

Multi-skilled Healthcare Assistant (Hospice to Home)



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.

Community 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

Multi-skilled Healthcare Assistant (Hospice to Home)



- Value and respect others and promote equity, diversity and inclusion

To succeed in this role, you will have:

- A Level 3 qualification in adult health care
- A willingness to continue with own professional development
- Experience of working in a health or social care setting
- Experience and knowledge of working in the community and 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
- A commitment to being a team player who can work unsupervised at times, and be flexible enough to respond to a rapidly changing workload and working pattern
- An understanding of the physical and emotional effort and commitment required to meet the needs of patients, family members and carers
- The ability 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 waking nights
- The ability to travel across North Devon without reliance on public transport
- 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
- IT literacy in MS Office, databases, email
- Awareness of health and safety, hygiene and infection control
- Experience of working with a broad range of professional colleagues including those in other teams who are involved in the shared care of patients and families
- Experience of contributing to the development of a service
- Sensitivity, empathy and be non-judgemental
- Enthusiasm, positivity and reliability
- Openness, approachability and self-awareness

In this role you will be responsible for:

- Providing high quality, holistic care to end of life patients in their own home in line with the care plan and risk assessment as defined by the Community Palliative Care Registered Nurse
- Working closely with the hospice team and the patient's District Nurse and GP to support coordinated care
- Participating in the provision of care both day and night to facilitate patient / carer choice regarding palliative and / or end of life care
- Providing emotional support to patients, carers and family members
- Assisting patients with daily living activities in accordance with their individual plan of care i.e. eating and drinking, washing and dressing, nail and hair care, toileting, during day visits and night sits
- Supporting patients to take their medication as prescribed and in line with competency
- Assisting patients to maintain comfort and independence in line with planned care
- Contacting and assisting other professionals as required
- Undertaking delegated tasks from a Complementary Therapist i.e. hand massage, relaxation techniques as per competency
- Assisting with any after death care in agreement with the family/carer
- Establishing and maintaining effective professional communication with patients, carers and professional colleagues

Multi-skilled Healthcare Assistant (Hospice to Home)



- Being aware of the changing needs of patients and their carers throughout the illness trajectory and the need for frequent reassessment, alerting other professionals accordingly
- Maintaining effective verbal and written communications with members of health and social services external to the hospice team
- Maintaining accurate, legible patient records
- Acting in a manner that respects and empowers the patient, remaining non-judgemental in your approach
- Being aware of the importance of adhering to specific spiritual, cultural needs
- Maintaining patient confidentiality
- Handing over patient information appropriately to the hospice team and other health / social care professionals on a daily basis
- Reporting any concerns to the service manager
- Attending monthly meetings, supervision and educational updates to ensure own capability to practice
- Being committed to own Continuous Professional Development and maintaining your clinical competencies
- Being aware of the lone worker policy and adhering to the recommendations to maintain personal safety
- Being alert to the health, safety and wellbeing of self, colleagues, patients and carers and complying with the hospice's Health & Safety Policy
- Using resources economically and effectively
- Maintaining and ensuring equipment is in good working order, enabling you to work efficiently
- Respecting the rights, privacy, dignity and property of the patient and their carers at all times
- 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 help 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

Multi-skilled Healthcare Assistant (Hospice to Home)



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

February 2025