JOB DESCRIPTION

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| **1. JOB IDENTIFICATION** | |
| Job Title: Responsible to: Department: Directorate:  No of Job Holders:  Last Update: | Care Assistant  IPU Charge Nurses  In-Patient Unit  Clinical Services  September 2022 |

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| **2. JOB PURPOSE** |
| Under the supervision of the IPU Charge Nurses and Staff Nurses and in collaboration with the multi-disciplinary team the post holder will actively participate in the delivery of evidence-based person-centred specialist palliative care. |

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| **3. DIMENSIONS** |
| The in-patient unit is an 11 bedded unit that accepts referrals for Symptom management, MDT assessment, Respite and end of life care. We are currently based within East Ayrshire Community Hospital in Cumnock on a temporary basis until the completion of building work within our previous base at Racecourse Road in Ayr (2024). We will then return to a bespoke and specifically designed unit which will have all the requirements to care for our patients in the best way possible. |

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| **4. ROLE OF DEPARTMENT** |
| The Ayrshire Hospice envisions a community where access to specialist palliative care services and support is available equitably throughout Ayrshire. |

The Ayrshire Hospice is a specialist resource for those individuals receiving palliative care, who have particularly complex needs that cannot be fully met in their usual place of care. The hospice strives to meet physical, emotional, social and spiritual needs providing the highest standard of person-centred care possible while ensuring choice, dignity, self-esteem and an enhanced quality of life. The hospice engages with family and friends offering them support and bereavement counselling where needed.

Working in collaboration with NHS Ayrshire & Arran and other agencies, the hospice strives to promote excellence in palliative care.

The Ayrshire Hospice is widely acknowledged as a centre of specialist palliative care expertise. The organisation is committed to research and provides extensive education and training opportunities for both internal and external healthcare professionals. This professional development is essential to ensure that the hospice takes a leading role in facilitating the highest quality evidence based palliative care for patients.

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| **5. KEY RESULT AREAS** |
| CLINICAL   * Carry out individual patient care needs, ensuring safe, effective person-centred care is carried out with dignity and respect under the supervision of Staff Nurses and IPU Charge Nurses. * Work collaboratively with all members of the MDT ensuring effective communication and the delivery of high standards of care. * Actively participate in patient journey from admission to discharge or death, including after death. * Ensure that own practice is safe and effective. * Act as a role model for new staff and students to enhance their knowledge and communication skills. * Maintenance of accurate and relevant documentation through both electronic and paper-based systems. Ensure all documentation is tailored for each individual and reflects person centred care. * Demonstrate an active role in maintaining the necessary standard set by Healthcare Improvement Scotland. * Escort patients to hospital appointments or to another care setting as directed by IPU Charge Nurse * Handle patients’ belongings according to Ayrshire Hospice policy. |

* Ability to prioritise workload to meet the needs of the service.
* Maintain patient confidentiality at all times.
* Maintain good relationships and an empathetic approach to patients, carers and relatives and refer them to a registered nurse for any questions they may have on a patient’s condition, or for any suggestions or complaints they wish to raise.

OPERATIONAL

* Promote and implement all Hospice policies guidelines and procedures.
* Report all incidents through the incident management system to reduce risk of further incidents.
* Participate in maintaining stock levels by demonstrating an awareness of stock control systems and how they should be used.
* Ensure that equipment is clean and ready to use to support the safe running of the IPU.
* Take responsibility for own health and safety and contribute to the management of this within the department to ensure safety of self, patients and other members of staff.
* To promote a relaxed informal atmosphere in the IPU whilst maintaining a professional safe environment for patients, families and staff.

EDUCATION

* Take active role in self-development and knowledge as opportunities arise.
* Provide support to patients, family members, students and volunteers.
* Attend annual mandatory training.
* Maintain responsibility for own personal development under the guidance of IPU Staff Nurses and Charge Nurses.

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| **6a. EQUIPMENT AND MACHINERY** |
| * Moving & handling equipment, eg. hoist, stand-aid, bathing chair etc * Communication devices, including a computer, phone, I-Pad * Electric bed frames * Sluice |
| **6b. SYSTEMS** |
| * Using a PC on a daily basis for electronic nursing documentation * Risk management systems – Sentinel. * Use of Plan-day to access rota, annual leave requests and shift availability * Sage HR * Emails – Outlook |

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| **7. ASSIGNMENT OF WORK** |
| * The Care Assistant will work closely with their allocated staff nurse for the shift. * Work load will be assigned by the IPU Charge Nurse and Staff Nurses. |

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| **8. DECISIONS AND JUDGEMENTS** |
| * Managing and prioritising workload relating to direct patient care on a shift by shift basis. * Ability to recognise a change in patient condition and know when to refer on to a Staff Nurse/Charge Nurse. * The post holder will be required to use own initiative and report back to Staff Nurse * Ability to quickly assess and respond to patients needs in emergency situations. * Ability to recognise own limitations. |

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| **9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Prioritising and effectively carrying out delegated workload given. * Continually changing and adapting to new situations * Communicating with patients and their carers including those in the last days of life. * Carrying out care after death with dignity and respect. * Shared responsibility for fostering a positive workplace culture. |

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| **10. COMMUNICATIONS AND RELATIONSHIPS** |
| * Demonstrate empathy, sensitivity, support and reassurance when communicating with patients and carers particularly in relation to dealing with emotionally challenging situations. * Ensure that patient information is managed sensitively, confidentially and in keeping with Hospice requirements. * Being able to deal with challenging behaviours and high levels of public expectation. * Utilise communication skills to motivate others. * Establish and maintain good working relationships with IPU nursing team, the multi- professional team and across the entire organisation. * Continually promote a highly professional profile of self and of colleagues. |

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| **11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| The post holder will be involved in mainly clinical activity and may frequently be required to move between tasks at short notice to meet the needs of the service. Workload is unpredictable, with priorities constantly changing.  Physical   * A portion of the job entails physical work and the post holder would require moving and handling skills, which should be updated annually or more frequently if required. |

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| * Assist immobile patients using moving and handling equipment. * Initiate and respond to appropriate emergency care. * Adaptable to the shift pattern working variety of shifts. Days and nights. * Standing or walking for the majority of the shift. Mental * Responsibility for the delivery of safe, effective, holistic care to all patients. * Maintaining the safety of staff, patients and carers at all times. * Requirement for concentration as work pattern can be unpredictable.   Emotional Effort/Skills   * There is a requirement to deal with distressed and anxious patients and carers in a professional and sensitive manner on a daily basis including those in the last days of life. * There is a requirement to deal with complicated family dynamics and high levels of public expectations. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Essential   * SVQ 2 in Health Care or equivalent. * A passion and interest in palliative care. * Recent experience within a clinical care environment as a health care assistant * The ability to work with people as part of a multidisciplinary team. * Demonstrate a positive and motivated attitude. * An understanding of person-centred care. * Effective written and verbal communication skills including listening skills. * Effective time management skills with the ability to prioritise workload. * Ability to fulfil main duties and responsibilities as outlined in job description.   Desirable   * SVQ 3 in Health Care/equivalent or working towards. * Experience of providing care in the last days of life * Evidence of involvement in audit or developing a project/area of interest. * Effective coping strategies when under pressure. |

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| **13. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date: Date: |