

ST ANDREW'S HOSPICE **JOB DESCRIPTION**

Post title : **Nursing Assistant**
Department : **Children's, Adults and Wellbeing**
Services
Reports to / Line Manager : **Head of Children's Services**
Pay Range : **1**

Purpose of Job

To contribute to the effective and efficient delivery of care for patients with life limiting illnesses, their families and significant others.

To promote the highest quality of compassionate care and support for patients, their families and significant others.

To work in a variety of settings including the Hospice and driving in the community.

Children's unit only we cover a large catchment area covering Lincolnshire, Northeast Lincolnshire, North Lincolnshire, Hull and the East Riding

To work within the wider multi-disciplinary team, using initiative, seeking guidance from the Advanced Nursing Assistants, Palliative Care Nurses, Senior Palliative Care Nurses and Head of Services when necessary.

Main responsibilities

To assist with or deliver direct holistic care of patients accessing all areas of the Service, following an assessment by the Palliative Care Nurse

To work within the multi-disciplinary team under the supervision of the registered nurse. Observing and reporting accurately any care carried out and observing and responding appropriately to any obvious physical or emotional changes in a patient's condition.

Within Children's services only, to be confident in driving due to the job being predominantly community-based and requires a full UK driving license so staff can travel easily between different locations and visit patients in their home.

After training assist the Palliative Care Nurse to check and administer medications.

To communicate information relating to patient care via the patient's notes, including SystmOne. Maintain store and retrieve appropriate records. Receive

Nursing Assistant-CS

and transmit information pertaining to patient care to others within the multi-disciplinary team.

To display an empathetic and caring attitude towards the patient and their families / carer and provide basic holistic support to them whilst in the hospice

To ensure that the patient's independence, individuality, privacy and dignity are maintained at all times.

Communicate effectively with patients and their families, throughout their time at the hospice including periods where this may be difficult and emotional e.g. pre and post bereavement.

Work flexibly alongside patients and their families, acknowledging that they are the experts in their care and allowing them to choose the level of involvement of the care team.

To provide nursing care that is sensitive to patient's beliefs, culture and lifestyle, without judgement

To participate in and / or provide opportunity to access Well-being services e.g. Group sessions, complementary therapy, play, taking into consideration the patients age and cognitive awareness.

To ensure promotion of good health, safety and security of staff, patients, relatives and significant others. Understanding Health and Safety procedures, also COSHH regulations.

To have a full understanding and assist with the safe transportation of patients in hospice vehicles.

To work within the inter-disciplinary team, liaising with the Nurse in Charge before providing any information to the wider team.

To work with and support volunteers, student placements within the Hospice, as requested by the senior nursing team.

To be involved in the collection of data and evidence to support audit and quality outcomes (Hospice Governance) as requested by the senior nursing team.

To attend and participate in mandatory training.

To attend and participate in team meetings and attend other relevant meetings on a regular basis.

To participate in external and 'in-service' training, developing an expertise in palliative care relevant to the role.

Follow processes to satisfy the requirements of the Hospice policies and procedures and Care Quality Commission regulations and standards.

Frequent exposure to bodily fluids, including blood.

To work within the multi-disciplinary team in the community with telephone support of the Palliative Care Nurse /Senior Palliative Care Nurse when needed and provide / report any information which may affect patient care. (Children's Unit Only)

To have an awareness of lone working and the risk assessments required when working in the community. To ensure the Palliative Care/Senior Palliative Care nurse is kept updated with any concerns in this respect. (Children's Unit only)

Management of People

Direct: Nil

Indirect: Volunteers, when necessary, under the guidance of senior team.

Contacts & Relationships

Regular contact with staff, volunteers and managers to ensure optimum service levels.

Regular contact with the wider MDT to support patient care.

Regular staff meetings, which may be on an informal or formal basis.

To continually seek to improve relationships within the Hospice, by means of personal contact, written communications and meetings

Frequent contact with patients and relatives who may display challenging behaviour and / or have communication difficulties.

Resources

No specific budgetary control but to deliver all aspects of care in a resourceful manner.

Person Specification

Qualifications

Essential:

- Good standard of general education – GCSE's
- • NVQ level 2 in Child Care, Health and Social Care, NNEB or similar clinical qualification.
- Full driving license (required for community working).

Desirable

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- Care Certificate

Experience

Essential

- Previous experience within a healthcare setting.

Desirable

- Previous experience within a palliative care or community setting.
- Previous experience with complex needs and / or disabilities.

Knowledge

- Good understanding of regulatory safeguarding issues.
- Good interpersonal skills
- Confident in using information technology
- Good communication skills.
- Good awareness of caring for those patients who may have communication challenges.
- Awareness of the importance of Well-being and its value when working with patients with life-limiting illness.

Qualities

- To be receptive to change and to act as a change agent.
- To have the ability to maintain excellent rapport with patients, families, colleagues and visitors to the Hospice.
- To demonstrate a calm and logical approach to problem solving.
- To consistently demonstrate a dedicated approach to the quality of patient services in a constructive and efficient way.
- To ensure that any personal grief/loss is recovered to a level that allows functioning and coping in an environment that has exposure to end-of-life situations, bereavement and loss.

General

To always maintain confidentiality.

Policies and Procedures – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Contribution and Development Review – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

Mandatory Training – The post holder must complete and maintain the required level of mandatory training required for the role.

Equality and Diversity – The post holder must carry out his/her duties with full regard to the Hospice's Equality and Diversity Policy.

Health and Safety – The post holder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral with the work of St Andrew's and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew's Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated: -

“Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer”.

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) “Manager” and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by..... 	...20/08/2026...
Confirmed by.....	
Received by.....	