

# PHYLLIS TUCKWELL HOSPICE CARE

## JOB DESCRIPTION

**Post:** Health Care Assistant

**Accountable to:** Ward Manager or Community Services Manager

### **Job Purpose:**

Under the direction and supervision of qualified registered staff, to maintain and support the highest standards of nursing care, so as to ensure that a high quality and comprehensive service is provided to all patients, their families and carers.

### **Responsibilities:**

#### **1. Clinical**

To ensure statutory obligations are met that are relevant to the clinical area.

To ensure quality standards are maintained in order to provide the highest standards of holistic care.

To maintain and support the provision of assessment, planning, implementation and evaluation of nursing care, within the limits of your qualifications and under the supervision of qualified staff.

Work to the agreed models of care and work allocation.

Escalate any clinical or non-clinical incidents to the nurse in charge, and complete incident forms when necessary and contribute to and assist with investigations and risk assessments.

#### **2. Professional**

To understand and work within the Health and Social Care Act 2008, PTHC care business plan and philosophy.

Work as part of the Multidisciplinary Team, providing holistic care to patients, their families and carers.

Deliver a safe and high standard of care in accordance with Phyllis Tuckwell Hospice Care policies, guidelines.

Where appropriate and under the supervision of qualified staff, provide information and support to patients, carers and friends.

Maintain effective relationships with colleagues.

To maintain accurate, legible and contemporaneous records on all patients, to ensure documentation meets agreed PTHC standards and adheres to Caldecott Guidelines

### 3. Managerial

To work in accordance with the PTHC Fire, Health and Safety and Governance policies.

To effectively maintain and support the clinical area and monitor resources, including stores and equipment.

To ensure a team environment is maintained by developing effective relationships and being considerate towards colleagues, so as to create a team spirit and provide personal support.

Manage your own time effectively to meet PTHC aims and objectives.

### 4. Training and Development

#### Team

Maintain and support the professional development and safe practice of others through peer support, leadership, supervision and teaching.

#### Personal

Maintain up-to-date knowledge of PTHC guidelines, policy and procedures.

To identify and develop own knowledge and clinical skills, through continual professional development, clinical supervision, discussion with other members of the MDT, and through PTHC Annual Appraisal Process.

### 5. Research

Participate in research and audit within the PTHC environment.

Assist in implementing the findings of evidence based practice.

**This job description is current and subject to yearly review in consultation with the jobholder. It is liable to reflect and anticipate necessary changes to support the hospice strategy.**

**This job description is underpinned by the Phyllis Tuckwell Hospice Care philosophy, culture and core values, which actively promote a total team spirit, the aim of which is to 'be the best'.**

**Phyllis Tuckwell Hospice Care  
Person Specification Health Care Assistant**

Competency Required	How Assessed
<p><b>Job Knowledge</b></p> <ul style="list-style-type: none"> <li>Evidence of care skills from working in a care home, patient's own home, or hospital setting</li> <li>Understanding and experience of caring for dying patients with progressive diseases</li> <li>Care Certificate /willing to undertake</li> <li>Evidence of undertaking health care courses or other life skills</li> <li>Has NVQ / QCF / Regulated Qualifications Framework (RQF) / City &amp; Guilds level 2 or above</li> </ul>	Application Form / Interview
<p><b>Quality</b></p> <ul style="list-style-type: none"> <li>Commitment to providing high quality, individualised holistic care to patients and their relatives / carers</li> <li>Demonstrates competence in basic health care duties</li> <li>Demonstrates an understanding of the importance of Health and Safety and clinical governance</li> <li>Demonstrate an awareness of patient confidentiality and the principles of information governance</li> <li>Demonstrates an understanding of the importance of PTHC policies and procedures</li> </ul>	Application Form/ Interview
<p><b>Team working</b></p> <ul style="list-style-type: none"> <li>Ability to work as part of a team and be willing to learn and take directions from others</li> <li>Have an understanding of multidisciplinary team working</li> <li>Ability to show interpersonal sensitivity to others</li> <li>Good attendance and punctuality record</li> <li>Flexible approach</li> </ul>	Application Form/ Interview
<p><b>Relationships and Communication</b></p> <ul style="list-style-type: none"> <li>Good communication and interpersonal skills</li> <li>Empathy and compassion</li> <li>Demonstrates a caring approach</li> <li>Ability to write in a clear and legible form</li> <li>Understand the importance of reporting any changes in a patient's care to colleagues</li> </ul>	Interview
<p><b>Self Management &amp; Leadership</b></p> <ul style="list-style-type: none"> <li>Demonstrate ability to work unsupervised as appropriate, under the direction of a RN</li> <li>Enthusiasm and is proactive</li> <li>Ability to cope with stressful situations</li> <li>Self-awareness and coping strategies</li> <li>Openness to learn</li> </ul>	Interview
<p><b>Computer Skills</b></p> <ul style="list-style-type: none"> <li>Be in possession of basic IT skills –e-mail and internet usage and a willingness to increase IT skills</li> </ul>	Interview