

**JOB TITLE:** Health Care Assistant

**RESPONSIBLE TO:** Head of Care

**LOCATION:** Zoe's Place Baby Hospice Coventry

**SALARY:** £24,250 to £27,350 a year

## **JOB SUMMARY**

Health Care Assistants will work as part of a team to support the clinical team and outside agencies in providing specialised short break and palliative care. The postholder will ensure that all care and interactions are of the highest standards. Following robust competency assessments, the postholder will carry out clinical care, and provide holistic individualised care and support to children and their families.

## **About us**

Zoe's Place Baby Hospice is nurse-led, providing 24-hour short breaks and end of life support for babies and children up to the age of six (extended to age 8 years as needed) who have life limiting/life-threatening complex needs.

## **Service delivery**

Ensure that all aspects of the role specification are met and that the service provided is culturally sensitive and appropriate for all sections of the communities we serve.

## **Main duties of the job**

- Maintain high standards that reflect best practice guidelines, organisational policies, and hospice values.
- Actively encourage a family atmosphere within the hospice.
- Ensure good time management and punctuality and maintain a professional appearance at all times. Conduct yourself at all times in a professional manner.
- Adhere to Zoe's Place policies and procedures, guidelines and standards at all times and promote these to others.
- Ensure that all patient notes are accurate and thorough in accordance with professional and organisational standards.
- Attend and participate in an annual appraisal and regular reviews of performance and objectives, identifying gaps in knowledge/skills and developing a plan to enhance service and self-development.

- Encourage and promote the philosophy of Zoe's Place and present a good public image.

job description & person specification,

- Co-operate with all staff in maintaining good relationships with outside agencies in order to uphold the Charity's image and win increased support for our work.
- Report any incidents and accidents to the Nurse in charge in a timely manner and ensure that they are recorded in the appropriate documentation.
- Promote and maintain dignity, privacy and confidentiality at all times.

### Other duties and skills required

#### Communication and relationships

- Maintain appropriate and respectful professional relationships with patients, families, colleagues, other staff and stakeholders to enhance service delivery.
- Strong verbal and written communication skills with experience in using an Electronic Patient Record system.
- Ensure that effective communication is maintained between staff on each shift.
- Maintain accurate record-keeping and documentation. Ensure that risk assessments are reviewed regularly and staff are informed of any changes.
- Attend and help to organise regular staff meetings, cascading any information that may be useful to staff.
- Acknowledge and accommodate barriers to communication and understanding, including speech, hearing, language and emotion.
- Encourage and champion collaborative team working.
- Be aware of the Zoe's Place **Freedom to speak up: raising concerns/whistleblowing policy** and signpost staff to this policy if they have any concerns.
- Ensure an up-to-date knowledge of the Organisation's **Complaints and concerns** policy and deal with any complaints in a sensitive and professional manner, with escalation to the Head of Care when required.
- Understand and adhere to professional boundaries within a health care setting.
- Communicate effectively with families and children with a range of complex care needs and disabilities.

#### Leadership and management

- Act as a positive role model to other staff ensuring good practice and the provision of a high standard of care.
- Act as an ambassador for Zoes Place promoting the hospice mission and values at all times.
- Ensure effective use of hospice resources.

#### Clinical

- Establish and maintain effective communication with children, families and professionals across health and social care services.
- Admit children with complex care needs for respite.
- Discharge children with complex care needs.

## Zoe's Place Baby Hospice

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- To look after children with complex care needs during their respite; follow an individualised care plan to the highest standard
- Provide psycho-social, emotional and physical care and support to children and families.
- Create a warm, welcoming, caring and safe environment, which is child friendly.
- Understand your own professional limitations and recognise the need to refer to other members of the multi-disciplinary team.
- Create opportunities for legacy building (memory-making) for families by providing them with options and resources.

### Training, education and quality

- Be responsible for your own professional development
- Participate in the hospice appraisal system and access training opportunities to improve your own knowledge and skills.
- Participate in clinical supervision and safeguarding supervision.
- Attend the Organisation's mandatory and statutory study days as directed by your line manager.

### Health and safety

- Comply with all organisational policies, procedures or systems of work and ensure that they are cascaded appropriately to the clinical team.
- Take reasonable care of your own health and safety and that of others who may be affected by what you do or do not do.
- Ensure a safe working environment by reporting all hazards and incidents.
- Ensure the reporting of any risks to nurses or management.

### Infection prevention and control

- Follow all infection prevention and control policies ensuring these are adhered to by all staff, so that patients are cared for in a clean environment and receive the highest standards of clinical care.
- Attend any infection prevention and control meetings at the request of the Head of Care.
- Ensure that you use the personal protective equipment provided by the Organisation.
- Ensure that infection control in the hospice environment is maintained at a high standard and encourage staff to do the same.

This job description is not an exhaustive description of the role and will develop and change to meet the evolving needs of the service.

### PERSON SPECIFICATION: HEALTH CARE ASSISTANT

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"><li>• NVQ level 2 / Care certificate</li></ul>	

## Zoe's Place Baby Hospice

<b>Experience/ knowledge</b>	<ul style="list-style-type: none"> <li>• Experience working as a HCA or in a school/nursery/healthcare environment</li> </ul>	Experience of working with children and families with complex needs and life limiting illnesses.
<b>Skills, knowledge &amp; competencies</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills.</li> <li>• Enthusiastic and motivated with a good conscientious attitude.</li> <li>• Flexibility to meet service demand.</li> <li>• Problem solving and decision making skills.</li> <li>• Ability to work within a team setting.</li> <li>• Ability to follow instructions but use own initiative for the best interests of the child, family and service.</li> </ul>	<p>Has been involved in developing and reviewing policies and procedures.</p> <p>Has been involved in developing clinical competencies.</p>
<b>Attributes</b>	<ul style="list-style-type: none"> <li>• Caring and approachable.</li> <li>• Good interpersonal skills.</li> <li>• Ability to provide holistic care.</li> <li>• Ability to follow policies and procedures.</li> <li>• Ability to follow instructions from senior members of the team.</li> <li>• Ability to work shifts including nights and weekends.</li> <li>• Reliable, punctual and organised.</li> <li>• Demonstrates commitment to equal opportunities.</li> <li>• Ability to maintain professional boundaries.</li> <li>• Aware of responsibilities in relation to data protection and confidentiality.</li> <li>• Awareness of the skills, interactions and models that underpin effective communication with children who have lifelimiting/life-threatening conditions and their families.</li> </ul>	Ability to deal with difficult situations.
<b>Other</b>	<ul style="list-style-type: none"> <li>• Understanding of clinical governance and able to apply this to practice.</li> <li>• Work shifts, day and night.</li> </ul>	

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Date.....