



Position	Senior Healthcare Assistant
Department	Community and IPU
Reports to	Community Lead and IPU Manager
Direct report(s)	None
Pay band	Band 3
DBS check	Enhanced and Barred

### VISION, MISSION AND VALUES

#### Our Vision

A community where people live and die well according to what matters most to them. Everyone affected by life-limiting illness has access to our expertise.

#### Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

#### Our Values

They are at the heart of our organisation and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **Compassion** - We show kindness, understanding and empathy in how we treat each other, delivering care that honours dignity.
- **Collaboration** - We work together with excellence, inclusion and trust, encouraging diverse perspectives and building strong partnerships.
- **Empowerment** - We foster a culture of autonomy, accountability and openness, enabling everyone to participate actively in decision-making

### ROLE PURPOSE

To assist and support the Registered Nurses, Nursing Associates and Clinical Nurse Specialists in delivering high quality, individualised palliative care to patients and those important to them, in

the hospice and in the community.

The role ensures patients receive care that meets statutory regulations and Hospice standards, while promoting dignity, respect, and sensitivity to individual physical, cultural, and personal needs.

As a Senior Healthcare Assistant, the postholder will undertake additional clinical tasks and supervision beyond the scope of a standard Healthcare Assistant, supporting Registered Nurses, Nursing Associates and the Clinical Nurse Specialists, and helping the team deliver safe, high-quality care.

## PRIMARY DUTIES AND KEY RESPONSIBILITIES

### Patient Care and Support

- Work collaboratively with Registered Nurses and Registered Nurse Associates to plan and deliver quality, holistic nursing care.
- Provide individualised, patient-centred personal care, responding appropriately to patient needs.
- Undertake clinical observations (e.g. temperature, blood pressure, pulse, respirations), identify and report abnormalities promptly to a Registered Nurse or senior team member.
- When working without direct supervision, ensure patient records are accurately maintained and promptly raise any concerns regarding changes in a patient's condition.
- Support patients' dietary and hydration needs, assist with meal choices, feeding.
- Support safe use of mobility equipment e.g. walking frames and leg lifters and assist patients with movement as needed.
- Offer emotional support to patients and their carers, when conveying difficult news, throughout end-of-life care, at the time of death, and during bereavement, escalating to Registered Nurses as needed.
- Care for deceased patients according to Hospice policy, ensuring safe and timely handover to Funeral Directors.

### Extended Clinical Tasks (Senior HCA Duties beyond standard HCA role)

- Undertake extended Healthcare Assistant roles, when assessed as competent, under supervision of a qualified practitioner. Examples include:
- Taking observations and reporting findings
- Drug checking
- Catheter care, bowel care, bladder washouts, removal of catheters

- Phlebotomy and blood glucose sampling
- Simple aseptic dressings
- Support planning and updating of risk assessments and care plans under Registered Nurse supervision.
- Complete medication competency during induction and attend annual training.

### Supervision, Teaching, and Team Support

- Under direction, supervise and support Healthcare Assistants.
- Assist in induction, orientation, and teaching of students and Healthcare Assistants.
- Actively participate in multidisciplinary meetings to ensure a holistic presentation of a patient needs.
- Support team flexibility, including day and night shifts, according to patient dependency.

### Administration, Documentation, and Communication

- Maintain accurate and relevant patient records in SystemOne, documenting care delivery, referrals, and tasks, and promptly report any changes in patient health to a senior team member.
- Assist in admission and discharge processes, including completing paperwork, coordinating transport, preparing discharge packs, and supporting patient understanding of discharge instructions.
- Support referral processes and fast track applications, liaise with external services (e.g. district nurses, care homes), and maintain accurate communication records.
- Maintain effective communication with patients and those closest to them in a way that respects their views, autonomy and culture.
- Assist with audits under the direction of Registered Nurses.
- Participate and contribute to Nutrition and Hydration, MDT and regular IPU team meetings.

### Health, Safety, and Environment

- Ensure clinical areas are well maintained and comply with health and safety regulations.
- Ensure safe use and storage of equipment and materials.

## PERSON SPECIFICATION

### Qualifications, skills, experience and knowledge

Essential

Desirable

Experience of working in a similar role as part of a multidisciplinary team in a healthcare setting.



Confidence in use of IT and able to demonstrate good literacy and numeracy skills.	✓	
Excellent verbal and written communication and interpersonal skills and good command of spoken English (assessed at interview).	✓	
Understanding of the confidentiality of information about patients, staff and other health service business and requirements of the Data Protection Act (2018) and General Data Protection Regulation (2018).	✓	
Evidence of level 2 Apprenticeship or Diploma in a Health-related subject such as Care Certificate.	✓	
Willingness to study for NVQ Level 2 or 3 and/or undertake further education in palliative care / attend study days.		✓
Understanding of the Code of Conduct for Health Care Support Workers and Adult Social Care Workers in England.	✓	
<b>Personal qualities</b>	<b>Essential</b>	<b>Desirable</b>
Motivation to develop knowledge and skills and to undertake self-development.	✓	
Ability to use your own initiative, prioritise workload and respond to changing situations.	✓	
Demonstrates self-awareness and coping strategies when supporting patients and families through sensitive situations.	✓	
Committed to inclusive, compassionate care, respecting diverse backgrounds, beliefs, and needs in line with palliative care principles.	✓	
Flexible and reliable, able to work day and night shifts according to patient dependency.		✓
Access to own transport to get to and from hospice due to rural location.	✓	

## JOB DESCRIPTION ADDENDUM

### Other Duties

You are required to undertake other duties appropriate to your job grade as may reasonably be required of you. The list of responsibilities is, therefore, not exhaustive or exclusive. The Trust reserves the right to update your job description to reflect changes in your job role.

### **Right to Work**

To be employed in this job role, you must have the right to work in the UK and have provided the necessary documentation.

### **Policies and Procedures**

In addition to your professional code of conduct, you must familiarise yourself with, and adhere to St Peter & St James policies and procedures, accessed via our intranet.

You must undertake relevant compulsory training, (including e-learning modules) as required to fulfil your post requirements and comply with statutory regulations.

When managing staff and or volunteers, it is your responsibility to ensure your team is aware of and understands the policies and procedures relevant to their work and are compliant with compulsory training requirements.

### **Information Governance and Confidentiality**

Employment by St Peter & St James often involves access to personal information relating to patients, carers, staff, volunteers and supporters. This information is confidential, and you can not disclose this to anybody, other than when acting in an official capacity.

Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence. In the case of computerised data could result in prosecution for a crime or action for civil damages under the Data Protection Act 1998.

### **Safeguarding and Mental Capacity Act**

All employees have a responsibility to safeguard and promote the welfare of adults. All safeguarding concerns must be recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

### **Equality, diversity and Inclusion**

The Trust is committed to equality for everyone, and diversity is valued, respected and embraced. We are committed to eliminating any form of discrimination and require you to familiarise yourself

with our Policies and Procedures and ensure you conduct yourself in a manner which supports our commitment to equality, diversity and inclusion of all.

**Health and Safety at Work Act**

You have a personal responsibility to take care of your health and safety and that of others who may be affected by your actions at work. Please ensure that you observe all Health and Safety procedures, and carry out your role as instructed.

**Infection control**

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable ‘Health-Care Associated Infection’.

**Conduct**

Employees are ambassadors for St Peter & St James, each responsible for promoting, maintaining and upholding St Peter & St James’ reputation at all times in line with our values.

**I have read and understood the role and responsibilities detailed in this job description. I also appreciate this outline is to provide an overview of the duties of the position and that as the job holder, I need to work flexibly, responding to organisational needs and changes as they occur.**

**Employee’s signature .....**      **Date .....**