

**Queenscourt Hospice
Role Description**

Post: Bank Healthcare Assistant (Queenscourt at Home)

Reportable to: Queenscourt at Home Co-Ordinators / Specialist Clinical Lead Nurse

Accountable to: Director of Nursing Services

Role Summary:

The post holder will be responsible for delivering a range of patient care duties with or without direct supervision from qualified staff as well as assisting qualified staff in providing high quality standards of palliative care for patients and their relatives. The post also involves operating as a lone worker caring for patients and patient's relatives in their own homes. Previous experience working in the community is essential.

Main Duties and responsibilities

1. Assist with patients' personal care and all aspects of daily living
2. Observe patients' general condition in line with care plan
3. Provide support to patients, families, colleagues and volunteers
4. Take clinical observations, apply simple dressings, assist qualified staff with clinical procedures.
5. Work with volunteers in the provision of care
6. Undertake some clerical and housekeeping duties

Policies and Procedures

7. Understand and comply with the policies and practices of Queenscourt
8. To participate in an annual development and review process
9. To attend statutory training in accordance with Queenscourt requirements

Health and Safety

10. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

Other

11. Maintain absolute confidentiality in all areas of work
12. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and the charity
13. Any other duties commensurate with the grade and post.

Note:

Within this role, there will be a requirement for social contact with patients and/ or patient families

This document does not attempt to describe all the tasks to be performed, but indicates the degree of authority, responsibility and discretion required. It will be open to periodic review and as a result, alterations and additions may be made.

Person Specification – Bank Healthcare Assistant (Queenscourt at Home)

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> • NVQ Level 3 in Care or OU K260 or equivalent qualification and/or experience. • Minimum of Level 2 qualification in Maths and English • IT competence 	<ul style="list-style-type: none"> • ECDL • Communication skills training • Care Certificate 	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> • Community experience of caring for palliative care patients at end of life • Ability to communicate sensitively and with empathy • Ability to work independently and as part of a team • Full driving licence and access to car 	<ul style="list-style-type: none"> • Experience of working in variety of palliative care settings 	Application Form Interview References
<u>Skills & knowledge</u>	<ul style="list-style-type: none"> • Basic IT skills 		Application Form Interview References Test
<u>Personal Qualities</u>	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers.		References Interview
<u>Disclosure and Barring Service (DBS)</u>	This post is subject to a disclosure and barring check		