

JOB DESCRIPTION

Job Title	Bank Healthcare Assistant
Reports to	Ward Sister
Salary spine point	SP11

Job Role

To work as part of the multi-disciplinary team in providing a high standard of specialist palliative care to patients and their families.

Under the supervision of the Ward Sister/nurse in charge on the shift, the Post Holder is involved with the daily activities of patient care.

To maintain agreed standards of care and to take an active part in clinical audits in order to improve nursing practice.

Must have appropriate NVQ level 3 qualifications.

Organisational Responsibilities

Values: Our values underpin our purpose, and all employees are expected to ensure their behaviour and conduct is, always, in accordance with the values. Working together with a common goal and objective ensures we can continue to deliver the high-quality care our patients and their families have come to expect of us.

Policies and procedures: It is the responsibility of employees to ensure they are aware of and comply with the policies and procedures relevant to their job and employment. All employees must be familiar with and operate in accordance with confidentiality and safeguarding policies, at all times during their employment.

Health, Safety and Wellbeing: All employees are expected to conduct their work in a safe manner and with consideration to how others may be affected by their work activities. All activities must be in accordance with the Health & Safety Policy and guidelines.

Ambassador: We are all ambassadors for Cornwall Hospice Care and must ensure that whenever possible, we positively promote our purpose and values to the wider public.

Job Specific Duties and Responsibilities

- To be aware of the palliative care approach and its significance in informing an appropriate communication process.
- Contribute to multi-professional working. To adhere to the guidelines and protocols.
- To work with the team to meet agreed standards and objectives in order to deliver physical, emotional, social and spiritual support to the patients and carers.
- To ensure care is delivered in a style appropriate to the patient's individual needs.
- Reports the condition of patients to the registered nurse, and any accidents or incidents on the unit.
- Understands the importance of confidentiality and when to disclose information.
- Understands the principles underpinning the risk assessment process. Contributes to maintaining the health and safety requirements of the unit. Understands the patient call system and all statutory training requirements.
- Awareness of the importance of accurate record keeping.
- Understands and only undertakes activities that you are trained and competent to perform.
- Awareness of symptoms and conditions affecting the patient's well-being.
- Understands the requirements for reporting on care.
- Knows how to access journal and library resources and can provide general information to patients, carers, and other professionals.
- Knows when to refer to another member of the team.
- Able to answer telephone and taking and giving telephone messages as required.
- To support volunteers working within the Hospice.
- To participate in further training and to maintain a commitment to professional development.
- To contribute to the team development.
- To support volunteers working within the Hospice.
- To actively participate in ward meetings and ensure that accurate information is fed back to the appropriate members of the multi-disciplinary team.
- To participate in an annual staff appraisal or as appropriate. To recognize specific needs and areas of personal development.
- To be aware of Fire Regulations, Health, and Safety at work Act, 1974, and any subsequent relevant legislation.

General

This job description is not exhaustive and may be amended as necessary. You may be asked to undertake other duties within the general level and scope of the post.