



Bicton Heath, Shrewsbury, SY3 8HS

**Re : Healthcare Assistant – Hospice at Home Day Service 30 / 37 ½ hour contract**

Thank you for your request for further information for the above mentioned post This pack includes the following :

1. **Information to Candidates**
2. **A Hospice at Home example**
3. **Equal Opportunities Monitoring Form**
4. **Job Description**
5. **Person Specification**

As you will be aware, this post will be offered subject to an Enhanced Disclosure provided by the Disclosure Barring Service

Having read the enclosed information, your completed application form should be returned to me to arrive no later than **30<sup>th</sup> March 2020**. Interviews to be held on **8<sup>th</sup> April 2020**.

For an informal discussion about this opportunity please speak to the Hospice at Home Sister on duty (01743 261506).

**PLEASE STATE THE NUMBER OF HOURS (30 / 37 ½) YOU WOULD LIKE TO BE CONSIDERED FOR ON YOUR APPLICATION FORM**

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

**Gaynor Taylor**  
**HR Advisor**  
Encs.

## Severn Hospice – Hospice at Home Healthcare Assistant (Day Service)

### INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

- **SHIFTS**

Normal shifts are 9am to 7pm (including half hour unpaid break). You will normally be paired up with a colleague but there may be occasions of lone working. You will also be required to attend daytime mandatory training and meetings – you will be paid for your attendance. H@H day staff may spend periods of their day working alongside staff in our in patient care wards (dependent on operational requirements)

- **MEDICAL**

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

- **REFERENCES**

No formal offer of employment will be made until we have received satisfactory references.

- **DISCLOSURE**

Please note that, because of the sensitive nature of the duties the postholder will be expected to undertake, you are required to disclose details of any criminal record, and any offer of employment will be subject to an Enhanced Disclosure provided by the Disclosure Barring Service.

- **PROBATIONARY PERIOD**

Your appointment will initially be for a probationary period of up to 6 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

- **SALARY**

The salary for this post is £8.73 - £10.44 per hour depending on experience. This is Band 3 under the Hospice's pay scale system. Salaries are paid monthly by credit transfer to a bank or building society account. Saturday and nightshift hours receive 33% premia; Sunday and bank holiday hours receive 66% premia

- **HOURS OF WORK**

30 / 37 ½ hours per week. Successful candidates will be expected to be fully flexible with how these hours are worked and will include day, evening and night duty as required.

- **HOLIDAY**

Full time entitlement is 262 ½ hours holiday per annum (rising to 277 ½ hours after five years continuous service)

and 307 ½ hours after ten years continuous service). This includes bank holidays. The holiday year runs from 1 January to 31 December. Part time workers will receive a pro rated entitlement

- **NOTICE**

During your probationary service the period of notice to terminate your employment is one week by either party.

- **PENSION**

The Hospice is able to offer ex NHS staff continuity of membership\* into the NHS Superannuation Scheme. Please note, as a direction employer, the Hospice is not able to provide access to the NHS (Compensation for Premature Retirement) Regulations or the NHS (Injury Benefits) Regulations. All other NHS Superannuation scheme benefits are applicable.

(\*Provided there is not a gap of more than twelve months between your last contribution to the scheme and applying to re-join it from the Hospice.)

- **MILEAGE**

|                      | <b>First 10,000 business miles</b> | <b>Over 10,000 business miles</b> |
|----------------------|------------------------------------|-----------------------------------|
| <b>Cars and vans</b> | 45p per mile                       | 25p per mile                      |

Mileage paid from base / home to patient home - excess mileage is payable over and above that which would normally be incurred from home to base journey

NB. You will need to have business car insurance to cover your Hospice journeys.

- **INDUCTION**

A full induction day will be required - you will be advised of the date if successful.

## **An example of the Hospice at Home Service In Action**

We received a referral for Mr M via Clinical Nurse Specialist (CNS) at Severn Hospice. This gentleman and his wife wanted him to come into the hospice for end of life care. Unfortunately, when he was ready to come in, there were no beds available. His condition was rapidly deteriorating and it was Friday afternoon. Therefore, the CNS made a referral to H@H with the aim of supporting Mr and Mrs M at home. No formal day care was in place as Mr M had declined up to this point. Mr M's home was in Shrewsbury.

Mr and Mrs M were nervous of the changing situation. The District Nurse Team were heavily involved. On liaising with Mrs M on the telephone, due to the emotive nature of the situation, Mrs M was unsure what level of input her husband required. Hospice at Home (H@H) staff visited to introduce our service and to assess the level of care and support required. A flexible schedule was agreed, depending on Mr M's changing condition. Night care was agreed with Mr and Mrs M; initially, Mr M felt that his wife would benefit from this more than himself.

Routes of communication were established between the H@H team and the District Nurse who was caring for this couple at this time. This enabled prompt and timely responses to changes in Mr M's condition when updates were received from family or hospice staff.

Mr M's condition rapidly deteriorated over 24 hours and he died at home on the Saturday afternoon with his family in attendance. A H@H nurse had cared for him over Friday night. The H@H healthcare assistants had visited four times in the last 24 hours for varying lengths of time to give personal and supportive care including performing verification of death administration.

Mrs M stated that she felt supported during this period and was very grateful about the care that her husband had received.

The District Nurse also complimented the care given by the team. This was the first time that she had experienced the service. She stated that she had found it very responsive to her patient's changing needs and that this was very positive for herself as she was informed of changes promptly (perhaps more so than the usual route of communication of retrieving messages from an answer phone, which often delays response to patient's needs) She stated this improved the situation for both Mr M and his family. The flexibility of the H@H service to be able to change visit times and lengths dependent on the needs of the patient was remarked on by the District Nurse.

## **Severn Hospice Equality and Diversity Statement**

**Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.**

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any "unspent" convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become "spent" (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including "spent" convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service's Code of Practice for Registered Persons and other recipients of DBS information.

*A copy of the Hospice's Equality and Diversity Policy is available upon request.*

Severn Hospice

**EQUAL OPPORTUNITIES APPLICANT MONITORING FORM**

To help us ensure the effectiveness of our Equality and Diversity Policy **please complete this form, seal it in a separate envelope, and return it with your application form.** This will ensure that the appointing officer responsible for shortlisting or interviewing does not see the monitoring form before an appointment is made.

Post applied for .....

Full name of applicant .....

Date of birth ..... (age ..... )

• **Gender**

- Do not wish to disclose
- Male                       Female                       Transgender

• **Sexual Orientation**

- Do not wish to disclose
- Heterosexual / Straight                       Bisexual                       Gay / Lesbian
- Any other sexual orientation – please specify .....

• **Religion or Belief**

- Do not wish to disclose
- Baha'i                       Buddhist                       Christian                       Hindu                       Jain                       Jewish
- Muslim                       None                       Pagan                       Sikh                       Zoroastrian
- Any other religion or belief – please specify .....

• **Ethnic Group**

- Do not wish to disclose

**White**

- English, Welsh, Scottish, Northern Irish, British                       Irish                       Gypsy or Irish traveller
- Any other White background – please specify .....

**Mixed / multiple ethnic group**

- White & Black Caribbean                       White & Black African                       White & Asian
- Any other mixed background – please specify.....

**Asian / Asian British**

- Indian                       Pakistani                       Bangladeshi                       Chinese
- Any other Asian background – please specify .....

**Black / African / Caribbean / Black British**

- Caribbean                       African
- Any other Black, Caribbean, African background – please specify.....

**Other ethnic group**

- Arab
- Any other ethnic group – please specify.....

• **Disability**

- Do you have a physical impairment?                       Yes                       No
- Do you have a mental impairment?                       Yes                       No

**Data Protection Act**

I agree that the information given on this form may be processed by the Hospice in accordance with the Data Protection Act, in particular, for the purposes of the equal opportunities monitoring. I agree to the storage of this information on manual and computerised files.

Signature ..... Date .....

(please tick appropriate box)

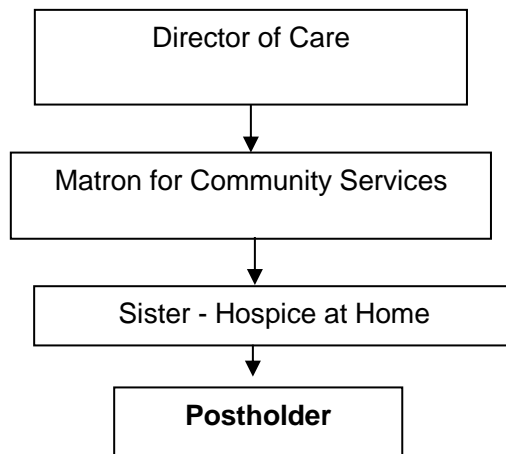
Thank you for completing this form



### Hospice at Home Day Service Healthcare Assistant Job Description

|                             |   |
|-----------------------------|---|
| <b>Post Title:</b>          | Healthcare Assistant – Hospice at Home Day Service  |
| <b>Band :</b>               | 3   |
| <b>Reports to:</b>          | Matron for Community Services / Sister - Hospice at Home  |
| <b>Purpose of the post:</b> | <p>Through the provision of home care the primary objective of the H@H service is to provide care for patients over the age of 18 in the last 6 weeks of life and those closest to them, to support them to stay at home and promote the highest possible quality of life.</p> <p>The provision of nursing care will:-</p> <ul style="list-style-type: none"> <li>a) Enable patients to remain at home when home is their preferred place of care/death.</li> <li>b) Support the avoidance of unnecessary and unwanted admissions to hospital or hospice, particularly in the last few days of life.</li> <li>c) Be an addition to other statutory and voluntary services, and any other groups or individuals involved in the care of the patient.</li> </ul> <p>The Healthcare Assistant will support the H@H Sister by undertaking various tasks and checks in order to ensure that high standards of care are delivered and effective liaison and communication with key professionals involved in the patient’s care are maintained</p> <p>Individuals will need to demonstrate the ability to work alone and as part of a multi-disciplinary team. They will need to be flexible both in terms of their approach to the variety of tasks they will need to undertake and in terms of working hours. They will be deployed throughout Shropshire and on Hospice wards as required to meet the operational needs of the Hospice</p> |

**Organisation Position**



## **PRINCIPAL RESPONSIBILITIES**

- To provide nursing care in the patient's home, enhancing and supporting care that is already provided by community services.
- To provide basic nursing care and in addition interventions deemed appropriate and supported by training.
- To be flexible and understanding to the needs of the patient and their family/carers.
- To liaise with senior staff after each shift in order to update them about the patient's condition
- To comply with the lone worker policy

## **PATIENT AND FAMILY CARE**

- To demonstrate a high standard of nursing care.
- To have an understanding of and be able to work within the philosophy of palliative and terminal care.
- To give practical help and advice to the bereaved.
- To work in close liaison with all professionals including the community and Primary Health Care Team - reporting directly to the Sisters.
- At all times maintain confidentiality with regard to patients, relatives/carers and other staff.
- Ensuring the holistic – physical, psychological, emotional, spiritual and social needs of patients and their families, carers are met.
- Ensuring that clear, precise documentation is carried out at all times with regard to patient care informing Sisters of any significant changes in the patient's condition and any relevant factors significant to the patient care plan.
- Attending to the comfort of the patients eg positioning in bed or chair
- Bathing patients in bed or bathroom
- Care of patient's hair, mouth, teeth, nails and pressure areas
- Giving and removing bed pans and urinals
- Assisting patients to use the commode, armchair or toilet
- Undertaking simple dressings
- Assisting in the administration of simple medicines
- Be trained in verification of death
- Observing and reporting changes in patient's condition and behaviour
- Help in achieving a relaxed and informal situation so that the patients and their relatives feel there is adequate time to discuss their problems



## **PERSONAL**

- To maintain vigilance throughout the shift
- To attend all mandatory training sessions such as fire lecture, manual handling and CPR lectures.
- To act at all times in accordance with all relevant policies and procedures of Severn Hospice.
- To report accidents/incidents/potential risks to the Sisters / Manager-on-call ASAP
- At all times act as an ambassador for the Severn Hospice to patients, relatives, carers, colleagues and members of the public.
- To attend such courses/lectures/in-service training as indicated by needs of the service and own personal developments as identified

Responsibilities and duties may include other tasks as determined by the Matron for Community Services.

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify the description when changes in the work situation occur

### **Supplementary Information and Requirements**

All new Hospice employees are on a 6 month probationary period.

A DBS Disclosure will be requested in the event of an individual being offered the post.

### ***Health and Safety***

In accordance with the Hospice's Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

### ***Appraisal***

All employees are required to participate in the Hospice's appraisal process (permanent contracts only).

*Last updated March 2018 (BR / GT)*

**Person Specification : Healthcare Assistant  
– Hospice at Home Day Service**

|   | <b>Essential</b>  | <b>Desirable</b>   |
|---|---|--|
| <p><b>Qualifications / Training</b></p> <p>Level of education necessary</p> <p>Professional and post basic qualifications</p> <p>Specialised training required for post</p> | <p>GCSE or equivalent</p> <p>Willingness to undertake relevant training</p>   | <p>NVQ level 3 in health care</p>  |
| <p><b>Experience</b></p> <p>Length, type and level of post related work experience required (additional or alternative to qualifications above)</p>                         | <p>Experience in palliative care</p> <p>Experience in community care</p> <p>Working within or in partnership with multi-professional team</p>   | <p>Experience working in more than one type of care settings e.g. hospice, hospital, care home and within a patients home</p> <p>At least two years recent experience in care work which includes care for people at end of life</p> |
| <p><b>Skills &amp; Knowledge</b></p> <p>Range and level of skills</p> <p>Depth and extent of knowledge required</p>   | <p>Excellent interpersonal and communication skills</p> <p>Basic nursing skills</p> <p>Good listening skill</p> <p>IT skills</p>  | <p>Examples of extended practice / skill set</p> <p>Understanding of palliative care philosophy</p>  |
| <p><b>Aptitudes &amp; Attributes Required</b></p>   | <p>Happy to work alone</p> <p>Calm and reassuring manner</p> <p>Able to take instruction and document events during shift</p> <p>Sensitive</p> <p>Emotionally strong</p> <p>Good sense of humour</p>        |  |
| <p><b>Other Requirements</b></p>  | <p>Enhanced DBS disclosure</p> <p>Prepared to work flexible hours</p> <p>Willingness to undergo further training as required</p> <p>Car owner / driver</p> <p>Willing to travel within a 25 mile radius</p> |  |

