Job Description

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Health Care Assistant (Nights)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Compton Community Care Service</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Lead Nurse Specialist</td>
</tr>
<tr>
<td>Salary:</td>
<td>Band 3 £16,055 to £20,615 per annum pro rata according to skills and experience</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>Director of Nursing and Supportive Care</td>
</tr>
<tr>
<td>Hours:</td>
<td>30 hours Shifts rostered Monday to Sunday 22.00-08.00. Some days to be worked for training purposes</td>
</tr>
<tr>
<td>Location:</td>
<td>Mainly in the patient's homes in the community, on In-Patient Care Unit at Compton Hall</td>
</tr>
</tbody>
</table>

Main Purpose of Job

- To provide accessible, innovative and influential care that creates extraordinary experiences for the people living with complex and incurable conditions in our communities
- To participate in assessing, planning and delivering social care to patients with a life limiting illness mainly in the home environment
- To provide emotional and psychological support to the patient, their family and friends
- To work in partnership with the patient and their carers and collaboratively with internal colleagues and the external health community
- To inspire and encourage others and act as a guardian for Compton standards and reputation

Main Responsibilities and Tasks

Clinical

- To deliver a planned program of care documented in the patient care plan to ensure their comfort, safety and dignity
- To participate in completing face to face evaluations of a patient's social care needs.
- To provide emotional and psychological support to the patient, family and friends.
- To provide practical care and emotional support in the event of a death
- To provide immediate bereavement support and advice to the family and friends in the event of a death
- To monitor patients symptoms and initiate an appropriate and timely intervention
- To identify and report any changes in the patient's condition or share any relevant information with the appropriate healthcare professional.
- To respond to the information needs of the patient and family
- To maintain confidentiality at all times
- To identify vulnerable people and work in line with safeguarding procedures and policies
- To deliver care predominantly as a lone worker
- To be able to with a colleague or as a member of a team.
- To balance conflicting demands and respond quickly to changes in priorities in order to achieve our objectives
Job Description

• To manage your time effectively to complete the tasks and work allocated to you, to the agreed standard and deadline.
• To be a passionate advocate for the patient

Education and Training

• To complete mandatory training and study sessions to update knowledge, obtain new skills and support professional development
• To share your knowledge, skills and experience with other members of the team and colleagues and contribute to the professional development of other staff to ensure that best practice is maintained
• To maintain IT competency in order to make full use of mobile phones, email, the internet and online training
• To attend regular one to ones with the line manager and annual Individual appraisal
• To strive to learn and improve everyday

Administration

• To be able to competently use an electronic patient administration system to access, accurately input and update patient information and care delivered
• To complete dynamic and formal risk assessments and report any accidents or incidents in line with Compton Care policies and procedures.
• To comply with administrative processes
• To contact the office within a specified time frame when allocated a night shift to receive a patient handover

Communication

• To communicate with warmth, kindness and understanding with patients, families, colleagues and other users of the Compton Care services
• To record appropriate information and care delivered in patient held records to comply with legal and professional requirements
• To ensure regular communication and liaison with the service Care coordinator and Line manager
• To actively participate in team meetings, handover and group clinical supervision

Other

• To treat all people fairly and respond sensitively to differences
• To be flexible and adapt quickly to new ways of working and new responsibilities
• To remain calm under appropriate pressure
• To identify problems, gather relevant facts, negotiate with others and involve the appropriate line manager at an early stage to achieve the best outcome.
• To offer a helpful, courteous and effective service to others
• To be accountable for your individual behavior and performance
• To work on the In Patient Unit or in The Day Therapies Centre at Compton Hall in between support sessions and as required
• To share your ideas for the improvement and development of the team and the service
• To use your own car to travel between the patient’s home and Compton Care sites to deliver care and to transport other staff on double up support sessions or on placement with the service
**Job Description**

<table>
<thead>
<tr>
<th>Governance and Risk</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Ensure that all staff for which the post holder has responsibility to participate in the development and implementation of clinical governance.</td>
</tr>
<tr>
<td>• Promote and facilitate the development of clinical audit and the management of clinical risk including patients' impact wherever possible and appropriate.</td>
</tr>
<tr>
<td>• Responsible for ensuring that effective monitoring systems are in place to include areas such as recruitment, appraisal, CPD, clinical supervision, performance management and registration verification.</td>
</tr>
<tr>
<td>• Investigate and implement lessons learned with regard to all complaints / incidents within section, ensuring that those are shared across the directorate as appropriate.</td>
</tr>
</tbody>
</table>

**Smoking**

- Compton acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted except in designated areas and in accordance with the guidelines set down within the No Smoking Policy.

**Information Governance**

- Compton Care requires its staff to comply with Information Governance related standards and policies at all times when dealing with confidential information, which includes any information relating to the business of the organisation and it's service users and employees.
- All Compton Care employees are bound by a duty of confidentiality and must conduct their duties in line with the organisations Confidentiality Code of Practice, General Data Protection Regulation (2016/679 EU) (GDPR), will come into effect on 25 May 2018 throughout the EU and will replace the Data Protection Directive (95/46/EC), which is implemented in the UK through the Data Protection Act 1998.
- New governing legislation for collecting and processing personal data in the EU and Freedom of Information Act which all employees must adhere to as this a binding legislative act from the European Union for the protection of personal data.
- Post-holders must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately and kept up to date. The post-holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- All Information obtained or held during the post-holder’s period of employment that relates to the business of the organisation and it’s service users and employees will remain the property of the Compton Care. Information may be subject to disclosure under legislation at the Organisation discretion and in line with national rules on exemption.
- Any breach of confidentiality or computer misuse could lead to disciplinary action, and in serious cases could result in dismissal. Breaches after the post-holder’s employment has ended could result in the organisation taking legal action against them.
- Post-holders must ensure that they are aware of their responsibilities by attending the Compton Care Mandatory Training and Induction programmes.
- Your obligations of confidentiality shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed.
- This is provided that any such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Compton's Whistle Blowing Policy.

**Corporate Communication to Support the Charity**

- Compton may require employees to support the organisations charitable activities.
Job Description

- All charitable activities are managed by the Marketing and Fundraising departments, and there may be times when the organisation will require employees to participate in promotional or publicity activities.

Customer Care - Our Mission will be a leader defining palliative care excellence in the UK

- The aim of the organisation is to provide patients and other service users with the best possible care and service, therefore all our staff are required at all times to put patient and our service user first and to do their utmost to meet their requests and needs courteously and efficiently. All staff to abide by Compton Care Values:

  Excellence and Innovation
  Respect and accountability
  Community and partnership
  Passion and determination
  Compassion and empathy

Equality and Diversity

- Compton’s committed to promoting equal opportunities to achieve equity of access, experience and outcomes, and recognising and valuing people’s differences. All employees have an obligation to help achieve this through personal example, open commitment and clear action.
- Each individual will take responsibility for promoting inclusive and accessible service provision, employee development and a culture that values and respects difference.
- All employees should be familiar with and actively promote and work within Equality and Diversity policies at all times ensuring that they do not unlawfully discriminate, either directly or indirectly, on the grounds of race or ethnicity, nationality, religion or belief, sex, marital or civil partnership status, sexual orientation, disability, gender reassignment, age, pregnancy/maternity or any other grounds.
- We take our legal and moral obligations with respect to equal opportunities seriously and welcome dialogue with groups and individuals on ways in which our equal opportunities policies and practice can be enhanced.

Health and Safety

- As an employee you have a responsibility to abide by all of the safety practices and codes provided by Compton Care and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.
- All employees must comply with the Compton Care Health & Safety Policy. All employees must attend Health & Safety training as required within their department or as directed by their line manager.
- All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation. In addition, employees must comply with Compton’s policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management’s attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

Risk Management

- All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Infection Control

- Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and C difficile by ensuring they are compliant with the Health Act 2006 - Code of Practice For The Prevention and Control of Healthcare Associated Infections (They Hygiene Code); and by ensuring they are familiar with the Compton Care Infection Control Polices, located on the Intranet.
- All employees must comply with the Compton Care Infection Control Policy. All employees must attend infection control training as required within their department or as directed by their line manager.
- Compton is committed to reducing the risk of health care acquired infections. Accordingly it is essential that employees adhere to all infection control policies, procedures and protocols (to
## Job Description

include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections. Employees should participate in infection prevention initiatives and challenge infection prevention practices, reporting breaches using Compton's incident reporting system.

### Job Design and Review

#### Patient Experience and Public Involvement (PEPI)
- Compton is committed to gaining feedback from all those that use services provided by Compton through a variety of methods.
- Feedback is used to ensure that future services meet the needs of the patients and demonstrate continuous improvement.

### Policies and Procedures

#### Safeguarding
- All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation.
- Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil safeguarding children and adults at risk responsibilities.
- All employees are expected to comply with existing local Safeguarding policies and procedures, and Compton and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

#### Disclosure and Barring Service
- There are some roles within the organisation that require enhanced DBS screening in order to be able to start work within the Organisation.
- Where relevant to the role employees will be required to undertake this screening as part of the recruitment process and this will be updated on a regular basis whilst in employment.

#### Statutory and Mandatory Training
- All employees are required to complete any statutory or mandatory training as required by Compton or statutory auditing and regulatory bodies.
- Employees also required to refresh training as required and undertake any additional training as part of being employed by the organisation.

#### Use of Information Technology
- All employees are required to undertake duties and development related to computerised information management to meet the changing needs and priorities of Compton, as determined by your manager and in accordance with the grade of the post.

This job description may be subject to change in the future. Any proposed changes will normally be discussed fully with the post holder and confirmed with an updated job description.
## Job Description

### Person Specification

<table>
<thead>
<tr>
<th>Requirements</th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
</table>
| **Education and Qualification** | • NVQ Level 3 in Care or equivalent | • GSCE Maths and English or equivalent  
• Care Certificate  
• Level 4 Certificate in developing Palliative ad End of Life Care practice |
| **Experience, knowledge and skills** | • 2 years recent experience of delivering social care in a health or social care setting  
• Demonstrates clear and legible written communication skills  
• Demonstrates excellent verbal communication skills and actively listening skills  
• Demonstrates IT skills including word processing and an understanding of Microsoft Office Suite  
• Demonstrates motivation and commitment to delivering excellent patient care  
• Has a proven ability to work effectively as a member of a team  
• Demonstrates the ability to follow organizational policy and procedures  
• Demonstrates the ability to prioritise workload and multi task  
• Understands the ethos of the organization  
• Demonstrates the ability to deal compassionately and sensitively with users of the service and colleagues  
• Is able to identify causes of stress both individual and professional and know how to initiate appropriate support  
• Has a full driving licence and use of a car to travel between patient homes and Compton Care sites | • Demonstrates an understanding of palliative and end of life care and the impact that it has upon the delivery of care  
• Previous experience of working in palliative care  
• Evidence of attendance at communication training events  
• Previous experience of working unsupervised in the patient’s home |

### Personal skills and attributes

- Patient focused
**Job Description**

- Willingness to learn
- Flexible and adaptable to change
- Excellent time management skills
- Approachable and friendly
- Ability to conduct themselves in a professional manner
- Strong work ethic.
- Reliable
- Remains calm under appropriate pressure
- Ability to problem solve