**Job Description**

**Community Healthcare Assistant (Bank)**

1. **Job Purpose**

To be an effective member our clinical team to ensure the provision of high-level care (including palliative, end of life and social) within a multi-disciplinary approach across all North Yorkshire Hospice Care services.

1. **Key Tasks**
2. To assist patients and clients with their activities of daily living, reimagining the care and support they need to live their lives with dignity and compassion, providing high quality and specialist palliative, end of life, or social care.

2. To participate in agreed programmes of care ensuring that all care given is clearly and accurately documented in line with standards and seeking support from senior staff as necessary.

3. To engage with and suport all client and patient’s carers, loved ones, relatives and friends, in a courteous and friendly manner, providing additional support as required.

4. To follow all infection prevention and control policies, procedures and guidelines.

5. To follow North Yorkshire Hospice Care procedures in caring for patients after death and providing support to family and carers as necessary.

6. To support new members of the team across the organisation in their orientation process.

7. To communicate with external professionals, members of the team, clients, patients and carers clearly and effectively, seeking help as needed.

8. To work closely with the Multi-disciplinary Team and volunteers, promoting supportive and collaborative working relationships.

9. To follow North Yorkshire Hospice Care policies and practice in taking care of patients property and valuables.

10. To provide any clinical skills such as medication administration, glucose montioring and any other skills, that are within the operating perameters of the service, that are required within the patients and clients care or care plans and within your trained competencies.

11. To follow moving and handling policies, procedures and training to support the independence and dignity of our patients and clients.

12. To maintain a safe working environment at all times, making the best and most economic use of resources, and equipment.

13. To work in line with all systems requirements, working with the Hospice Services Team where needed, based on location and service to ensure timely, effective and accurate documentation of care provided and to ensure effective communication of needs between different clinical professionals, shifts or otherwise as required to support patient and client care.

14. To ensure that all aspects of confidentiality and data protection are maintained in line with North Yorkshire Hospice Care policies and the principles of information governance.

16. To use initiative when caring for patients or clients in the community, working flexibly with the changing environments and circumstances, without direct supervision

17. To report any unusual ocurrences, changes in patients or clients, or any risks to the organisation as soon as possible to provide support, guidance and follow all instructions given in a timely and responsive way.

18. To think laterally about additional services/ways of working to improve quality and outcomes for patients and clients

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

**Overarching responsibilities**

* To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.
* To live out our values, which drive all that we do, in the context of your everyday work following our behaviour framework.
* To work in accordance, and fully comply, with our organisational policies and procedures.
* To carry out all duties in accordance with the law, regulations, organisational frameworks, recognised professional guidelines and the have a commitment to FREDIE, integration and collective decision making.

Throughout your time with us we will conduct ongoing employment checks and performance reviews relevant to your role, for example professional registration checks, DBS, appraisals and regular contact meetings.

1. **Terms and Conditions**

Reports to: Community Services Manager

Responsible for: N/A

Hours: Various (bank)

Location: Community

1. **Person Specification**

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| --- | --- | --- |
| **What is required?**  | **Is it essential or desirable?** *Essential = E**Desirable = D* | **How is it assessed?** *Application = A**Interview = I**Task/Assessment = T* |
| **Experience**  |
| Previous experience in a care environment | **E** | **A** |
| Desirable experience in palliative or rehabilitative social care services | **D** | **A** |
| **Knowledge/Skills**  |
| Good communication and interpersonal skills  | **E** | **I** |
| Understanding of patient care | **E** | **I** |
| Understanding of social care | **E** | **I** |
| Understanding of end of life care | **D** | **I** |
| Patient centred approach  | **E** | **I** |
| An understanding of and commitment to multi-disciplinary working  | **E** | **I** |
| Understanding of patient protection from abuse | **E** | **I** |
| Team working skills  | **E** | **I** |
| Understanding of infection prevention and control | **E** | **I** |
| Understanding of health and safety  | **E** | **I** |
| Understanding of the importance of accurate recording and record keeping  | **E** | **I** |
| Understanding of working with volunteers  | **D** | **I** |
| **Personal Attributes** |
| Belief in organisational values | **E** | **I** |
| Self-awareness and ability to recognise signs of stress and use coping strategies  | **E** | **I** |
| Understanding of confidentiality  | **E** | **I** |
| An understanding of and commitment to equality and diversity  | **E** | **I** |
| Commitment and interest in learning and personal development | **E** | **I** |