



Job Description & Person Specification

Douglas Macmillan Hospice
Barlaston Road, Stoke-on-Trent, ST3 3NZ

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|------------------------|----------------------------|
| Job Title: | Health Care Support Worker |
| Responsible to: | Head of Inpatient Services |
| Accountable to: | Director of Care |
| Published: | June 2017 |
| Last Updated: | June 2021 |

Job Summary:

To carry out assigned tasks involving direct care in support of, and supervised by, a senior HCSW and / or a registered nurse. Tasks incorporated into the nursing function within the post must be performed at the determined standard which shall be maintained and monitored.

To adhere to the Hospice Philosophy of ensuring the optimum quality of life for all patients.

Duties & Responsibilities:

1. To perform aspects of physical care of patients as directed.
2. To observe and report any change in patients condition to the appropriate healthcare professional.
3. To report any accident, involving patients, visitors or staff to the appropriate healthcare professional.
4. To answer the telephone, take and transmit messages and perform general duties as directed.
5. To work within the guidelines of the Douglas Macmillan Hospice policies and procedures.
6. To comply with statutory/Department of Health Directives.
7. To deliver patient care in accordance with the care plan and ensure accurate and up to date documentation is maintained.
8. To maintain a caring environment by offering support to the patient and their family.
9. To establish and maintain good relationships with the patient, carers and all healthcare professionals.
10. To identify personal training needs and participate in relevant In Service education programmes in order to maintain an up to date level of professional knowledge and skill and demonstrate through competencies.
11. To ensure patient confidentiality is maintained at all times and information obtained during the course of employment is not released to anyone other than those acting in an official capacity.
12. To maintain a high standard of professionalism at all times.

Secondary Duties & Responsibilities:

1. To provide patient centred, enablement focused support to each individual, supporting them to achieve their goals and engage in a treatment/support programme to work towards mutually agreed goals with particular emphasis on adaptation to illness, and developing self management strategies
2. To work as an integral part of the multidisciplinary team, ensuring that the needs of patients and carers are identified within a holistic framework, fostering an interdisciplinary approach to rehabilitation
3. Attend mandatory training on principles and core elements Rehabilitative palliative care
4. Provide evidence of Rehabilitative Palliative Care practice in appraisal, relevant to role & responsibilities

Dougie Mac Values:

Our mission is to deliver excellent CARE to people approaching end of life.

- **Compassion** - Working together by considering the views of others, understanding the challenges they face and providing support.
- **Accountability** - Takes personal responsibility for our actions, owning our decisions and behaviours.
- **Respect** - Always trusting, listening and challenging each other. Understanding that we are at our best as individuals whilst working as a team.
- **Excellence** - Embracing excellence by empowering and motivating each other to be the best that we can be.

Standard Requirements of all Dougie Mac Staff:

- To be flexible and adapt to the needs of the department and your team
- To maintain strict confidentiality and adhere to data protection policies at all times.
- To observe and maintain security procedures.
- Exercise responsible stewardship of hospices resources at all times.
- Attendance at meetings events and activities may require the post holder to work beyond the normal hours / days of work quite regularly – flexibility is essential.
- To have an understanding and demonstrate regard for the Hospice philosophy and its functions.
- Travel in the Stoke on Trent / North Staffordshire area, and on occasions within the UK, to attend participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies in the staff handbook.
- To maintain an effective and collaborative working relationship with other members of staff and volunteers.
- Conform to conventional standards of business dress when representing the hospice.
- To accept temporary redeployment within any part of the hospice should the need arise and to ensure hospice goals and objectives are met.
- Safeguarding is everyone's responsibility. We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. As an employee, you are expected to follow the Hospice's Safeguarding Policies and report any concerns in accordance with those policies.

Safety Health Environment (SHE):

- All employees must familiarise themselves with the Hospice Safety Health Environment (SHE) policies, processes and procedures and act in accordance with them at all times. Employees must ensure that they conduct themselves in a manner which does not endanger their own health and safety or that of others.
- All employees have a duty of care to promptly report any near misses, dangerous occurrences or accidents whilst at work in line with the relevant Safety Health Environment procedures
- All employees should attend mandatory Safety Health Environment training sessions annually/periodically for defined activities etc and ensure that they follow the processes and procedures as outlined in the training
- Any breaches of the Safety Health Environment Health standards will be dealt with under the DMH disciplinary procedure.

Quality:

- The hospice expects all staff to work to the highest standards. The quality of care provided by every member of staff is paramount.
- All employees must
 - familiarise themselves with the policies and procedures relevant to their role.
 - ensure that they are competent to carry out their role.
- All employees are responsible for the management of risk: they must
- Attend mandatory training;
 - Report incidents when things go wrong and provide evidence that they have learnt from the experience;
 - Record all adverse comment made by patients and their families; as well as customers, donors and the wider public.
 - Raise concerns when they see any unsafe practice within your place of work.

This job description is intended to be the main guide to the principle duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice and department.

| Person Specification: | | |
|---|---|--|
| | Essential | Desirable |
| Qualifications & Training* <i>Professional and post basic qualifications. Specialised training required for this post.</i> | - GCSE Level (A – C or 4 – 9) in English and Maths or equivalent - NVQ or QCF level 2 in Direct Care / Health and Social Care | - NVQ or QCF level 3 in Direct Care / Health and Social Care |
| Experience <i>Type and level of job related experience required(expressed as additional/or alternative to qualifications above).</i> | - Experience within a nursing environment | - Experience of caring for people with palliative care needs |
| Skills & Knowledge <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i> | - IT skills including Microsoft Office Suite (Word, Excel and Outlook) - Ability to communicate well - Ability to carry out aspects of physical care under direct supervision - Ability to observe changes and report | - Evidence of Palliative End of Life Training |
| Aptitudes & Attributes <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i> | - Have an excellent face to face & telephone manner - Ability to relate to the multi-disciplinary team within the hospice. - To display a caring disposition | |
| Other Job Requirements <i>Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i> | - Due to the nature of the workplace, unless you are medically exempt, a Covid vaccine is necessary for all new starters. You will be required to provide proof of your vaccine status upon successful offer of employment as part of the pre-employment checks. (for more information please contact the HR Team) - Dress in a manner that conforms to accepted formal codes of business dress - Flexible working to meet shift requirements - Able to meet the requirement of the job role | |

***National Qualification Framework**

| National Qualifications Framework | | Framework for Higher Education levels (FHEQ) | |
|--|--|---|---|
| 8 | Specialist awards | Doctoral (D) | - Doctorates |
| 7 | Level 7 Diploma (Professional Qualifications) | Masters (M) | - Masters degree, post graduate certificates and diplomas |
| 6 | Level 6 Diploma (Professional Qualifications) | Honours (H) | - Bachelors Degrees, Graduate Certificates and Diplomas |
| 5 | Level 5 BTEC HND | Intermediate (I) | - Diplomas of higher education, foundation degree, higher national diplomas |
| 4 | Level 4 Certificate | Certificates (C) | - Certificates of higher education. |
| 3 | Level 3 Certificate (OND), Level 3 NVQ, A levels | | |
| 2 | Level 2 Diploma, Level 2 NVQ, GCSEs Grade A*-C | | |
| 1 | Level 1 Certificate, Level 1 NVQ, GCSE Grade D-G | | |
| Entry | Entry Level Certificate in Adult Literacy | | |

Are you interested?

To find out more or to apply please visit our website: www.dmhospice.org.uk or contact HR via **Telephone:** 01782 344300 or **Email:** applynow@dmhospice.org.uk for an application pack.

Registered Charity No: 1071613 Company No: 03615904

