

JOB DESCRIPTION

Job Title	Bank Healthcare Assistant
Reports to	Ward Manager
Salary spine point	11

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 Manager/Senior Nursing Team/Nurse in Charge of 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 and must ensure that whenever possible, we positively promote our purpose and values to the wider public.

Job specific duties and responsibilities

1. Demonstrate an understanding of the palliative care approach and its importance in supporting sensitive, effective communication with patients and their families.
2. Work collaboratively as part of the multidisciplinary team, contributing to high standards of patient care.
3. Adhere to all organisational policies, procedures, guidelines, and protocols.
4. Support the team in delivering holistic care that meets agreed standards and objectives, addressing the physical, emotional, social, and spiritual needs of patients and their carers.
5. Provide care in a manner that respects each patient's individual needs, preferences, and dignity.
6. Observe and report changes in patients' conditions, as well as any accidents or incidents, promptly to a registered nurse.
7. Maintain patient confidentiality at all times, understanding when it is appropriate to share information.
8. Contribute to risk assessment processes and support the maintenance of a safe environment in line with health and safety requirements.
9. Demonstrate understanding of the patient call system
10. Maintain accurate, clear, and timely records in line with organisational standards.
11. Work within the limits of your competence, undertaking only those activities for which you are trained and authorised.
12. Recognise signs and symptoms that may affect a patient's wellbeing and report concerns appropriately.
13. Understand and follow procedures for documenting and reporting care provided.
14. Access appropriate resources to obtain information and support patients, carers, and colleagues where appropriate.
15. Recognise when to seek advice or refer to another member of the multidisciplinary team.
16. Respond to telephone enquiries professionally, taking and relaying messages accurately.
17. Support and work alongside volunteers within the hospice environment.
18. Comply with all mandatory training requirements.
19. Participate in training and development opportunities, maintaining a commitment to ongoing learning.
20. Contribute positively to team development and a supportive working environment.
21. Attend and actively participate in ward meetings, ensuring effective communication within the team.
22. Engage in annual appraisal processes, identifying personal development needs and objectives.
23. Comply with all relevant legislation and organisational policies, including Fire Regulations and the Health and Safety at Work Act (1974).

General

This job description is intended to provide an outline of the duties and responsibilities of the post and is not exhaustive and may be amended periodically as necessary.

The post holder may be asked to undertake other duties within the general level and scope of the post and to work at other Cornwall Hospice sites as required.