

ACCORD HOSPICE

JOB DESCRIPTION

JOB TITLE

HEALTHCARE SUPPORT WORKER IN-PATIENT UNIT

Job Identification

Job Title: Healthcare Support Worker
Responsible to: Charge Nurse (IPU)
Department: In-Patient Unit
Last Update: May 2015

Job Purpose and Dimensions

Assist trained nursing staff in a range of patient care duties.
Report patient information / condition to Trained Nursing Staff.
Ensure safety and security of premises.
External check of building to ensure all windows and doors are locked.
Internal check to ensure areas appropriately alarmed.
If meetings on, note and return at expected finish times to ensure area locked, secured and alarmed.
If opportunity available put on laundry then tumble drier.

Dimensions

ACCORD Hospice – Consultant led unit
8 In-patient beds, 15 Day Therapy Unit places
6 Community Palliative Care Clinical Nurse Specialists
Physiotherapy, Occupational Therapy and Lymphoedema Services
Patient & Family Support Service (social, spiritual and bereavement support)
Social Work
Education Facilitator
Patient Transport Service (paid and voluntary)

Organisational Position

Chief Executive
Clinical Services Manager
Charge Nurse/ Community CNS /Audit Facilitator
Staff Nurse
Healthcare Assistant / **Healthcare Worker (this post)**
Volunteers

Communications and Relationships

Provide and receive routine information daily, some of which can be sensitive and emotional in nature.

Maintain and respect patient and organisational confidentiality at all times.

Requirement to use tact, persuasive and discretion skills regularly.

Overcome barriers to understanding with patients who have physical or mental disabilities.

Knowledge, Training & Experience to do the Job

Understand and perform a range of routine work procedures requiring job training and induction

Analytical and Judgemental Skills

Judgements may require more than straightforward choice of options and analysis when dealing with patients or issues of security.

Reports patient information on a daily basis.

Planning and Organisational Skills

Work to agreed tasks on a day to day basis.

Prioritise attention to patients.

Physical Skills

Physical skills obtained through practice.

Hand/eye co-ordination for manoeuvring patients e.g. bathing, mobilising patients.

Use moving and handling equipment on a daily basis.

Standard keyboard skills.

Responsibility for Patient / Client Care.

Provide all aspects of personal care to patients.

Responsibility for Policy & Service Development Implementation

Follows policies in own role.

No responsibility for service development but may be required to comment on procedures or possible developments.

Responsibility for Financial and Physical Resources

Observe a personal duty of care in relation to equipment and resources used in course of work.

Responsibility for Human Resources

Demonstrates own duties to bank and new members of staff.

Responsibility for Information Resources

Record relevant patient information on appropriate documentation and charts.
Maintain confidentiality in relation to patient information and ensure compliance with data protection of patient and organisation information.

Responsibility for Research and Development

Participate and undertake surveys and audits relevant to own work, patient care or organisational issues.

Freedom to Act

Follows well defined procedures.
Supervision is ongoing.

Physical, Mental and Emotional Effort.

Physical

Frequent moderate to high level of physical effort for short periods, moving patients and/or equipment.

Mental Effort

Frequent requirement for concentration within predictable pattern.

Emotional Effort

Frequent exposure to distressing and emotional circumstances.
Care of terminally ill patients.
Patient deaths.

Working Conditions

Frequent exposure to unpleasant working conditions (smells, body fluids, faeces)
Emptying bedpans, urinals and catheter bags several times during shift.
Exposure to soiled linen.
Exposure to patients with infected illnesses which may/may not require isolation care (MRSA, clostridium Difficile).
Deal with verbal aggression and/or confusion infrequently with patients and relatives.
Lone worker when checking premises externally and internally. Potential exposure to verbal aggression from people on site during external premises inspection.

Main Tasks, Duties and Responsibilities

Ensure safety and security of premises.

External check of building to ensure all windows and doors locked.

Internal check to ensure areas appropriately alarmed.

When meetings held in Hospice, note and return at expected finish times to ensure area locked, secured and alarmed.

If opportunity available put on laundry then tumble drier.

Assist with patient's personal and sanitary hygiene.

Observe patient's general condition in line with care plan.

Assist with day to day administration related to patient care.

Assist in nursing procedures.

Carry out clerical and housekeeping duties as required.

Provide support and relay information to families and professional colleagues.

Working with voluntary staff in the provision of care, social and recreational activities for patients and carers.

Maintain confidentiality at all times.

Attend In-service training as required.

Comply and adhere to all Hospice policies and procedures.

Attend Mandatory and In-Service training as required.

Job Description Agreement:

Job Holder's Signature:

Head of Department Signature: