

JOB DESCRIPTION



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.

Main Duties and Responsibilities

Responsibilities

- To assist the RN with general and specific care of patients within the hospice and community, this includes practical nursing care and emotional support to patients and their carer(s).
- To efficiently undertake duties requested by the qualified nurses
- To report any observed deterioration or change in patient symptoms to the RN
- To continually assess/re-assess the manual handling needs of patients to ensure patient and staff safety.
- To ensure that Infection Prevention and Control standards are maintained at all times.
- To contribute to care plans under the guidance of the RN
- To accurately document care delivered, supporting the RNs with the completion of nursing documentation as directed
- Support the RN with the completion of the CHC Fast Track documentation within the limitation of the SHCA role
- Respond with sensitivity and empathy, providing basic emotional support
- To provide care for the deceased patient's body after death, meeting any specific patient's wishes and instruction, ensuring the safe and timely removal of the body from the home working within the procedures in place within the community.
- To contribute to the ordering and storage of clinical stores required for hospice at home

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- To ensure that equipment is kept clean and in good working order, is checked routinely and that any defect or malfunction is reported
- Work as directed by the Hospice at Home Lead

Clinical Skills

Undertake clinical tasks under direction of registered nurses, and within assessed competencies, which may include:

- Assist with personal care of the patient
- Assist with patient transfers and mobility
- Vital signs observations, e.g., temperature, blood pressure, pulse rate, respiration rate, pulse oximetry
- Blood Glucose
- Urethral Catheter insertion and care
- Urinalysis
- Simple wound dressings
- Venepuncture
- Care for the person's body after death

Communication and MDT working

- To hold the hub phone and deal with all enquiries with a consistent level of courtesy and consideration
- Work collaboratively alongside other members of St. Michaels Hospice and other organisations caring for those at the end of their life
- Attend and participate in handovers, IPM's, caseload reviews and team meetings
- Supports patients and family members to foundation level 1 psychological support during the end of life (NICE approved four tier model of psychological support)
- To offer emotional support to patients and/or carers particularly during breaking of bad news and at time of death, recognising own limitations and referring to the RN as appropriate
- 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.
- Understand and maintain confidentiality, adhere to GDPR and data protection rules

General

- To respect the property of the patients and their carer(s) at all times.
- To complete competency documents related to this role.
- To attend clinical supervision
- This role involves working shifts across long days, including both day and night shifts. The pattern of work will be working flexible across Monday – Sunday as part of the Hospice at Home team, working patterns are changeable and will be routinely reviewed to meet ongoing demand and service development. Contracted hours are worked over a 4-week roster period.
- A full UK driving license and access to a vehicle are essential, as you will be travelling across the community within the hospice's catchment area. A pool car is available although sometimes you will be required to use your own car for which mileage can be reclaimed
- To be aware of the security of the Hospice building out of office hours
- To adhere to the SMH lone working policy. Continually risk assess the working environment, reporting new concerns or risks to the RN and/or H@H Lead.

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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 undertake work, as and when required, in support of St. Michael's Hospice as an organisation.
- Public Relations – Represent St. Michael's Hospice in the community and public domain as appropriate.
- Undertake all statutory and mandatory training, as required.
- Be conversant with and adhere to St. Michael's Hospice Policies and 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:	Karen Drake, Clinical Director	Date:	06/2025
Signed by employee:		Date:	