JOB DESCRIPTION

Job title: Senior Healthcare Assistant

Department: Inpatient Unit (IPU)

Responsible to: IPU Lead / Deputy Ward Leads

Grade: SMH Band 3

Job Purpose

As a SMH Band 3 Healthcare Assistant, you will be responsible for providing compassionate and high-quality care to patients on the inpatient unit. You will work as part of a multidisciplinary team to deliver person-centred care, supporting patients and their families to manage their physical, emotional, and spiritual needs during their stay.

Main Duties and Responsibilities

Clinical

- To work collaboratively with the nursing team to deliver high-quality care to patients on the inpatient unit.
- To assist patients with activities of daily living, including personal hygiene, feeding and mobility.
- To monitor and report changes in patient condition, escalating concerns to senior staff as appropriate.
- To contribute to the development and implementation of care plans, ensuring that they are regularly reviewed and updated.
- To provide emotional and spiritual support to patients and their families, always promoting dignity and respect.
- Mentoring new Healthcare Assistants
- To maintain accurate and up-to-date patient records, adhering to confidentiality and data protection regulations.
- To ensure that ideas to improve the care of patients, or to enrich their quality of life are brought to the attention of the IPU Lead and Deputy Leads.
- Additional tasks as agreed with IPU Lead e.g. audits and other projects as required
- To adhere to all health and safety policies and procedures, ensuring a safe environment for patients, staff and visitors.
- Understand and promote infection control practices and policies.
- To keep the unit and other associated areas neat and tidy.
- To report to the Nurse in Charge any concerns related to inappropriate care a patient may be receiving.
- To demonstrate a consistent level of courtesy and consideration to patients, their relatives and visitors.

- To care for the deceased patient by administering last offices and ensuring the safe and timely removal of the body from the hospice.
- To record information in patient case notes and report verbally all relevant information at shift change over.

- To ensure that equipment is kept clean and in good working order, is checked routinely and that any defect or malfunction is reported to the Nurse Co-ordinator.
- To ensure that any observed actual or potential Health and Safety hazards are immediately reported to the Nurse Co-ordinator.
- To report to the Nurse Co-ordinator any instances where cleaning or catering standards fall below acceptable levels
- To undertake skilled nursing activities for which training will be provided, and competency assessment has been assessed and achieved. Such as:
    - Vital signs observations
    - Insertion and removal of urinary catheters
    - Insertion and removal of intravenous cannulas
    - Assist in reporting care and transfer of continuing care between shifts
    - Perform ECGs and basic rhythm recognition –if required
    - Take an active role in the facilitation and education of other Healthcare Assistants
    - Venepuncture for routine blood tests
    - Blood glucose monitoring
    - Urinalysis
    - Simple wound dressings
    - Care for the person's body after death
    - To guide and assist other support workers in the delivery of basic nursing care.

Learning and Development

- Positively commit to annual staff appraisals and regular performance / competencies reviews to ensure personal professional development.
- Participate in educational programmes and specifically attend teaching identified to meet your development aims and objectives.
- Support teaching students on practical placements.
- Engage in reflective practice and assessment of professional competencies.
- To participate in mandatory training and continuous professional development activities, ensuring that knowledge and skills are kept up to date.

Professional

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Practice and always promote patient confidentiality.
- Maintain accurate and timely documentation.
- Practice safely, within hospice policies, procedures and guidelines.
- Demonstrate efficient time management and flexible attitude to working patterns.
- Participate in agreed methods of 'off duty' rota, working flexibly to provide a 24-hour, 7 day a week service for patients.
- Work within the limits of your own competency and responsibility and refer areas that are outside of your competency to a registered nurse.
- To complete competencies related to this role, recorded in the competency document
- Treat everyone with respect and dignity.
- To report any feedback, concerns and complaints, issues around safeguarding from patients, their relatives, or others acting on their behalf.
- Ensure all safeguarding concerns are raised in line with SMH policy and escalated to the SMH Nominated Healthcare Professional for Safeguarding or their deputy or a member of the Safeguarding Committee.

Communication

- Communicate effectively within your team, and the wider Multi-Disciplinary Team, the care needs of the patients and families within your workload.
- Supports patients and family members to foundation level 1 psychological support (NICE approved four-tier model of psychological support)
- Communicate respectfully in an open, accurate, straightforward and confidential way with colleagues across the organisation.
- Verbally alert the nurse in charge to any urgent, sensitive matters, or matters outside your role and competency or escalate to the appropriate level, if appropriate.
- Proactively share information to identify and reduce risk to patients and staff.

General Responsibilities

- Work to maintain the values, vision and aims of St. Michael's Hospice.
- Additional Duties – In discussion with the line manager to undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – To represent St. Michael's Hospice in the community and public domain, including social media, appropriately.
- Undertake all statutory and mandatory training, as required.
- To ensure the safe storage and use of hazardous substances according to COSHH regulations.
- To ensure that equipment is kept clean and in good working order, is checked routinely and that any defect or malfunction is reported to the Nurse Co-ordinator.
- To ensure that any observed actual or potential Health and Safety hazards are immediately reported to the Nurse Co-ordinator.
- To report to the Nurse Co-ordinator any instances where cleaning or catering standards fall below acceptable levels.
- To be aware of the security of the building out of office hours, including the checking of doors and windows
- To be conversant with and adhere to all St. Michael's Hospice Policies and Procedures.
- Be responsible for upholding and promoting St. Michael's Hospice safeguarding policies, ensuring the safety and well-being of all individuals, and promptly reporting any concerns or incidents in accordance with established procedures.
- This is an outline job description and may be subject to change, according to the needs of the service, in consultation with the post holder.
- Take responsibility for own personal safety and of others whilst at work. You will take appropriate action or report any concerns to address any health and safety issues that you or members of your team may be aware of.

JOB DESCRIPTION

- This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

Reviewed by:	Clare Turner IPU Lead	**Date:**	07-2026
Signed by employee:		**Date:**	