

JOB DESCRIPTION
Healthcare Assistant LH IPU
[Band 3]

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HAVENS HOSPICES

CONTROLS ASSURANCE STATEMENT

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is identified and lines of accountability made clear.

POST TITLE: Healthcare Assistant – LH IPU

ACCOUNTABLE TO: Head of Children's & Young Persons Services

RESPONSIBLE TO: Ward Manager

LOCATION: Little Havens IPU

Our Vision

'Making every day count'

Our Mission

"To offer the best possible palliative and supportive care, free from fear and barriers, where the patient and those important to them are always put first".

Our Values

Care and Compassion, Commitment, Community, Courage, Integrity

MAIN PURPOSE OF JOB - SUMMARY

To work as a higher-level carer of the multidisciplinary care team, ensuring a holistic package of care is provided to Children Young People and their families, some of whom will have learning disabilities with complex health needs, palliative, and supportive care needs.

To help provide appropriate personal, physical, emotional, social, and spiritual care, in collaboration with the patient and family under the supervision of Registered Nurses and Associate Practitioners. This supervision may not always be direct – may be indirect supervision via an on-call rota.

KEY DUTIES AND RESPONSIBILITIES

MAIN DUTIES

1. Work in partnership with families/patients allowing them to guide routines of care.
2. Help create a welcoming, caring, safe and supportive environment for patients, families and all involved in the work of the hospice.
3. Follow a clearly written personalised care plan, and report any changes required to registered professionals or team leader.
4. Work effectively under the delegation of registered nurses to deliver a high quality and effective service.
5. Work independently to provide care without direct supervision.
6. Take independent action to troubleshoot within level of competence – e.g. blocked feeding tubes, oral suction, management of seizures. Only where trained and documented competence to do so.
7. Be observant to changing conditions of patients and report to a registered practitioner.
8. Able to recognise the deterioration in patient condition, report and escalate appropriately.
9. Ensure patients nutritional needs are met.
10. Liaise with other care staff and pass on information at changes of shift.
11. Maintain accurate records of patient care according to Havens policies.
12. Ensure patients wellbeing and recreational activities are prioritised and appropriate referrals are made to specialist services.
13. Support the nursing staff in the delivery, administration and recording of medication following appropriate policies and procedures.
14. Assist medical staff, chaperoning and acting as an advocate for the patient if the family are not present
15. Perform the tasks relating to care of the recently deceased person, with tact, consideration, and dignity.
16. Assist with the care of a patient after death, to provide bereavement support, assist with planning and liaising with funeral directors.
17. May sometimes work alone and unsupervised, especially in the community setting, requiring decision making and autonomy.
18. To participate and lead in the moving and handling of vulnerable patients, often involving specialist lifting and handling equipment, sometimes in confined spaces if working in the community.
19. Risk of exposure to bodily substances defined as hazardous.
20. Rigorous adherence to organisational infection prevention policies and procedures including the use of personal protective equipment.
21. Communicate effectively with children, young people, and their families, some of whom will have significant barriers to understanding.
22. Be aware of the needs of the whole family and to encourage trust and open communication, as well as offering emotional and practical support.
23. Communicate effectively with members of the multidisciplinary team.
24. Provides and receives complex and confidential information concerning patients, requiring empathy, persuasion, and reassurance, often in distressing situations.
25. Maintain contemporaneous records of care using the appropriate IT systems.
26. Ensures correct use of equipment.

27. Handles patient valuables.
28. Occasionally participate in audit, surveys research and development activities.
29. May case hold patient care under the indirect supervision of registered professionals.
30. Participate in induction, mandatory training and other educational activities as identified/agreed with line manager.
31. Complete mandatory training and competencies within agreed time scales.
32. Demonstrates and supervises own duties to new starters, students, and junior colleagues.
33. Demonstrate a positive attitude and actively seek solutions to problems.
34. Develop good working relationship with all staff with whom the job interacts.
35. Always maintain patient confidentiality.
36. Promote the work of Havens Hospices.
37. Attend staff meetings as required.
38. Be responsible for conforming to the policies and procedures as set out in the staff handbook, including health & safety requirements and attending courses as directed.
39. Be flexible in working patterns due to the unpredictable nature of the patients' needs /service needs.
40. Identify own on-going educational needs and take the appropriate action to achieve those development needs.
41. Be prepared to develop skills and competencies that are required to meet the demands of the role as it evolves over time.
42. Always conduct yourself in a professional manner.
43. Promote the philosophy of hospice and palliative care through demonstration of the mission and values.
44. Ensure compliance with relevant health and safety and other organisational policies and procedures.
45. To act in a manner that safeguards the interests of beneficiaries and upholds public trust and confidence in the hospice.
46. Work to achieve our vision and values in respect of health and safety, inclusion, and the safeguarding of our people. Taking personal responsibility to comply with the principals/requirements.
47. Abide by the Code of Conduct for Support Workers, details of which can be found [here](#).

GENERAL

1. The post holder must acquire and maintain an up to date working knowledge of all Charity Strategies, Policies & Procedures.
2. The post holder will ensure Health & Safety regulations are adhered to.
3. The post holder will assist in ensuring the economical use and ordering of materials and equipment, maintaining an awareness of the need for good housekeeping, and helping to ensure expenditure is within budgetary limits.
4. The post holder will maintain strict confidentiality within the Hospice and ensure that all staff and volunteers under their management adhere to the Charity's confidentiality guidelines.
5. The post holder will undertake any other duties which are consistent and relevant to the post.
6. The post holder will liaise with other services to ensure continuity of care, and to improve palliative care for patients in the community.
7. This job description is not an exhaustive list of duties and responsibilities. The post holder will be expected to undertake other duties temporarily or on a continued basis, as may be reasonably required, commensurate with the grade associated with this post.
8. You must be sympathetic to and able to project the philosophy and concept of the Charity.
9. You will potentially have access to confidential data on staff and/or patients and/or services within the Hospice. Failure to maintain confidentiality and comply with the Data Protection Act 2018 and UK GDPR principles may lead to disciplinary action which could ultimately lead to dismissal.
10. You will be expected to produce work to a high standard and to always promote quality in all areas.
11. The managerial and clinical philosophy of the Charity is based on a multidisciplinary approach. Staff regardless of grade or discipline are required to participate in this concept.

12. You will be expected to keep yourself updated on all matters relating to Charity policies. You are responsible for familiarising yourself with matters relating to Health & Safety management as they affect you personally, your department and/or the Charity.
13. You will be expected to participate in regular 121/supervision meetings, and annual appraisals, for yourself and/or the staff you manage.
14. The post holder will be expected to abide by all legal requirements required for this post, including adhering to any relevant Codes of Conduct and principals, and being registered with any governing body required to legally practice.

SMOKING POLICY

Havens Hospices is committed to a policy which actively discourages smoking and adheres to current legislation while allowing for patient choice. Please refer to the Charity's Smoking Policy.

EQUAL OPPORTUNITIES

Havens Hospices operates an Equality, Diversity and Inclusion Policy and expects staff to have a commitment to these in relation to employment and service delivery. Staff are expected to take personal responsibility for these principals and requirements.

Havens Hospices promotes diversity through achieving genuine equality of opportunity. The organisation aims to recognise and value differences between individuals, such as age, disability, sex/ gender, race, religion or belief, marital status or civil partnership, gender reassignment, pregnancy / maternity and sexual orientation. Only by embracing people with different backgrounds can we fulfil our Vision and Mission.

Havens Hospices is committed to defining each person's responsibilities in support of this policy, ensuring that our policies and procedures are fair and equitable; raising awareness of the needs of traditionally disadvantaged groups; and eliminating discrimination, bullying and harassment within the Charity by making unlawful discrimination a disciplinary offence. This policy applies to recruitment, selection and vacancy advertising.

SAFEGUARDING STATEMENT

Havens Hospices is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Charity recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with all Charity policies and guidelines relating to Safeguarding.

CHANGES TO THIS JOB DESCRIPTION

You have the responsibility to discuss any job changes with your Line Manager at the time the change occurs and agree any permanent substantial change.

DATE COMMENCED IN POST: _____

SIGNATURE: (Employee) _____

DATE: _____

SIGNATURE: (Line Manager) _____

DATE: _____

**HAVENS HOSPICES
PERSON SPECIFICATION
HEALTHCARE ASSISTANT – LH IPU**

REQUIREMENTS	ESSENTIAL	DESIRABLE
Qualifications	• GCSE or equivalent in Maths & English, grade C/Level 4 or 5 and above. • Level 3 qualification in health & social care or equivalent experience • Evidence of on-going short courses or competency-based workbook relevant to delivery of care	• Care Certificate • Level 4 qualification in healthcare or willing to undertake further study
General Experience	• Experience of working with children / young people • Experience of working with people in a care setting • Ability to work under pressure and in difficult emotional situations	• Experience of working with children / young people with disabilities • experience of working with people who have complex care needs • Palliative care experience • Knowledge of SystmOne • Experience of working within the charity sector
Job Related Skills	• An understanding of confidentiality and data protection issues • Excellent written and verbal communication skills • Ability to use Microsoft Office (including Word, Excel, PowerPoint, Outlook, Teams), databases, other relevant software and systems, and the internet to an intermediate level • Ability to update and maintain records, databases, and other systems accurately and efficiently.	

REQUIREMENTS	ESSENTIAL	DESIRABLE
Personal Skills	• Ability to prioritise and plan own workload to meet deadlines. • Ability to be proactive, use initiative, and resolve problems to ensure service delivery. • Ability to build and maintain good working relationships with stakeholders and manage expectations around what can be delivered within clear professional boundaries. • Meticulous in terms of attention to detail, able to deliver with speed whilst working within tight timescales and under pressure. • Ability to manage competing demands whilst maintaining resilience and a positive outlook in challenging circumstances to deliver calm, measured, and professional service.	• Driven by charitable mission
Other Requirements	• Able to tolerate long periods of standing and physical activity for the purposes of providing care (i.e. transferring patient/clients from a bed to a chair or similar). • Willing to undertake courses appropriate to personal development within role. • Willing to commit to industry professional standards, codes of practice and legislation. • Empathy with the Charity's mission, vision, and values. • Committed to safeguarding and promoting the welfare of children, young people, and adults at risk. • Committed to equal opportunities and inclusion. • Understanding and commitment to safeguarding principals & requirements.	

