. To provide care that meets the holistic needs of individual patients and their carers/families, including physical, emotional, spiritual, practical and if appropriate, pre & post bereavement needs.
2. To work in accordance with the individual patients' care plans, observing and reporting promptly any identified patient or family needs.
3. Under the direction of the Registered Nurse, participate in the assessment, admission, discharge and handover of patients.
4. Under the direction of the registered nurse, provide general nursing care to allocated patients. This includes bathing, toileting, personal hygiene (i.e. eye, mouth, nail care) and basic observations.
5. Adherence to and updating individualised care plans and ensure that any change relating directly or indirectly to the patients' care or wellbeing is promptly and accurately reported to the Staff Nurse or nurse in charge.
6. To actively welcome all visitors, especially new patients and their carers', ensuring they are greeted on arrival and informed of the general facilities, unit layout and the various services and information available.
7. To demonstrate good communication skills, ensuring quality time is spent with patients/relatives and ensuring that they receive relevant information and are treated with courtesy and respect at all times. Ensure privacy, dignity and confidentiality for patients and relatives in line with St Luke's policies and procedures.
8. To be responsible for ensuring individual patients nutritional and hydration needs are met, including offers of regular nutrition and hydration with support from IPU volunteers.
9. Follow all agreed policies for manual handling, infection control and health and safety, ensuring a safe environment for patients, staff, volunteers and visitors visiting the service.

### **Indirect Patient Care: 20%**

1. Participate in team working and maintain effective communications between members of the multidisciplinary team, both in the inpatient unit team, and wider Hospice teams.
2. Assist with the smooth running of the clinical area by carrying out other duties such as tidying, stock checking, and monitoring and cleaning of equipment and patient areas.
3. To be part of the wider service multidisciplinary team, attending shift handovers, staff meetings and hospice team briefs.

4. To listen to any initial complaints and conflicts in a polite, calm manner. To deal with the initial complaint as able, escalating to the shift leader/line manager as appropriate.
5. To support the off duty and annual leave management in accordance with the leave policy, ensuring the service needs are met.
6. To be an exemplary role model/champion of the Hospice to all peers, colleagues, new staff, volunteers and visitors to the service.
7. Participate in keeping accurate, legible records and timely reports on the computerised patient record system in accordance with Hospice policies. To be aware of the legal requirements associated with recordkeeping.

### **Learning and Development:**

1. To attend and contribute to the clinical supervision sessions and learning programmes provided by the Hospice.
2. Participate in appropriate internal and external educational programmes including attendance at mandatory training as required.
3. Under the guidance of the inpatient unit manager, participate in the induction and orientation of new staff /students and volunteers.

### **General Responsibilities:**

1. To demonstrate St Luke's Hospice values at all times, in all interactions with managers, colleagues, staff, volunteers, customers, donors and members of the general public.
2. Be aware of the procedure to follow in the event of fire and other emergencies.
3. To report to your line manager/nurse in charge any incidents or accidents including data breaches that may occur in your working environment and ensure compliance with the terms of the health and Safety at Work act.
4. Ensure that all equipment used by you in the course of your duties is PAT tested, used appropriately, and any faults or breakage's are reported immediately.
5. Participate in the ongoing system of performance review. Ensure e- learning is kept up to date for self and others.
6. To undertake any other reasonable duties as required.
7. To have the highest regard for the principles of confidentiality and at no time disclose confidential information inappropriately.

St Luke's Hospice is committed to Equal Opportunities for all current and potential members of staff and patients. Therefore the Hospice expects all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

This job specification may be modified in the light of development and changing circumstances, according to the needs of the service, and in consultation with the post holder.

The post holder should be prepared to undertake any further duties that arise as the post develops. All members of nursing staff may at times be required to work in other parts of the Hospice, commensurate with the roles and responsibilities laid out in this job description.

### **EQUAL OPPORTUNITIES**

Comply with and promote St. Luke's Hospice Equal Opportunity Policy and avoid any behavior which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, color, nationality, ethnic or national origins, religion, disability, creed, class, gender or sexual orientation.

### **MISSION & CORE VALUES**

All Hospice staff are expected to work in line with St Luke's Mission & Core Values as these precepts act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviors and attitudes of all employees as the work they undertake, whether it is direct or indirect care is ultimately for the benefit of patients. The Mission and Core Values are an integral part of all job descriptions, the probationary period and performance and development reviews.

### **OTHER**

St Luke's Hospice is committed to Equal Opportunities for all present and potential members of staff and patients. Therefore St Luke's Hospice expects all employees and volunteers to understand, support, and apply this policy through their working practices which requires all individuals to be treated with respect, dignity, courtesy, fairness and consideration.

This job specification may be modified in the light of development and changing circumstances, according to the needs of the service, and in consultation with the post holder. The post holder should be prepared to undertake any further duties that arise as the post develops. All members of nursing staff may at times be required to work in other parts of the Hospice, commensurate with the roles and responsibilities laid out in this job description.

### Person Specification

Each element of the specification should be assessed either at Application or Interview.

<b>QUALIFICATIONS</b> Appropriate professional, educational requirements	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSED</b>
Care certificate / NVQ qualified level 2 or evidence of working at equivalent or apprenticeship standard in health or social care	<b>E</b>	<b>A</b>

<b>EXPERIENCE</b> Appropriate experience in order to carry out the role	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSED</b>
Previous health / social care work setting	<b>E</b>	<b>A +I</b>
Supporting palliative / EOLC patients and their families	<b>D</b>	<b>A +I</b>
IT experience and willingness to input into an electronic record system following induction training	<b>E</b>	<b>A</b>

<b>SKILLS AND KNOWLEDGE</b> Specific post related skills and abilities	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSED</b>
An understanding of palliative, hospice and end of life care	<b>D</b>	<b>A +I</b>
Working as part of a wider multi-disciplinary team	<b>D</b>	<b>A +I</b>
Willing to undertake direction and delegated duties reporting concerns	<b>E</b>	<b>I</b>
Ability to establish and maintain effective communications at all times	<b>E</b>	<b>I</b>
Willingness to assist patients in their day to day needs by providing holistic patient centred nursing care	<b>E</b>	<b>I</b>
An understanding of the importance of Safeguarding adults	<b>E</b>	<b>I</b>

<b>PERSONAL QUALITIES</b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>ASSESSED</b>
Team worker	<b>E</b>	<b>A /I</b>
Calm and approachable manner	<b>E</b>	<b>I</b>
Personally / professionally mature and recognises own limitations	<b>E</b>	<b>I</b>
Willingness to work across teams	<b>E</b>	<b>I</b>