



Job Description & Person Specification

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

t. 01782 344 300 f. 01782 300 344

Job Title:	Senior Health Care Support Worker
Responsible to:	Hub Team Leader
Accountable to:	Director of Care
Published:	May 2021
Last Updated:	May 2021

Department Function:

The Hospice at Home Team is a responsive and innovative team providing care for people with progressive, incurable diseases such as cancer, motor neurone disease, heart failure and lung disease, during times of crisis and at end of life. The Hospice at Home team is part of an overarching community team that operates a specialist advice line, triaging service and geographically organised teams that are aligned to primary care networks. The hospice at home service specifically operates a 24/7 service providing in home support for patients and families.

Job Summary:

The post holder will work within the community hub supported by a Team Leader. The role is to provide holistic care to patients and families in their own homes, using efficient methods and resources suited to the needs, including technology. To carry out basic nursing care under the overall direction of a registered nurse and regularly working without direct supervision for all or most of the shift.

The role will allow the post holder the opportunity to undertake any required training and development, with structured supervision and support. Continued professional development is supported and encouraged.

Duties & Responsibilities:

1. To perform aspects of physical care of patients as required.
2. To maintain a caring environment by offering support to the patient and their family.
3. To supervise and occasionally help patients to self-administer their prescribed medication, after training and competency has been demonstrated.
4. To ensure medication is stored safely.
5. To observe and report any change in the patient's condition to the appropriate Health Care Professional.
6. To report any accident, or incident, involving the patient or carer to the appropriate Health Care Professional.
7. To work within the guidelines of the Douglas Macmillan Hospice policies and procedures.
8. To deliver patient care in accordance with the care plan and ensure accurate and up to date documentation is maintained either in written notes or on computer records.
9. Establish and maintain good relationships with the patient, carers and all health care professionals.
10. To identify personal training needs and attend relevant in-service education programmes.
11. To ensure patient confidentiality is always maintained and information obtained during the course of employment is not released to anyone other than those acting in an official capacity.

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 of palliative care.
4. Provide evidence of 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>	-NVQ/ QCF Level 2 IN Health and Social Care. -NVQ/ QCF Level 3 in Health and Social Care (or willing to work towards).	-Certificate in Palliative Care (Accredited post 2008).
Experience <i>Type and level of job related experience required (expressed as additional/or alternative to qualifications above).</i>	-Substantial experience as healthcare support worker. -Experience of working indirectly supervised. -Experience of caring for patients at the end of life.	-Palliative Care or other relevant healthcare experience. -Community healthcare experience.
Skills & Knowledge <i>Type and level of job related experience required (Expressed as additional/or alternative to qualifications above).</i>	-Ability to carry out aspects of physical care as directed. -Must have excellent communication skills both written and verbal. -Ability to observe changes and report. -Ability to prioritise care needs for individual patients. -Ability to record records electronically. -IT skills including Microsoft Office Suite (Word, Excel, Outlook and PowerPoint)	
Aptitudes & Attributes <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative</i>	-Ability to work unsupervised. -Ability to establish and maintain good relationships with patients, carers and members of the multi-disciplinary team within the Hospice and with external agencies. -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 - Ability to travel independently throughout the locality with access to suitable vehicle for business purposes.	

***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)	- Master's degree, post graduate certificates and diplomas
6	Level 6 Diploma (Professional Qualifications)	Honours (H)	- Bachelor's 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.

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.

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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

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