



Bedded Unit

Senior Healthcare Assistant

Working with us is awesome!

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

Our Mission is Simple

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

Bedded Unit Department Vision

As a team, our outstanding, person-centred palliative care, positively impacts on the physical, social, emotional and spiritual wellbeing of our patients and their relatives and carers.

It is important to us that all our colleagues:

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion



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To succeed in this role you will have:

- A good standard of education including Maths and English GCSE at Level 4 or above (or equivalent)
- Level 3 NVQ in Care or Lead Adult Care Worker Apprenticeship
- The willingness to continue with own professional development
- Experience of working in a health or social care setting
- Experience and knowledge of working with patients at end of life
- Experience of working directly with patients, families and carers
- Experience of delivering personal care and assisting with activities of daily living
- The ability to work as part of a team together with the ability to work unsupervised at times
- The ability to respond positively to a rapidly changing workload and working pattern
- An understanding of the physical, emotional effort and commitment required to meet the needs of patients, family members and carers
- The resilience to work in an emotive environment especially dealing with the death of patients and caring for distressed relatives before, during and after death
- The ability to deliver patient centred care, always within policy and limitation of own competence
- The ability to work a full range of shifts including day and night shifts across all days of the week
- Excellent communication skills with both patients and colleagues
- The ability to contribute to a multidisciplinary team to ensure the best outcomes for patients
- The ability to relate confidently and articulately to patients and other professionals
- Good IT skills - MS Office, databases, email
- Awareness of health and safety, hygiene and infection control
- Experience of contributing to the development of a service
- Sensitivity and be empathic and non-judgemental
- Enthusiasm for your role and the work of the hospice and be both positive and reliable
- Strong self-awareness and be open and approachable

In this role you will be responsible for:

- Assisting with a range of patient care duties under the indirect supervision of registered staff
- Assisting in the provision of high-quality palliative care for patients and their relatives and carers
- Assisting with care which encompasses the physical, social, emotional and spiritual wellbeing of patients and their family members
- Assisting patients to maintain all aspects of daily living activities and, where appropriate, promote and facilitate patients to develop independence in accordance with individual programmes of care as delegated by registered nursing staff
- Maintaining patient skin integrity, updating pressure ulcer risk assessment tools that have been completed initially by a Registered Nurse, as well as escalating any change in risk level or changes to skin appearance that require assessment from a Registered Nurse.
- Assisting patients with eating and drinking, including supporting patients with enteral feeding regimes, according to training and competency
- Updating eating and drinking assessments and sharing information appropriately with the Catering team
- Assisting and assessing patients' elimination needs including continence, catheter and stoma care, considering alternative management plans in collaboration with the Registered Nurse where identified
- Helping with non-pharmacological approaches to maintain patient comfort and managing symptoms, e.g. comfort rounds and re-positioning, mouth care, listening and reassuring
- Demonstrating a knowledge of, and carrying out care and clinical procedures and clinical observations etc. that are consistent with Diploma in Health and Social Level 3 or equivalent
- Providing patients with complementary therapies where workload allows and in accordance with training and competency, ensuring documentation is completed following any therapies provided
- Assisting with last offices when required



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- Acting as second checker for controlled drugs administration following training and competency being achieved
- Supporting the Registered Nurse in the admission process by completing individualised core care plans and eating and drinking assessments according to training and competence
- Supporting the Registered Nurse in staff competency training / assessments in moving and handling, blood glucose monitoring, pressure ulcer risk assessments and Display Screen Equipment assessments
- Working closely with Registered Nurses in a link nurse role, assisting with training, audits and service development for areas of special interest
- Taking an active role in training on the electronic healthcare record system for any Healthcare Assistants who are new to the team
- Supporting bereaved people with advice and signposting to relevant services following the death of their friend / relative
- Carrying out aspects of technical care following appropriate training with accurate record keeping, e.g. clinical tasks such as:
 - Taking and recording vital signs. i.e. temperature, pulse, and respiration rate
 - Urine testing and obtaining specimens
 - Blood glucose monitoring
 - Venepuncture
 - Wound care
 - Basic foot care including nail trimming and filing
- Maintaining appropriate sensitive, caring and tactful relationships with patients, families and carers
- Ensuring valid consent is gained before all aspects of care are delivered and understanding how the Mental Capacity Act is implemented when patients are unable to give valid consent
- Supporting patients, and their family members, as they approach end-of life and at time of bereavement
- Informing Registered Nurses of any significant changes in patients' condition and family's needs
- Supervising, where appropriate, less experienced Healthcare Assistants who might be new to the team, welcoming them and help them learn the role of the HCA and North Devon Hospice
- Ensuring that confidentiality of information is maintained at all times and in compliance with GDPR
- Developing and sustaining a good working partnership with your colleagues, other health care professionals and external agencies
- Providing all care within the boundaries of your own clinical competencies as delegated by a Registered Nurse and working to the standards set out in the Code of Conduct for Healthcare Support Workers and Adult Social care Workers in England (Skills for Health 2013)
- Maintaining accurate and timely paper and electronic records of patient care delivered in accordance with guidance and training provided
- Working with and supporting voluntary staff in the provision of care as directed
- Following training, and in accordance with level of competency, updating patient moving and handling assessments, escalating any concerns to the Registered Nurse / Occupational Therapist/ Physio
- Working alongside the Occupational Therapist and Physiotherapist to plan goals and activities where appropriate rehabilitative treatment is identified. In the absence of the therapists, continuing plans of care to promote success of set goals
- Supporting the Occupational Therapist and Physiotherapist with fact finding for home environment to support early identification of equipment needs on discharge
- Assisting patients with engaging in activities that they find enjoyable and meaningful
- Assisting with manual handling activity, in the effective and safe use of aids, escalating any need for re-assessment by the Registered Nurse, Occupational Therapist or Physiotherapist



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- Being aware of, and complying with all manner of North Devon Hospice policies, procedures, protocols and guidelines alongside observing a personal duty of care when using equipment or handling patient's valuables for example
- Undertaking other duties as may be required, and which are consistent with the responsibilities of the post, learning new skills associated with the role
- Engaging with and contributing to clinical supervision sessions, and providing evidence of attendance
- Utilising hospice resources efficiently keeping waste to a minimum
- Engaging in clerical and housekeeping duties as directed
- Ensuring that you follow good infection control practice at all times and that you are familiar with infection control policies, procedures, and guidance relevant to your area of work
- Understanding your role in the safeguarding of adults and children by being able to identify risks, and recognise signs of harm, abuse or neglect including how to report concerns and take immediate action to protect a person at risk of harm or abuse

Your competency framework – you will:

Strategic Thinking and Setting Direction

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients and the public
- Show openness to new information and views from different standpoints and modify own thinking
- Gather feedback from patients, service users and colleagues that helps you to do things better, more efficiently and improve services

Sharing the Vision and Delivering the Service

- Support others to provide good patient care and high-quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and taking action where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do your job more effectively

Leading People

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

In addition we will ask you to:

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

The small print:-

- This job description may be reviewed in consultation with you and in light of any changing service requirements



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- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

October 2025