

Senior Team HCA (Community Services)

Job Purpose

- To provide on-shift leadership and management of our Hospice Healthcare Assistants to deliver patient-centred care and support
- To be part of the inpatient services management team to deliver service improvements to clinical services
- To support others and to be able to independently plan and deliver patient-centred care, working closely with patients and their families
- You will be expected to work in an integrative way to support cross-working with our inpatient service and, therefore, will be required to work full 24/7 shift patterns, including nights
- You will be required to participate in the on-call community rota, which operates on an approximate 1-in-4-week basis. An additional on-call payment will be provided for periods when on-call duties are undertaken

Key Responsibilities Clinical intervention

- Places quality at the centre of care by providing evidence-based, individualised, and personalised support through holistic needs assessment, risk assessments, care planning, and evaluation of all care interventions. Follows agreed care and support plans and actively integrates theory and practice into daily work
- Demonstrates excellent communication skills and expertise in hospice care, including the ability to manage emotional distress for patients and their loved ones when needed
- Contributes to service development, promoting excellence in care
- Promotes clinical excellence through innovation, audit, evaluation, and research
- Maintains accurate patient records

Leadership and People Management

- Forms part of the HOME Management team, delivering on service-led requirements, and leading the Hospice Health Care Assistants as required
- Takes the line management of Hospice Health Care Assistants as is needed by

the organisation

- To act as part of the management team on shift, providing decision-making and troubleshooting
- To act as a manager on shift whenever required
- Effectively allocating work and maintaining responsibility for delegated tasks
- Demonstrates leadership through clinical expertise, delivering high-quality, person-centred care and using a co-creating care approach with patients and their families affected by life-limiting illnesses
- Contributes to the education and training of other healthcare professionals involved in patient care
- Supports the development and promotion of the hospice, ensuring the delivery of high-quality, cost-effective care
- Encourages patient and community involvement within the practice setting
- Collects accurate and comprehensive data to provide evidence of activity, outcomes, and quality
- Takes professional responsibility for ensuring effective communication between all service providers across the care pathway
- Actively participates in multi-professional meetings, acting as a patient advocate representing the organisation
- Ensures that patients and their families are aware of the full range of resources and services available through the organisation
- Develops skills in conflict resolution and negotiation to handle difficult or challenging situations
- Supports the development of patient-focused education, including training to manage treatment side effects effectively

Innovation

- Develops new skills in response to emerging knowledge and techniques
- Works across professional boundaries, employing creative reasoning, positivity and problem-solving
- Supports and manages change from a solution-focused place

Governance

- Participates in all governance meetings, such as the adverse events group, as needed by the organisation
- Will undertake investigations, audits, policy and procedure reviews as required by

the organisation.

Professional Development

- Acquires and applies clinical, technical, and evaluation skills through a broad and in-depth knowledge base
- Utilises clinical expertise, clinical judgement, creative thinking, and experience to enhance patient care, seeking support from others when necessary
- Takes personal responsibility for ongoing learning and development through reflective practice, self-appraisal, and actively engages with the learning and development opportunities provided by the hospice

Special Features of the Job

- To deliver on time-specific projects for service improvements across clinical services
- To nurture and develop Hospice Healthcare Assistants to deliver their roles effectively
- To provide competencies and training as needed to Healthcare Assistants to support in their maintenance of training requirements and continual professional development
- Working autonomously within a team, you'll deliver patient-centred and holistic care. Our service operates 24/7, 365 days a year, with clinical roles rostered to ensure round-the-clock coverage. Although rosters are planned, there may be times when you'll need to adjust your scheduled rota at short notice. If this is the case, we can make individual arrangements, provided they align with our Flexible Working Policy and are approved by the Director responsible for the service
- In necessary circumstances, we may need to make last-minute changes to shifts to maintain high-quality, safe patient care. We'd initially ask for your cooperation, only resorting to compulsory changes if necessary

Personal Development

- We warmly encourage all staff and volunteers at the Hospice to play an active role in identifying and fulfilling their development needs related to their jobs. We aim to support you through various processes, such as regular one-on-one meetings with your Line Managers or senior colleagues, plus annual appraisal and development reviews
- Every employee benefits from an annual appraisal, and to make the most of this opportunity, it's important to engage fully in the review and collaborate with your Line

Manager on your individual, team, and organisational objectives

- Additionally, we kindly ask each employee to participate in all relevant mandatory and statutory training, as required by our organisation and /or their professional bodies

General

- Lead and work from a place of positivity and solution-focused
- Act as a charity ambassador and encourage others to do the same.
- Collaborate closely with colleagues in Fundraising and Marketing to promote the hospice's charitable activities and participate in fundraising as needed.
- Ensure the team understands the hospice's structure, values, and purpose, and has opportunities to contribute to its development.
- Maintain confidentiality regarding staff, volunteer, and client records, as well as privileged information about the charity's services, patients, staff, and volunteers.
- Enhance the hospice's reputation within the community and among private, statutory,

and voluntary sector agencies.

- Perform any other duties as reasonably required.
- All staff must be supportive of and able to promote the philosophy and concept of hospice care.
- The hospice provides staff support, and employees are expected to take responsibility for accessing and providing suitable support to ensure they can deliver professional care.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

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.

Person Specification

What is required	Essential/Desirable Essential = E Desirable = D	How is it assessed? Application = A Interview = I Task/Assessment = T
Education/Qualifications		
Health and Social Care Degree or suitable equivalent experience	E	A
European Palliative Care Certificate or specific palliative care learning	D	A
Experience		
At least 3 years practical experience of care in a specialist clinical setting	E	A/I
At least 2 years demonstrable experience of leading the care for patients at end of life or requiring symptom control	D	A
Ability to assess deliver care under the direction of a nurse care plan and to support others to do so	E	A
An excellent level of understanding and interest in Palliative Care and End o Life Care	E	A/I
Evidence of delivering projects for clinical services or service development	E	A/I
Experience of mentoring and line managing staff	D	A/I

through development		
Experience of ward logistics and management	E	A/I
Knowledge/Skills		
Excellent communication skills	E	A/I
Excellent interpersonal skills	E	A/I
Excellent record keeping skills and documentation	E	A/I
IT literate with the ability to use Microsoft and Outlook as a minimum	E	A/I