**Job Description**

**Job title: BANK Healthcare Assistant**

**Reports to: Head of Care**

**Hours: 0 Hours per week, worked flexibly Mon-Sun**

**Salary: £12.44-£13.26 per hour depending on qualifications**

**Location: Beaumond House Hospice Care, Newark**

**Beaumond House**

Through the doors of Beaumond House you will find a lively and vibrant space, filled with life and laughter.  Our staff, volunteers and patients alike bring hope and happiness together in a ‘home from home'. Patients are at the centre of all that we do. We therefore expect all those who come to join our team (in whatever capacity) to ensure that dignity, safety and confidentiality of all patients is respected at all times and that all patients receive the highest possible standard of physical, psychological and spiritual care.

**Role Purpose**

To work with the Beaumond House team to maintain the standard of excellence to ensure that the philosophy and values of Beaumond House Hospice Care are met.

To provide individual high-quality care for patients in their own homes, and in the hospice inpatients environment including appropriate support for families in line with hospice policy. Care may include supporting patients whilst symptoms are assessed and brought under control, caring for the dying, supportive psychosocial and spiritual care in line with any agreed plan and enabling patients’ independence and supporting discharge home. You must adhere to all policies and procedures applicable in the hospice and to local and national end of life care policies. Using all equipment appropriately, for example hoist and slide sheets. You will work under the direction of a Registered Nurse (RN). Sensitive communication is required as the role cares for patients and their loved ones at difficult and emotional times.

**Main Duties**

* To work under the direct supervision of the RN as directed in the patients’ care plan, providing care to patients in order to meet their fundamental health care needs. This will include duties such as assisting patients to the toilet, assisting patients to use the commode, assisting patients to eat and drink as independently as possible.
* Assist patients with personal care whilst maintaining privacy and dignity at all times.
* To be responsible for undertaking some home visits independently without direction and supervision.
* Prepare light meals and undertake light household duties, including laundry.
* Having a basic understanding of and checking some medication with a Registered nurse once trained and competent to do so.
* Continuing care of patients and family following death. Assisting in giving the deceased care after death respecting their spiritual, cultural, and religious needs.
* Ensuring safe custody of patient’s property.
* To be responsible for ensuring patient safety and that any care given is in line with training received and follows either verbal direction from the RN or is directed via written nursing care plans. This will also include the care and management of those patients who are unable to maintain their own safety because of reduced mental capacity, cognitive impairment or any sensory deficit.
* To act in a non-judgemental way and treat every patient as an individual, respecting their choices, wishes, customs, values and beliefs irrespective of your own ideals and culture.
* Establish the preferred method of communication for the patient and their families.
* To communicate effectively and appropriately with patients from diverse backgrounds including different cultures. As well as patients who exhibit challenging behaviour, sensory loss and other difficulties with communication.
* To ensure any queries raised by patients, families and visitors are responded to in a friendly and sensitive way and directed to the appropriate professional if you are unable to address the question or resolve the issue yourself. Whilst always maintaining patient’s confidentiality and privacy
* To be able to communicate with and support patients whilst carrying out care which may be of a sensitive nature.
* Can relay to the appropriate professional any concerns or wishes expressed by the patient.
* Make accurate records at the point of care using the hospice’s record and reports relevant information directly to the RN.
* To provide input into the continuous assessment of patients, reporting any deterioration in a patient’s condition, reporting these to the RN and liaising with allied professionals where appropriate.
* Attend team meetings and other touch points such as one to ones and after death analysis.
* Establish & maintain good working relationships with other staff members and volunteers.
* To communicate appropriately with all members of the multidisciplinary team, other colleagues, patients, relatives, and loved ones, always displaying a friendly and approachable manner.
* Assists in the orientation and induction of new staff and students, bank and agency staff. Use of equipment and basic care skills
* To attend relevant study days/courses as identified in the personal development plan and including mandatory training in order to achieve knowledge and skills as set out within the knowledge and competency framework.
* To be responsible in actively being involved in the prevention of cross infection, understanding, and adopting into practice the principles of infection control in accordance with the hospice policy.
* To carry out activities which will ensure a safe environment for all patients and their loved ones and staff. This will include identifying and reporting faulty equipment appropriately, cleaning up and reporting spillages in accordance with hospice policy.
* To comply with Fire Safety Procedures.
* To be responsible for reporting any incident or near miss immediately to the nurse in charge
* To assist in monitoring, storing and disposal of equipment and hazardous materials in accordance with health and safety guidelines. This will include safe disposal of sharps and soiled linen.

**General Duties**

* Work collaboratively and cooperatively with your Beaumond House colleagues
* Respect confidentiality applying to all areas of Beaumond House
* Abide by the Health and Safety at Work Act
* Work within Beaumond House policies and procedures
* Participate in and contribute to team meetings
* Always behave in a professional manner, reflecting and maintaining Beaumond House values

**Skills, Experience and Attributes Required**

* Relevant experience working in a similar role
* NVQ or equivalent is desirable or a commitment to work towards a qualification in care or end of life care.
* Experience in caring for palliative patients or transferrable skills and experience.
* Good telephone and interpersonal communications skills.
* The ability to work as part of a team and a respect for all other individuals.
* Flexibility, excellent listening skills and an ability to build a rapport with others and a friendly and sensitive approach.

**What we ask of you**

* That you act in a manner at all times which supports the Vision and Values of

Beaumond House

* That you have a positive and proactive approach
* That you are confident and trustworthy

**Please note**

All roles are subject to receipt of satisfactory references. Roles may be subject to enhanced Disclosure & Barring Service checks.

This Job Description is intended as a guide only and is not an exhaustive list of duties. It is subject to periodic review with the post holder

**Our Vision** is to achieve ‘Outstanding Hospice Care, enabling our local communities to live well and die well’

**Our Values** (Guiding Beliefs) are:

PATIENT CENTRED, WE ‘GO THE EXTRA MILE’ - Every life matters and every moment matters - patients and their families and friends are at the centre of everything we do.

VALUE & SUPPORT OUR PEOPLE – All of our people are important and highly valued, and we support and develop them to be at their best.

OPENNESS & HONESTY, CREATING A SAFE ENVIRONEMENT -  We provide a safe environment in which feelings may be openly expressed and acknowledged with sensitivity and honesty.

COLLABORATION - We provide a unique and special range of services, in collaboration with our partners in the End of Life Together Alliance.

EFFICIENCY, CARING, PROFESSIONAL - We provide good stewardship of our resources and operate in a professional, caring, and efficient way.