

## **JOB DESCRIPTION**

**Job Title:** Healthcare Assistant  
**Department:** Clinical Services  
**Responsible to:** Head of Clinical Services  
**Contract:** Permanent

### **Job Purpose**

The Healthcare Assistant (HCA) works within the Clinical Services department and will be deliver a range of care duties under the supervision of RGNs providing patient care for Willow Burn Hospice.

### **Why Work With Us**

Willow Burn Hospice is an inspiring, friendly and rewarding place to work and from your first day with us you will be truly making a difference in Derwentside. Other benefits of working at Willow Burn Hospice include:

- Competitive holiday entitlement
- Free car parking
- 20% off in The Willows Café
- 10% staff discount in the Willow Burn Hospice Charity Shops
- 24/7 access to an employee assistance programme
- Training opportunities
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### **Willow Burn Hospice is a Disability Confident Employer**

#### **As a Disability Confident Employer we:**

- have undertaken and successfully completed the Disability Confident self assessment
- are taking all of the core actions to be a Disability Confident employer
- are offering at least one activity to get the right people for our business and at least one activity to keep and develop our people.

### **Healthcare Assistant Responsibilities:**

- The Healthcare Assistant (HCA) will cover the Helen McArdle Wing Inpatient Unit (IPU) and Sir Tom Cowie Day Centre Service within the Clinical Services department and will be deliver a range of care duties under the supervision of RGNs providing basic patient care for Willow Burn Hospice.
- To care for people with a life limiting illness with palliative or end of life care needs.
- Assist in the provision of efficient, supportive nursing service to patients
- Provide an empathetic and compassionate approach to patients and their relatives. To be able to apply appropriate knowledge and understanding of patient's individual needs in accordance with the patients specific care.

- Support trained nurses in their role and work as a member of the nursing team.
- Ensure the highest level of individual patient care is achieved at all times in the most cost effective manner
- Be involved in a multidisciplinary approach to patient care together with other healthcare professionals and the clergy.
- Ensure correct use and due economy is made to equipment and resources.
- Develop and extend knowledge of specialist palliative care through accessing available training.

#### **Specific Tasks & Duties:**

- Maintain a high standard of patient care ensuring policies and procedures are adhered to.
- Provide practical assistance, as required, with all aspects of personal hygiene e.g. bathing and dressing.
- Give individualised patient care under the direction and supervision of the trained nursing staff.
- Work as a member of the nursing team under the supervision of trained staff reporting changes in patient's conditions and needs as they occur.
- Develop skills in caring for terminally ill patients and their families.
- Display and develop good interpersonal skills, including, e.g. the ability to be a good listener.
- When dealing with patients and carers protect their dignity, choices, self-esteem and wellbeing at all times.
- Participate in meetings related to families and staff by communicating information on patient care and related matters as required.
- Maintain a safe, clean and secure environment for patients, their families, visitors and staff.
- Maintain accurate records and assist in submitting verbal and written reports on matters concerning patient care.
- To carry out any reasonable duties requested by the management.

#### **Person Specification:**

- Communicate positively and effectively
- Take personal autonomy and critically reflect in all actions undertaken.
- Base all decision making and judgements on the grounds of moral reasoning in terms of what is the right thing to do.
- Demonstrate a 'can do' attitude.
- Solutions driven approach to all tasks
- Courage to challenge
- Personally credible
- Proactively thinking outside the box by been able to see the bigger picture

#### **Experience and Qualifications:**

**Essential – will be required to submit evidence &/or demonstrate at Interview**

- Qualification-NVQ Level 3 in Health and Social Care /Care certificate – completed
- Palliative & EOL care experience
- Medicines Management/calculations training & experience are essential for this role
- Effective written and verbal communications including negotiation skills.
- Ability to manage difficult situations and use initiative.
- Ability to work independently without constant supervision in delivering role outcomes.
- Ability to adapt to change and undertake self-development and training.
- Compliance with mandatory training requirements

**Variations**

- This is not an exhaustive list and duties may change