

Job Description

Job Title	Grade/Salary
Health Care Assistant	Starting salary £27,261 subject to pay review
Accountable to	Responsible for
Clinical Team Leader	

Job Purpose and Role

To work as an effective part of the multidisciplinary team assisting in the provision of a high level of specialist palliative care under the direction of a registered nurse. The care provided will be in accordance with the values set out by the hospice thus ensuring that we can achieve the vision and mission of Butterwick Hospice.

Main Duties and key result areas

General duties	To maintain patient confidentiality and abide by information governance standards at all times. • To maintain a healthy and safe environment for all patients, staff and visitors and demonstrate awareness of risk management and infection prevention and control. • To participate in agreed programmes of care ensuring that all care given is clearly and accurately documented in line within standards and seeking support from senior staff as necessary. • To assist patients with their activities of daily living with dignity and privacy, in accordance with the person-centred care plan, allowing them to maintain independence as appropriate. • Following training and assessment of competence to undertake the recording of patient's temperature, pulse, blood pressure respirations and blood monitoring, and report to the registered nurse. • To assist in providing a relaxed informal space for patients and families to discuss their problems. • To undertake appropriate actions to meet the spiritual, psychological and emotional needs of the patient. • To provide appropriate emotional support for families. • To manage your workload/tasks as designated by the registered nurse leading the team. • Escort patients to outpatient appointments as required. • To actively participate in clinical audit. • To ensure the maintenance of confidentiality including accurate and timely records. To liaise with and provide relevant information to other members of the multidisciplinary team, both internally and externally. • To adhere to Butterwick Hospice policies, procedures, guidelines and standards at all
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Better Health
at Work Award
Silver Award



	times and to promote these to others. • Adopt the role of link worker as required by the hospice management team. • Attend and participate in an annual appraisal and regular reviews of performance and objectives, identifying gaps in knowledge/skills and developing a plan to enhance service and self-development. • To encourage and promote the philosophy of Butterwick Hospice and present a good public image, to co-operate with all staff in maintaining good relationships with outside agencies in order to uphold the charity's image and to win increased support for its work. • To be able to communicate effectively with all members of the team and to develop excellent relationships with community teams as appropriate to the role. • To participate in mandatory clinical supervision or reflective practice as necessary as directed by the AIPU leadership team. • To undertake risk assessment and management to ensure that staff, families and visitors are safe. • To be aware of the adult and child protection procedures and policy within Butterwick Hospice, to attend all safeguarding training and to adhere to the Local Safeguarding Procedures at all times. • To participate in the induction of new staff to the department and wider hospice as necessary. • To support student nurses during their placement at Butterwick Hospice and work alongside them as directed by the registered nurse. • To be able to carry out effective complaint, accident and incident reporting. • To play an active part in the clinical governance framework within the hospice. • To be aware of the Infection Prevention and Control policies and work in accordance with IPC procedures always. • To be able to support the patient and the family at the time of death, respecting an individual's beliefs, community, culture and religion. • To be aware of, and responsive to, the changing nature of the Hospice and adopt a flexible and pro-active approach to work To undertake administration changes in accordance with hospice policy
Education & Training	• Attend all mandatory training courses i.e. Resuscitation, Moving and Handling, and Health and Safety training. • Access in-house training programme to further develop your palliative care knowledge. • Attend and complete relevant Palliative and End of Life Training. • Attend and complete clinical skills training including medicines management • Maintain own Portfolio, and complete core competencies.
Delivering to our Values	
<i>Community</i> We bring people together to create a caring and supportive community where no one faces illness, loss, or grief alone. Through connection, understanding, and shared purpose, we help people feel valued, included, and supported.	<i>Care</i> We provide exceptional care with warmth, professionalism, and respect, placing the needs of each individual and their loved ones at the heart of everything we do. We strive to bring comfort, reassurance, and dignity to every moment.
<i>Compassion</i> We lead with kindness and empathy, listening without judgement and responding with understanding. We recognise the courage of those we support and are committed to walking alongside them with compassion every step of the way.	<i>Dignity</i> We honour the uniqueness of every person, respecting their wishes, choices, and beliefs. We are dedicated to ensuring that everyone is treated with dignity, respect, and compassion throughout their journey.

Compassionate

We offer strength, guidance, and encouragement to patients, families, carers, and those who are grieving. By providing support when it is needed most, we help people find comfort, confidence, and hope in difficult times.

All employees are expected to:

- Live the Hospice's values so that the highest standards of patient and customer care can be achieved.
- Be committed to diversity and inclusion of all, promote and improve service standards, so that excellence in all that we do is perused through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.
- Embrace digital ways of working to help improve efficiency and save costs to the Charity.
- Respect privacy and dignity at all times.
- Fulfil obligations in relation to safeguarding, namely: recognising possible abuse, including knowing what abuse is, what to look out for, and how to be vigilant at all times. Respond quickly and appropriately to possible concerns. Sometimes a concern is obvious, sometimes it is not. Report my concerns to the appropriate person to ensure that me and my organisation do everything possible to keep our patients and people safe and supported and record my observations and concerns, including the actions I and others have (or haven't) taken.
- Mobility – Although you are usually employed at one site, it is a condition of your employment that you are prepared, whenever applicable, to transfer to any other of our sites. This mobility is essential to the smooth running of our business.

The duties outlined in within this document are not exhaustive and other duties may be expected in line with the level of the role at the discretion of the Head of Service. Butterwick Hospice reserves the right to amend the job description at any time.

I have read and understand the duties required for the role.

Signed Date

Print name

Person Specification

Attribute	Detail	Essential or Desirable
Skills & Abilities	Good written and verbal communication skills including listening are essential	E
	Good IT Skills, specifically Microsoft Word, Excel	E
	Team working skills	E
	An ability to manage challenging situations	E
	Ability to work on own initiative and know when to escalate any changes to patients' condition to named nurse (RN) when necessary	E
Knowledge & Experience	An understanding of person-centred care approaches	E
	Experience of working with patients with life limiting illness or end of life care	E
	Understanding of infection, prevention and control	E
	Understanding of the importance and adherence to patient confidentiality	E
	Understanding of safeguarding and preventing patients from abuse	E
Education & Qualifications	Minimum level NVQ level 2 or 3 in Health & Social Care	E
	A good standard of general education	E
Personal Attributes/ Key skills	Self-awareness and an ability to recognize stress and use coping mechanisms	E
	Flexible, approachable and trustworthy	E
	Commitment and an interest in learning and personal development	E
Other	Ability to work shifts including nights, weekends and bank holidays	E