

PERSON SPECIFICATION



Job title: Senior Healthcare Assistant (SHCA)

Department: Hospice at Home (H@H)

Responsible to: H@H Coordinator RN

Grade: SMH Band 3

Job Purpose

The role is based within the Hospice at Home team where the postholder is required to support the H@H Team to deliver 24/7 specialist palliative care to enable patients to be supported in the last 2 weeks of life, to stay at home where possible and desirable and provide support to their carer(s). The team will provide a rapid response to facilitate discharge from hospital to home and reduce hospital admissions.

The post holder will carry out assigned tasks involving direct patient care in support of and supervised by a Registered Nurse (RN) and will maintain a high standard of care within a patient's home.

The H@H team support the patients actively under the care of St. Michael's services by providing a community visiting service. This includes care for patients known to the Living Well Services, SMH Motor Neurone Disease (MND) Service and the SMH Long-Term Neurological Conditions Service.

The H@H team consists of a multi-professional team working together to deliver the 24/7 Hospice at Home service for St. Michael's Hospice.

Requirements	Essential	Desirable	Evidence
Education / Qualifications	<p>An RQF or NCFE Level 2 qualification in health and/or social care (NVQ, T-Level, BTEC) or at least 2 years' experience working as an HCA in a healthcare environment.</p> <p>Educated to GCSE Grade 4 & above or Grade C & above or equivalent in key skills level 2 or functional skills level 2 numeracy and literacy.</p>	<p>An RQF or NCFE Level 3 qualification in health and/or social care (NVQ, T-Level, BTEC).</p> <p>Awareness of End-of-Life Care - Level 2 NCFE CACHE Award (RQF) Course.</p> <p>Communication skills course.</p> <p>Sage and Thyme communication Skills.</p>	<p>CV / Application Form</p> <p>Certificates</p>
Previous Experience	<p>Previous work as an HCA.</p> <p>Demonstrated skill in providing personal care.</p>	<p>HCA experience within the community setting.</p> <p>Experience of working within patients' homes.</p>	<p>CV / Application Form</p> <p>Interview</p> <p>References</p>

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Skills, Knowledge, Abilities	<p>IT literate.</p> <p>Awareness of palliative care principles and philosophy.</p> <p>An understanding around basic patient personal care.</p> <p>Ability to perform the following activities:</p> <ul style="list-style-type: none"> • Vital signs observations • Urinalysis • Blood Glucose <p>The ability to work well with others.</p>	<p>Be confident in the use of electronic patient record IT systems, e.g., EPR, CHIE,</p> <p>Ability to perform the following activities:</p> <ul style="list-style-type: none"> • Urethral Catheter insertion and care • Bowel care • Simple wound dressings • Venepuncture • Care for the person's body after death <p>Recognise death and dying in patients.</p>	<p>CV / Application Form</p> <p>Interview</p> <p>References</p>
Attitude, Aptitudes & Personal Characteristics	<p>Professional appearance</p> <p>Ability to communicate with all levels of staff</p> <p>Ability to exchange factual information accurately</p> <p>Ability to deal with sensitive situations</p> <p>The ability to work well under pressure</p> <p>Patience and the ability to remain calm in stressful situation</p> <p>Kind and compassionate</p> <p>Ability to work in death and dying</p> <p>Positive and flexible approach</p> <p>Willingness to learn new skills</p>		<p>Interview</p> <p>References</p>

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Other requirements (e.g., on-call/driving licence/shifts)	A full UK driving license and access to a vehicle with Business Insurance Ability to work, days, nights, weekends and public holidays Ability to work 12.5hr shifts		
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Reviewed by:	Karen Drake, Clinical Director	Date:	06/2025
Signed by employee:		Date:	