

JOB DESCRIPTION

Post Title: **Healthcare Support Worker (HCSW).
St David's Hospice at Home Service**

Hours of Work: **30 hours per week.
Day, night and weekend shifts.**

Managerial Accountability: **Team leader.**

Main Purpose of the post:

- **To Support St Davids Hospice virtual beds in the community under the direct supervision of the RGN's as a 24/7 service.**

Duties & responsibilities

- To assist the Hospice at home nursing team in the assessment and treatment process, working with the patient on a negotiated plan of care, complying with written and verbal instructions e.g. facilitate a specific therapeutic activity and prescriptive exercises & clinical procedures (e.g. venepuncture, specimen collection & general nursing care duties) within level of competency.
- Be able to work independently following a plan of care within the home environment.
- Be able to recognise and report to the senior staff nurse any changes in the patient's condition e.g. increased symptoms, mobility, cognition, mood as well as psychosocial changes within the home environment.
- To liaise with the senior staff nurse, giving feedback on any changes made in the plan of patient care.
- To liaise with other disciplines concerned with the care and treatment of patients as directed by the senior staff nurse.
- To maintain good professional working relationships with other disciplines.
- To deliver individual therapy treatment plans prescribed by the physiotherapist and/or occupational therapist within the community.
- Work under the direction/supervision of the Multidisciplinary team to support & assist with the management & monitoring of patient progress in order to maintain optimum quality of life.
- Be able to identify patients and relatives who may benefit from a specific therapeutic activity whilst using hospice services (e.g. complementary therapy, diversional/art therapy, Physio, OT, counselling Family support – subject to availability).
- To work as part of the MDT, facilitating the achievement of individual patient goals, demonstrating a flexible and adaptable approach.
- Be able to carry out a telephone enquiry in the absence of senior staff & report to the appropriate professional.

General Duties

- To adhere to St David's policies and procedures.
- To observe confidentiality of patients at all times.
- To adhere to specific legislation affecting particular area of responsibility.

- Any other duties mutually agreed relevant between the post holder and Line Manager.
- Flexible working between Hospice at home & Inpatient departments to maintain a seamless service between Hospice at home & Inpatients.

Health & Safety

- To ensure as far as is reasonably practicable, the health, safety and welfare at work of herself/himself and other staff in the work location.
- To ensure as is reasonably practicable that those who are not employees, but who are affected by the undertaking of the Hospice at home service, are not exposed to risk of their Health and Safety.
- Be aware, understand & adhere to the loan worker policy.
- To share responsibility for departmental tidiness.
- To be aware of and ensure that current working practices conform to the requirements of the Health and Safety at Work Act 1974 and other legislation.

Administrative

- To promote good working relationships and communication with members of the multi-disciplinary team (MDT).
- To participate in and actively contribute to departmental meetings including staff meetings.
- To organise own patient workload in consultation with the supervising Nurse.
- To contribute to the maintenance of patient records and registers.
- To participate in the maintenance of stock levels.

Personal Responsibilities

- Adhere to all Hospice policies with particular reference to confidentiality, Data Protection and Health and Safety at all times.
- Complete the Health care competencies within a 6-month period.
- To attend all mandatory and in-service staff training and ensuring you are up to date.
- To contribute to service standards, clinical audit and outcome measures as appropriate.
- Maintaining high standards of cleanliness.
- Work autonomously but within a team environment.
- To be responsible for own professional development and to participate in the Hospice Performance Appraisal Process.
- The post holder must at all times carry out these duties and responsibilities with due regard to the Hospice's Equal Opportunities policy and is expected to promote and implement the Hospice's Equal Opportunities Policy.
- Follow absence reporting procedures by phoning your line manager for all sickness absences in line with Hospice policy and procedure.
- Maintains own conduct in accordance with St David's Hospice's Employee Handbook and Hospice policies.
- Participates in own personal development initiatives through training and education.
- Participates in an annual individual performance review.
- Is I.T. literate, or working towards sufficient literacy for their working needs.
- In time, training for additional skills may be offered e.g. basic dressings, phlebotomy (taking blood).
- Upholds ethical and professional standards and does not behave in a manner that is likely to bring the charity into disrepute.

Person Specification

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Criteria	Essential	Desirable	How Assessed
Skills/Abilities	<ul style="list-style-type: none"> - Ability to respond to changes in patient conditions - Ability to work within a team - Ability to work independently - Basic level communication skills - Ability to prioritise a patient's care needs - Uses own initiative - Motivated to learn - Maintains a mature outlook - Possesses a responsible attitude - Basic computer skills 		Application form/ Interview
Knowledge	<ul style="list-style-type: none"> - Knowledge of care giving - Has empathy and understanding of issues encountered by patients & families with palliative and end of life care needs. 		Application form/ Interview
Qualifications Education & Training		<ul style="list-style-type: none"> - NVQ 2 and 3 or willing to work towards - St David's Palliative care competencies 	Application form
Experience	<ul style="list-style-type: none"> - Recent experience in a health/ social care setting - Experience in caring for people with palliative care needs. 	<ul style="list-style-type: none"> - Experience of working in the community. 	Application form/ Interview
Other Requirements	<ul style="list-style-type: none"> - Flexible approach to working patterns - Willingness to undertake work during the day, weekends and at night - a current, clean driving licence and car 	<ul style="list-style-type: none"> - IT literate - Welsh speaker - Phlebotomy 	Interview

Information

- You will be expected to adhere to the Data Security, email and internet policies that concerns your job role within the Hospice.
- Should you have any matters of concern, you are welcome to, and encouraged to, raise your concerns with your Line Manager.
- You should ensure that any information you record is accurate and correct in both electronic and paper records if appropriate.

No Smoking

- The post holder will be expected to observe the “No smoking” policy of the Hospice. This is inclusive of the Hospice at home service.

Note

- **The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.**
- **Hospice at home is a developing service; therefore, working hours/times could change to suit the service, following discussion with the post holder.**