**JOB DESCRIPTION**

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| **Job Title:** | Healthcare Assistant |
| **Responsible to:** | Senior Charge Nurse |
| **Department:** | Inpatient Unit |
| **No of Job Holders:** |  |
| **Last Update:** | October 2023 |

**Job Purpose**

* As part of a multidisciplinary team the post holder will undertake a range of duties relating to the care of patients with palliative care needs as directed and supported by a registered practitioner.
* Their main role is in the inpatient unit but may on occasions work in the Living Well Hub.

**Role Dimensions**

* Works within a 14 bedded in-patient unit caring for:
* Palliative care patients with complex problems and specialist intervention needs, which may include advanced pain and symptom control, spiritual and psychosocial aspects of care.
* Families of hospice patients.
* Participate in admissions and discharges from a variety of care settings:
* Local acute hospitals
* Local community settings (home)
* Both elective and emergency admissions
* Assisting in the assessment, implementation and evaluation of the provision of care for patients and relatives under the supervision of a Staff Nurse.
* Working flexibly to provide a 24/ 7 service. A 24 hour shift rotation system is in operation and nurses will be asked to undertake both daytime and nighttime shifts.

**Role of Department**

* To work as part of the multidisciplinary team providing care to ward patients who have complex pain, symptom, spiritual and psychosocial needs which require Specialist Palliative Care interventions.
* To provide the first contact for a 24 hour telephone service providing advice to other professionals, Hospice patients, relatives and carers of patients. Triaging calls, either providing advice or referring to other staff.
* To provide high quality nursing care to patients with complex palliative care needs, including non cancer conditions, e.g. COPD and heart failure and neurological conditions such as MND.
* To participate in and support in-patient unit service changes in collaboration with the ward manager.
* To participate in the implementation of clinical governance activities e.g. audit of clinical practice, implementation of best practice statements.
* To provide an educational resource in conjunction with Glasgow Caledonian University, supporting clinical placements in palliative care to students.

**Roles & Responsibilities -**

Clinical

* To assist with nursing activities and provide high quality patient care, e.g. bathing and toileting, serving patient meals, assisting with feeding and escorting patients.
* To undertake assigned tasks whilst allowing patients to be as independent as possible and being aware of patient’s dignity and self-esteem at all times.
* To carry out assigned tasks involving direct care in support of a registered practitioner.
* To exercise initiative within parameters of role whilst providing patient care. Often assigned tasks will be carried out without direct supervision, however trained staff are always present in the department should advice or assistance be required.
* To be aware of changes in the patient’s condition and report to a member of trained staff including changes in conscious level, pain, nausea, bowels, mobility, dietary and fluid intakes as well as skin and oral condition.
* To provide emotional and psychological support to all patients’s, carers and relatives.
* To recognise emotional distress and provide appropriate support.
* To offer comfort and sustenance to relatives/carers when they need to stay at the Hospice.
* To support any relatives/friends who may wish to participate in the delivery of care to patients.
* To assist with last offices and removal of patient’s remains to mortuary and ensuring the safe uplifting of remains to undertaker.
* To participate in the support of relatives/friends after death.
* To refer carers and relatives to a trained nurse for any questions they may have on patient’s condition, or for any suggestions or complaints they may wish to raise.
* To initiate and encourage patient’s to become involved in activities with guidance from an occupational therapist and / or Physiotherapist
* To escort patients unsupervised out with Hospice e.g. clinic appointments, shopping, theatre.
* To adhere to ward procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
* To ensure all areas are stocked in preparation for the needs of the patient
* To contribute to the general cleanliness and tidiness of the ward.
* To adhere to clinical waste policy
* To co-operate with and maintain good relationships with other professionals that are attending and treating patients to maximise the quality of patient care.
* To participate in stock checks i.e. equipment and stores
* To ensure laundry stock levels are maintained and orderly at all times.
* To provide simple massage for patients with guidance from the nurse in charge.
* To maintain accurate patient records reflecting direct patient care carried out e.g. washing regimes, bowel habits, mouth care.
* To maintain cleanliness of equipment and hygienic conditions throughout the Hospice
* To maintain a safe environment by reporting faults and hazards promptly.
* To adhere to the hospice policy on the safe moving and handling of patients
* To provide a safe environment for patients, staff and volunteers by being aware of and where necessary implementing relevant policies and procedures.

Managerial

* To encourage and develop teamwork within the ward, acting as a role model for new staff.
* To participate in the co-ordination of the provision of care for ward patients and relatives.
* To develop a special interest in specific elements of nursing care in order to support staff nurses in promoting high quality evidenced based care e.g. pressure area care, wound dressings, oral hygiene

Educational

* To participate in induction and orientation process for new members of staff.
* To assist the staff nurse in the education and support of student nurses on placement.
* To be proactive in identifying and addressing own personal education and development needs
* To participate in the educational programmes offered by the hospice.

Professional

* To work within the Nursing and Midwifery Council code of professional practice.
* To maintain CPD folder to support their annual performance review.
* To participate in clinical supervision as required.
* To participate in the hospice professional development and review process to promote personal and service developments.
* To attend education courses and study days to be aware of developments in own clinical specialty and in the wider nursing discipline.

This job description is subject to periodic review with the postholder. Duties may change in line with the service changes and of the postholders own personal development.

I agree that this is an accurate reflection of the duties involved in my current role in The Prince & Princess of Wales Hospice.

**Job Holder’s Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Head of Department’s Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Qualifications**  |
| Evidence of continuous professional development and / or a willingness to undertake SVQ in Health and Social Care. | x |  |
| **Experience** |
| Recent experience in a health/social care setting. | x |  |
| Experience in caring for patients with palliative care needs. |  | x |
| **Skills/abilities** |
| Evidence of team working skills with ability to work using own initiative. | x |  |
| Effective listening and interpersonal skills. | x |  |
| Time management skills. | x |  |
| **Knowledge** |
| Empathy and understanding of issues encountered by patients with palliative care needs. | x |  |