

Senior Team HealthCare Assistant (In Patient Unit)

Job Description

Job Purpose

To work as a senior healthcare assistant and to be an effective mentor, manager and implementer of practice, policy or change for our healthcare assistant teams to ensure the provision of a high level of care (palliative, end of life and social) within a multi-disciplinary approach across all North Yorkshire Hospice Care services.

Key Tasks – Senior Team Healthcare Assistant

1. To line manage a team of health care assistants in an empowering and supportive way to enable them to be able to deliver the care to our patients.
2. To support and complete competency checking and training of all team members, in the areas of trained competence and management.
3. To engage with operational processes such as clinical incident investigation, policy review, audits and any other allocated tasks with support as required from the service operational leads.
4. To partake in meetings to improve governance or operation, providing personal, team and organisational perspectives to promote improvements in the delivery of care and support to our patients, clients, their loved ones and our team members.
5. To support the organisation in systems and data developments to improve operational effectiveness within our services as required.

Key Tasks – Healthcare Assistant

1. 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, or social care.
2. 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.

3. 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.
4. To follow all infection prevention and control policies, procedures and guidelines.
5. To follow North Yorkshire Hospice Care procedures in caring for patients after death and providing support to family and carers as necessary.
6. To support new members of the team across the organisation in their orientation process.
7. To communicate with external professionals, members of the team, clients, patients and carers clearly and effectively, seeking help as needed.
8. To work closely with the Multi-disciplinary Team and volunteers, promoting supportive and collaborative working relationships.
9. To follow North Yorkshire Hospice Care policies and practice in taking care of patients property and valuables.
10. 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.
11. To follow moving and handling policies, procedures and training to support the independence and dignity of our patients and clients.
12. To maintain a safe working environment at all times, making the best and most economic use of resources, and equipment.
13. 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.

14. 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.
15. To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority, positively representing the organisation at all times.

Key Tasks – place based services

1. 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.
2. 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.
3. 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.

Key Tasks – community based services

1. To use initiative when caring for patients or clients in the community, working flexibly with the changing environments and circumstances, without direct supervision
2. To report any unusual occurrences, changes in patients or clients, or any risks to the organisation as soon as possible to provide support, guidance and follow all instructions given in a timely and responsive way.
3. To think laterally about additional services/ways of working to improve quality and outcomes for patients and clients

To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.

You will live out our values, which drive all that we do, in the context of your everyday work following our behaviour framework.

To carry out all duties in accordance with the law, the Hospice philosophy, and the Hospice policy on equality of opportunity and diversity and collective responsibility.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

Terms and Conditions

Line managed by:	Service manager within primary location
Line Management:	Healthcare Assistants in primary location as allocated
Hours:	Various and at least 45% in unsocial hours
Salary:	North Yorkshire Hospice Care EI scale
Primary location:	Place based services or Community Services
Location:	TBC on allocation of primary location <i>Nb that the primary location is allocated. North Yorkshire Hospice Care operates across North Yorkshire and travel, with mileage paid, may be required.</i>

Senior Health Care Assistant Person Specification

Experience

- Previous experience in a care environment
- Desirable experience in palliative or rehabilitative social care services
- Previous line management of other clinicians providing palliative or rehabilitative social care services

Knowledge & Skill

- A good understanding of organisational governance and the role of a senior within this.
- Experience of supporting service change and development
- Good communication and interpersonal skills
- Understanding of patient care
- Understanding of social care
- Understanding of end of life care
- Patient centred approach
- An understanding of and commitment to multi-disciplinary working
- Understanding of patient protection from abuse
- Team working skills
- Understanding of infection prevention and control
- Understanding of health and safety
- Understanding of the importance of accurate recording and record keeping
- Understanding of working with volunteers

Attributes

- Belief in organisational values
- Self-awareness and ability to recognise signs of stress and use coping strategies
- Understanding of confidentiality
- An understanding of and commitment to FREDIE
- Commitment and interest in learning and personal development