

JOB DESCRIPTION



Job title: Healthcare Assistant (HCA)

Department: IPU

Responsible to: Deputy Ward Lead

Grade: SMH Band 2

Job Purpose

To work under the direction of a registered nurse both independently and as part of a Multi-Disciplinary Team. You will support the nursing team in the delivery of direct patient care with the aim of providing high quality, holistic, palliative and end of life care to patients and their families

You will actively engage with colleagues, patients, patient's families and carers, volunteers and visitors.

The post will involve internal rotation on day and night duty.

Main Duties and Responsibilities

Clinical

- Contribute to multi-professional working and support the nursing team in the delivery of patient care within the In-Patient Unit.
- Anticipate and respond to changing patient needs whilst maintaining their independence, privacy and dignity.
- Understand and promote infection control practices and policies.
- Assist in the implementation and delivery of patient care under the supervision and direction of a qualified nurse.
- Ensure the rights of patients are adhered and that care choices are consented to.
- Assist, as necessary, to ensure the nutritional intake of a patient is maintained.
- Following the patient's care plan, observe patient's condition and report observations / changes to a registered nurse.
- Update relevant documentation as required (both paper and electronic records)
- Provide support and information to patients, patient's families or carers and to colleagues, as appropriate and within the boundaries of your role, skills and knowledge allows.
- Be responsible and accountable for the standard of care given.
- Follow guidelines for safe systems at work and nursing procedures and maintain a safe working environment.

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- Participate in and contribute to service development, evaluation and changes.

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.
- Engage in reflective practice and assessment of professional competencies.
- Completion of the Care Certificate programme provided by the Hospice within required timescales.
- Undertake all statutory and mandatory training, as required.

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.
- Participate in any necessary training and updates required for the role.
- Treat everyone with respect and dignity.

Communication

- Communicate effectively within your team, and the wider Multi-Disciplinary Team, the care needs of the patients and families within your workload.
- 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.

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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 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.
- 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:	Heather Bowles IPU Lead	Date:	06-2025
Signed by employee:		Date:	