

Job Description

Community Healthcare Assistant

1. Job Purpose

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

2. Key Tasks

- 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, complex care or social care.
- 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.
- To engage with and support all client and patient's carers, loved ones, relatives and friends, in a courteous and friendly manner, providing additional support as required.
- To follow all infection prevention and control policies, procedures and guidelines.
- To follow North Yorkshire Hospice Care procedures in caring for patients after death and providing support to family and carers as necessary.
- To support new members of the team across the organisation in their orientation process.
- To communicate with external professionals, members of the team, clients, patients and carers clearly and effectively, seeking help as needed.
- To work closely with the Multi-disciplinary Team and volunteers, promoting supportive and collaborative working relationships.
- To follow North Yorkshire Hospice Care policies and practice in taking care of patients property and valuables.
- To provide any clinical skills such as medication administration, glucose monitoring and any other skills, that are within the operating parameters of the service, that are

required within the patients and clients care or care plans and within your trained competencies.

- To follow moving and handling policies, procedures and training to support the independence and dignity of our patients and clients.
- To maintain a safe working environment at all times, making the best and most economic use of resources, and equipment.
- 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.
- When not allocated to a particular team during a shift, to provide support to each team as necessary supporting patient care and at lunch time taking part in support to patients with meals and feeding patients as necessary.
- To maintain high standards of comfort and hygiene and meet the needs of patients work with the Housekeeping and Catering teams in dealing with tasks such as laundry, preparing refreshments and serving meals.
- To deliver high standards of comfort and care meeting the needs of our patients and working alongside our wider MDT, including the housekeeping team to ensure this.

The above tasks are indicative of the role to be carried out; they may change from time to time in collaboration with the post holder and in line with service need.

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 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.
- 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.

3. Terms and Conditions

Reports to: Community Service Managers or allocated Manager

Responsible for: N/A

Hours: Various - between 20 and 30 hours per week – Various shifts, at least 45% in unsocial hours, including weekends, nights and bank holidays

Location: Community

4. Person Specification

What is required?	Is it essential or desirable? <i>Essential = E Desirable = D</i>	How is it assessed? <i>Application = A Interview = I Task/Assessment = T</i>
Experience		
Experience in a care environment	E	A/I
Experience in palliative or rehabilitative social care services	D	A/I
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