

St Cuthbert's Hospice



Making every day count since 1988

Application Information Pack



Health Care Assistant REF: HCA0724

Closing Date 05/08/2024 | Interview Date 06/09/2024

If you have not heard from us by 09/08/2024 please assume you have not been shortlisted.

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Dear Applicant,

Thank you for showing an interest in working at St Cuthbert's Hospice in the role of Health Care Assistant.

This recruitment pack provides you with some information on who we are, what we do and the exciting vacancy opportunity available.

Our dedicated community of staff, volunteers and supporters are one of our greatest assets here at St Cuthbert's Hospice. As a member of our Hospice team, you will have the opportunity to contribute to a culture in which all those who use our services feel welcome and part of a passionate, caring and supportive community.

We provide specialist palliative and end of life care services, at a time and a place that is right for the person. As a centre of excellence within our community we provide all-embracing, compassionate, and individualised care to all those affected by life-limiting illnesses. Our services can also extend to families and carers who have a care and support role and who, in turn, could benefit from support and advise. Accessibility and high quality are some of our key objectives. Our clinical staff have the enhanced skills to deliver the specialist care across our services. For over thirty years we have put patients and those important to them at the heart of everything we do. We exist to ensure that people with life-limiting illnesses in County Durham can make every day count. We are highly regarded for our quality of care and were the first Adult Hospice in the UK to be graded 'outstanding' by Care Quality Commission (CQC) .

At St Cuthbert's Hospice we are committed to our staff and making the Hospice a great place to work. We offer flexible working, competitive salary, workplace pension, 33 days of paid annual leave, free on-site parking and an Employee Assistance Programme (EAP) for employees and family. Our main Hospice building is situated on the outskirts of Durham in beautiful surroundings, we also have 8 Hospice retail shops around County Durham.

Our staff and volunteers are passionate about the work that we do, and are often motivated to work at the Hospice by their desire to make a difference to local peoples' lives. If you are inspired by the work that we do and share in our values then we are confident that working at the Hospice could be a deeply rewarding career choice for you.

I hope you find this application pack useful in helping you decide whether you are right person for the role.

We look forward to hearing from you.

With best wishes,

Paul Marriott
Chief Executive.

About Us

• Our History

Our Hospice started with the local community over three decades ago, a group of Durham residents came together for a common cause. St Cuthbert's Hospice first opened its doors in 1988 to provide services, free of charge, for people with advanced illnesses, people approaching the end of their lives and those who are bereaved.

Everyone who comes to us is an individual and so their care should be individual too.

• What We Do

Our multi-professional team consists of specially trained doctors, nurses, physiotherapists, social workers, counsellors, occupational therapists, and chaplains. They work collaboratively to ensure our patients are able to discuss their needs and wishes when spending time with us.

As well as our Clinical Services, we have our Enabling Services and Income Generations teams – all working together to ensure the delivery of Hospice services. Our enabling services team includes Finance, Human Resources, Central and Governance Support and our Income Generation Team includes Fundraising, Retail, Lottery, Marketing and Communications.

We employ over 100 paid members of staff and work closely with around 400 volunteers to ensure the Hospice's efficient running. We have a Senior Management Team who are responsible for the day-to-day running of St Cuthbert's. They report regularly to the Board of Trustees.

• Our Mission

To make every day count for those affected by life-limiting illnesses.

• Our Vision

To be a centre of excellence within our community and to provide all-embracing, compassionate and individualised care to all those affected by life-limiting illnesses, at a time and a place that is right for them.

• Our Care

St Cuthbert's Hospice provides free care and support to people with life-limiting illnesses, people approaching the end of life and people that are bereaved. Our specialist care teams can support people at any stage, from diagnosis, to living well with their illnesses to their last days. Whether it's helping with pain relief, supporting a loved one or just being there to listen, we understand that sometimes it's the little things that make the biggest difference.

Hospice care is quite unlike many other types of care. Our teams treat everyone as an individual, spend time learning what is important to them and focusing on delivering care suited to their wishes.

• Our Values

These define who we are and guide what we do to ensure the highest quality care for those accessing our services and the highest quality experience for staff working here. We are committed to safeguarding and promoting the welfare of adults at risk and children.



About Us

• Our Philosophy of Care

At the heart of St Cuthbert's Hospice is the individual who is seen as a unique person deserving of respect and dignity. Our aim is to support each person and their family and friends, helping them to make informed choices and decisions affecting their lives.

Individual care is planned to support the total well-being of each person, taking into account their physical, psychological, social and spiritual needs.

We will work together to provide a warm and welcoming atmosphere that accommodates diverse cultures and lifestyles within a calm and compassionate environment. As a team, we will strive to provide specialist care of the highest standard by ensuring staff are up to date with current research and training.

We are aware of the valuable work undertaken by individuals and agencies in the community and we will work in partnership with them to provide excellent services for the people of Durham. We see life – and death – as a journey to be made in the company of others.

We are rooted in our local community and we approach life and death through a philosophy based on support and hospitality.

• Our Strategic Goals

- 1 To enable people at the very end of life to achieve a good death in the place of their choosing
- 2 To enable people living with a life-limiting illness who use Hospice services live well and make every day count
- 3 To provide information and support that carers of people with life-limiting illnesses need to provide the care they want to provide
- 4 To support those who have been bereaved as a consequence of a life-limiting illness to adjust to life without their loved one
- 5 To break down the taboos associated with dying, death, loss and grief



About The Role

This is an exciting opportunity for an experienced health care assistant to join a highly skilled and motivated team of medical, nursing, allied health professionals and social workers contribute to the delivery of high quality palliative and end of life care services on our in-patient unit.

The successful applicant will be a self-motivated, enthusiastic individual who will join our welcoming and caring environment. We pride ourselves on the high standards of care we deliver and are looking for applicants with a passion for palliative care, who have the right knowledge and skills to support this. You will have excellent communication skills with the ability to communicate in a sensitive manner and enjoy working as part of a team. Health care assistants will be educated to NVQ level 2 in Health and Social care or equivalent and have previous experience in a similar care setting.

Please be aware that we do not have a sponsor licence and are therefore only able to appoint candidates who are eligible to work in the UK.

Could you please apply via NHS Jobs website.

Why Work For Us

We are committed to making St Cuthberts Hospice a great place to work supporting the provision of excellent services for the people of Durham. If you are ready for an exciting opportunity that will not only impact on patient care but will be motivating and rewarding on a personal level this post could be for you.

As well as being part of a passionate team of people, benefits available to employees include:

- Competitive Salary
- Enhanced annual leave. 5 additional days above statutory entitlement. (33 days in total, rising to 35 after 5 years' service. Further enhanced rate of 38 days after 2 years' service for medical staff)
- Pension Scheme – matched contributions up to 5%
- NHS pension scheme for eligible employees
- Employee Assistance Programme
- Cycle to Work (Save up to 42% on the cost of bikes and equipment)
- Flexible working
- Training and development opportunities
- Health and wellbeing initiatives
- On-site catering facilities at our Coffee Shop
- Free parking (at Hospice site)
- Staff Discounts such as BlueLightCard and Charity Discounts

In our recent survey, we asked our staff to describe what it is like to work at the Hospice. Some of the words they used were rewarding, supportive, friendly, worthwhile, fulfilling, as well as being busy and challenging.

"I feel privileged to work at the Hospice."

In our recent survey, 92% of respondents said they would recommend the Hospice as a place to work.

100% said that if a friend or relative needed treatment, they would be happy with the standard of care provided by the Hospice.

Equality and Diversity Commitment

St Cuthberts Hospice values diversity and is committed to creating an inclusive culture. As part of our application process, we request applicants complete our equal opportunities form. Reasonable adjustments to the interview and application process can also be made for any candidates, please contact us at recruitment@stcuthbertshospice.com

How to Apply

We hope this pack has given you all the information you need to apply for this role.

We would love to hear about why you want to work at St Cuthbert's Hospice, the job description and personal specification can be found below to help to develop your application in line with the requirements of the role.

However, if you have any questions about what we do at St Cuthbert's Hospice, the role, or need more practical information, don't hesitate to get in touch. For an informal discussion about this post please contact:

Julia McCabe – In Patient Unit Manager on 0191 386 1170

If you have all the information you need and are ready to apply, you can download an application form from our website or to request a hard copy please contact the HR team on 0191 374 6174 or email recruitment@stcuthbertshospice.com

Please note we do not accept CVs.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

The recruitment process for all Hospice roles will involve an interview and the process for some roles may also include a presentation or task.



Job Description

Health Care Assistant

Department: IPU

Grade: 2

Responsible to: IPU Service Manager

Hours: 36 hours per week

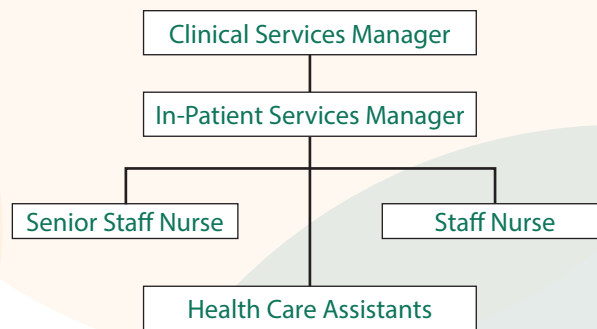
Salary: £22,369 to £22,877 pro rata per annum

Contract: Permanent

Aim

Provide a professional, confidential, and effective administration service Clinical Services.

Organisational Chart



Key Responsibilities

Communication and relationships

The postholder will:

- Maintain effective communication with the other members of the clinical team and with all staff, both face to face and on the telephone including prompt reporting of routine, urgent or sensitive information to qualified staff.
- Communicating any investigation results they have found, the general condition of patients to the qualified nurse.
- Receiving and acting appropriately to the receipt of sensitive information from patients, relatives etc and ensuring such information is delivered to the qualified staff.
- Be actively involved in multidisciplinary team handovers and meetings.
- Be able to identify difficult situations and barriers to communication and respond appropriately and seek appropriate support when needed.
- Participate in difficult conversations with patients and their significant others within remit of HCA role and be aware when to seek support
- Communicate effectively with professionals from other organisations.
- Communicate with an empathic and caring approach effectively with patients and their significant other in an empathetic and caring way recognising the important of non verbal communication and active listening.
- Identify distressed relatives and offer comfort and support and to lease with appropriate qualified staff (i.e nursing staff, family support team).
- Communicate with distressed and /or bereaved people in an appropriately sensitive manner.
- Understand boundaries of self and patient relationships and the impact of his/her own communication and approach may have on the well being of patient and carer.
- Understand, recognise and support individuals with their spiritual well-being.
- Have an awareness of cultural beliefs and practices.
- Accurately document patient activity on electronic systems and paper records.

- Understand the dynamics of teams and to facilitate effective communication to promote functioning teams
- Actively participate in critical and untoward incidences, accidents and significant event analysis and report to senior managers as appropriate

Analytical and judgemental skills

- Act as a second checker alongside registered nurse in the administration of CD medications. You will be responsible for accuracy checking of controlled drugs alongside a registered nurse. As a 'second checker' you will be required to use your judgement and knowledge to accurately check the dose and formulation of controlled drug medications to ensure safe administration to patients.
- Identify situations in relation to the needs of patients, families and carers
- Recognise limitations within the HCA role and to be able to refer appropriately accordingly to needs.
- Undertake visual assessment of pressure areas with appropriate competencies and collaborate with registered nurse on duty to advise of any changes.
- To recognise abnormal recordings or signs of change in a patient's condition and report changes to a registered nurse timely.

Planning and organisational skills

- Manage own time effectively and efficiently to meet the needs of the service.
- Provide care for complex patients on basis of priority ensuring the greatest needs are addressed first.
- Plan personal care needs of complex patients around the daily routine, changing these plans and re arranging throughout the day as needed
- Planning and organising appropriate activities for patients including multimedia activities
- Liaise with other members of the MDT to assist in supporting establish programmes of care ie relaxation groups, complimentary therapies

Physical skills

- Standard keyboard skills to input data onto patient database.
- Physical skills for safe moving and handling techniques and the use/manoeuvring of moving and handling equipment.

Patient/Client Care

- Support the nursing team to deliver patient centre care within a palliative care context.
- Provide personal care to patients with complex needs.
- Ability to recognise all aspects of holistic care including physical, emotional, spiritual and social aspects and to respond appropriately.
- Recognise needs of families and carers and to refer as appropriate.
- Act as a second checker (staff to complete safe handling of medications) alongside registered nurse in the administration of CD medications. You will be responsible for accuracy checking of controlled drugs alongside a registered nurse. As a 'second checker' you will be required to use your judgement and knowledge to accurately check the dose and formulation of controlled drug medications to ensure safe administration to patients.

Policy and Service Development

- Comply with all clinical and non clinical Hospice Policies and Procedures.
- Comment on clinical procedures within own area of work to contribute towards service improvements.

Financial and Physical Resources

- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met.
- Contribute towards the maintenance of stocks and supplies.

Human Resources

- Attend any appropriate training requirements both statutory and mandatory to comply with current Health and Safety legislation and in line with the Hospice's responsibility to comply with Government Directives.
- Preserve confidentiality of any information regarding patients, staff, volunteers and the business of St Cuthbert's Hospice
- Identify own learning needs and seek support to ensure that individual learning needs are met.
- Attend agreed courses and study days to develop knowledge and skills in line with competencies required.
- Participate in the St Cuthbert's appraisal system.

Information Resources

- Document and store relevant information utilising computerised and paper-based systems.
- Appreciate the need for patients and carers to have access to information that enables informed choice.

Research and Development

- Actively engage in audits as appropriate and continually look for ways to improve the quality of the service one provides to patients and visitors.

Freedom to Act

- Work within defined policies and procedures
- Recognise limitations of knowledge, skills and expertise and to seek guidance from more senior colleagues where appropriate

Effort & Environment

Physical

- Moderate physical effort required frequently to manage complex patients with advanced progressive diseases i.e. manoeuvring patients into position for personal care or using mechanical aids such as hoists

Mental

- Occasional required to concentrate whilst examining patients.
- Occasional requirement for concentration when acting as a second checker in the administration of CD medication in which the workload may be unpredictable.

Emotional

- Frequent exposure to distressing and emotional circumstances with occasional exposure to highly distressing circumstances.
- Recognise difficulties in relation to dealing with situations within palliative care in self and other colleagues and to engage and encourage other colleagues to participate in clinical supervision for support.

Working Conditions

- Frequent requirement to deal with uncontained body fluids and foul linen when caring for patients.
- Flexible in approach across all clinical areas in order to meet the changing needs and for the improvement of service delivery and care.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some Flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

Job Description Agreement

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Person Specification

Post Title: Health Care Assistant		Grade:2 Department: In-Patient Unit		
Criteria relevant to the job	Essential Requirements necessary for safe and effective performance in the job	Method of Assessment	Desirable Where available, elements that contribute to improved/immediate performance in the job	Method of Assessment
Qualifications and Training	NVQ Level Two	Application form	NVQ Level Three or willing to work towards NVQ Level Three	Application form and interview
Experience	Previous experience in similar care setting. Ability to communicate in a sensitive manner.	Application form and interview	Special interest in area of care eg Lymphoedema or Complementary Therapy. Previous experience in the administration of medication	Application form and interview
Skills and Knowledge	Good verbal communication skills Ability to articulate in a clear and sensitive manner Good interpersonal skills Demonstrable resilience to working with those facing loss and bereavement Ability to work effectively in a demanding environment	Application form/ references and interview	Computer skills	Application form and interview
Personal Attributes	Self aware Compassionate Confident and self assured Motivated and enthusiastic Team player Able to evidence behaviour consistent with the Hospice values of professionalism, choice, integrity and reputation	Application form/ referneces and interview		
Special Requirements	Willing to undertake internal rotation Flexible approach	Application and interview		

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

Accessible Information

If you would like a copy of this leaflet in large print, an audio format, explained in your own language or any other format, please let a member of the team know and we will do our best to support this.



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St Cuthbert's Hospice, Durham is registered by the Charity Commission
as a Charitable Incorporated Organisation.
Charity Number: 519767 VAT Number: 997305770.
Registered Office: St Cuthbert's Hospice, Park House Road, Durham, DH1 3QF