

Hospice Support Worker (Zero Hours) Assignment Description

Location: Community of Tynedale, Scots Gap and Ponteland

General Statement

Tynedale Hospice at Home Support Workers (Zero Hours) are part of the multi disciplinary team providing supportive & palliative care to a range of patients with life limiting illnesses.

Hospice Support Workers have to adapt to enable them to provide care within different environments and need an understanding of common health problems in addition to life limiting illnesses, in order that they can contribute to the care of patients and their families.

Assignment Summary

The Hospice Support Worker (Zero Hours) works on an assignment basis within a community setting, working as a member of the wider Primary Health Care Team and Palliative Care Partnership to deliver clinical care to patients. This includes the delivery of personal and delegated nursing care to individuals with life limiting illness. The worker mainly works alone in delivering care in the patient's own home, in whichever setting this is. The tasks, skills and duties of a Hospice Support Worker (Zero Hours) are described under the following sub-headings:

Communication Skills

- Communication with patients, relatives, colleagues and Senior nursing staff at the Hospice to ensure the continuity of patient care
- Listen to patients, their families & friends about their concerns related to end of life and provide information and support as appropriate or escalate your concerns to Senior Staff
- Work with patients, their families and friends in a sensitive & flexible manner, demonstrating awareness of the impact of death, dying and bereavement and recognising that their priorities & ability to communicate may vary over time
- Ability to communicate with tact and diplomacy with people who may be angry and upset and the ability to manage unpredictable and/or volatile situations effectively
- Ability to communicate with clients for whom English is not the first language, those who have communication/language difficulties and/or those who have cognitive impairment
- Maintaining records of care delivery within care plans.
- Escalate any concerns you may have to a Senior Nurse/the Head of Care Services
- Ensure confidentiality at all times

Symptom Management, Maintaining Comfort and Wellbeing

- The performance of personal care tasks and clinical interventions delegated by registered nurses (Zero Hours) including simple dressings, catheter care, peg feeding.
- Under the direction of a Registered Nurse (Zero Hours), implement, monitor and review the End of Life Care plan.
- Recognise and adhere to professional boundaries seeking support where appropriate.
- The administration of medication, where appropriate, in line with appropriate training.
- The delivery of personal care and support to patients with a life limiting illness and their families including the provision of emotional and psychological support.
- The safe moving and handling of patients and inanimate loads including safe use of appropriate equipment/aids. The attendance at mandatory safe handling training and adherence to the Health and Safety policy of Tynedale Hospice at Home.
- The ability to recognise emergency situations and institute an immediate First Aid response including where necessary CPR.

Overarching Values and Knowledge

- In the context of End of Life Care
 1. Develop your own practice
 2. Support individuals who are distressed
 3. Contribute to promoting a culture that values and respects the diversity of the individual
 4. Recognize your own limitations and access support strategies as appropriate

Administrative/General

- Reporting incidents and concerns to a Senior Nurse at the Hospice
- Car driver essential
- The use of navigational skills in order to locate patient homes during the day and at night, occasionally in remote locations and in adverse weather conditions

Education and Experience

- Knowledge of End of Life Care in a Hospice at Home setting and the delivery of care to patients in different environments and with different religions/culture is desirable although training will be provided for the right candidate
- NVQ Level 2 or 3/Care Certificate/the equivalent level of skill and knowledge gained through a minimum of one year's experience
- Willingness to undertake the Skills For Care Certificate training
- Knowledge and understanding of care procedures for life limiting ill patients, always maintaining patient's dignity and confidentiality
- Adhere to hospice policies at all times
- An enhanced DBS check is required
- Must attend statutory and mandatory training as and when required
- Awareness and understanding of common problems at the end of life, which may impede physical, mental or social functioning
- Assist patients to maintain quality of life
- Awareness of vulnerable adults' procedures and the detection of potentially abusive situations
- To participate in continuing professional development and appraisal when requested

Person Specification

Hospice Support Worker (Zero Hours)

CATEGORY	ESSENTIAL	DESIRABLE	EVIDENCE
Knowledge/Qualification	NVQ in Care Level 2 or recent experience working in a care setting. Knowledge and understanding of the principles of delivering care to patients in their own homes	NVQ in Care Level 3/BTech NCFE Level 3 Certificate in Palliative Care or NCFE Level 3 Certificate in the Principles of End of Life Care Care Certificate Level 3	<ul style="list-style-type: none"> • Application form • Certificates
Work Experience	Recent experience of working in a health or social care setting for a minimum of 1 year	Recent experience of working in a setting delivering care at end of life	<ul style="list-style-type: none"> • Application form • Interview
Skills, Knowledge and aptitude	Communication skills, written and verbal. Interpersonal skills Organisational skills to enable worker to organise own work		<ul style="list-style-type: none"> • Application form • Interview • References
Motivation	Commitment to: THH as an organisation Quality Care provision Personal/professional development		<ul style="list-style-type: none"> • Application form • Interview • References
Physical	Physically capable of carrying out the full requirements of assignments The ability to cope with varying shift patterns		
Mental Effort	Mentally able to carry out the full requirements of difficult and stressful assignments Demonstrate resilience		<ul style="list-style-type: none"> • Application form • Interview • References
Emotional Effort	Emotionally able to carry out the requirements of assignments. Actively engage with support strategies both at work and in personal and social life		<ul style="list-style-type: none"> • Application form • Interview • References
Other Factors	Ability to meet the transport requirements of assignments. Enhanced DBS Disclosure.		<ul style="list-style-type: none"> • Current driving license • Appropriate insurance • Application form • Interview • DBS Certificate