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| Role Profile – Healthcare Assistant (Band 2) |  |
| **Reports to:** | Team leader/ Sister |
| **Accountable to:** | Senior Sister |

**Main Purpose of Post**

* Be part of the team providing the highest standard of care for patients, their relatives, carers and friends taking into account diversity and culture, treating each person as an individual.
* To work as a member of the Multi-Disciplinary Team (MDT) under the supervision of the senior Healthcare Assistants, Registered Nursing Associates (RNA) and Registered Nurses (RN). This will involve working with the Day Hospice and Community team to meet patient’s and families’ needs.
* To provide support to the team to allow them to maximise their own areas of expertise.
* Promote and support the individual’s rights and choice within the care environment.
* To contribute positively to the hospice culture to ensure the IPU is a kind and inclusive environment to work in.
1. **Clinical Responsibilities**

	1. Assist in welcoming and orientating patient’s relatives and visitors to the clinical area.
	2. Work with team members to support patients and families in meeting their individual care needs.
	3. As part of the clinical team, deliver excellent palliative care including care after death.
	4. Assist the team in maintaining a safe, tidy and comfortable ward environment.
	5. Be fully aware of and abide by infection control requirements.
	6. Promote independence and support patients to work towards their individual goals.
	7. To assist patients in meeting their hygiene needs assuring privacy and dignity at all times.
	8. To assist the RN/RNA in providing pressure area care as required.
	9. Work with the Therapy team to assist patients with mobility needs to maintain safety and promote independence.
	10. To assist patients in meal choice, liaising with hospitality and RN’s to ensure appropriate dietary requirements are met.
	11. Report all changes noted in a patient’s condition to the RN/RNA.
	12. Record clinical informationin the patient’s electronic record.
	13. Obtain urine samples, test and document the results as requested by the RN/RNA, reporting any irregularities.
	14. Support patients/carers in completing surveys of their experience and filling in the weekly Palliative Care Outcome Scale.
	15. To help with the cleaning and maintenance of equipment, reporting any damaged or faulty equipment to maintenance via the online reporting system,
	16. Demonstrate awareness of emergency procedures as appropriate eg fire, security,

cardio-pulmonary resuscitation.

* 1. To work towards the completion of all core competencies as outlined in the HCA competency portfolio. To be competent at all core skills outlined in the HCA competency framework. When ready and in agreement with line-manager, to extend practice and undertake training to further develop skills and achieve additional competencies.
	2. To prepare bedrooms for admission ensuring the correct equipment is in place.
	3. Ensure bedrooms are appropriately cleared on patient discharge or death and equipment is cleaned as per policy
1. **Communication Responsibilities**
	1. Support patients, families and carers through good communication and acknowledgement of the individual’s personal beliefs and identity.
	2. Assist patients to communicate with the use of any aids required.
	3. Demonstrate empathy and compassion when supporting bereaved relatives.
	4. To ensure that all telephone enquiries are dealt with courteously and efficiently referring to the appropriate team members as required.
	5. Report important conversations to the RN/RNA and ensure that you document them in the patient’s electronic record.
	6. Maintain patient confidentiality at all times.
2. **Non-Clinical Responsibilities**
	1. Contribute to special interest groups to ensure care is up-to date and evidence based.
	2. Attend and contribute to meetings.
	3. Participate in stocking up/monitoring of supplies.
	4. Contribute to keeping all areas of the clinical environment clean, tidy and free from risk.
	5. Assist with the safe-keeping of property and valuables, completing the relevant forms and following the policy.
	6. Participate in the Hospice annual performance review process identifying own developmental needs and identify how these might be met. Also ensuring your competencies are signed off in a timely manner.
	7. Attend and participate in clinical supervision or reflection.
	8. Support team members using effective communication.
	9. To be involved in group work on health issues and health promotion.

**4 General Duties and Responsibilities**

All St Gemma’s employees are required to abide by the Health and Safety at Work Act, attend annual mandatory training sessions and ensure that they comply with Hospice policies and procedures at all times.

Employees must demonstrate commitment to their own personal development and are required to make a positive contribution to fundraising and raising the profile of the Hospice locally and nationally.

Strict confidentiality applying to all aspects of Hospice business must be observed at all times.

5. **Values and Behaviours**

St Gemma’s has a set of values and behaviours to improve the experience for our patients and our staff. This means that in undertaking this role the post holder is expected at all times to behave in a way that demonstrates commitment to the delivery of thoughtful care to all and continual improvement in line with the values detailed below.

**Caring** – treating each person with kindness, empathy, compassion and respect.

**Aspiring** – continually learning and developing; striving for excellence in everything we do

**Professional** – delivering high standards through team work, a skilled workforce and good governance.

**6. DBS Check**

This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore a Disclosure and Barring Services (DBS) check will be carried out for the successful candidate. Please see our statement on recruitment of ex-offenders which is available on our website.

**This Role Profile is not exhaustive. It will be subject to periodic review and may be amended following discussion between the post holder and employer.**