



JOB DESCRIPTION & PERSON SPECIFICATION

Mary Ann Evans Hospice
Eliot Way, Nuneaton, Warwickshire, CV10 7QL

Job Title: Health Care Assistant Development Post

Responsible to: Clinical Services Team Lead

Hours: Flexible – up to 34.5 hours per week

Salary: Aligned to NHS Agenda for Change Band 2 (Will increase to Band 3 after 18 months after completing and passing the development program).

Mary Ann Evans Hospice:

Mary Ann Evans Hospice is an adult community hospice in North Warwickshire. As an independent charity we provide palliative and end of life care and support to patients with life limiting illnesses and those that matter most to them.

Our services include Hospice at Home, Wellbeing Centre, Bereavement Services and Rapid Response (a shared service with South Warwickshire NHS Foundation Trust). We work closely with our community and hospital colleagues from the NHS, social services, local care homes and other voluntary providers. Our care is compassionate and inclusive for all who access our services.

Job Summary:

This is a developmental post designed to provide structured training, supervision, and practical experience to support progression from a Band 2 Health Care Assistant (HCA) to a competent Band 3 Senior HCA over an 18-month period. The postholder will work within our community services, which include the Hospice at Home (HAH) team, the Wellbeing Programme, and when required the Rapid Response (RR) team. The development programme combines on-the-job learning, formal education, and competency-based assessments to build the clinical knowledge, confidence, and skills required to deliver high-quality palliative and end-of-life care in both community and hospice settings.

There is an expectation that the successful candidate will complete and pass the Care Certificate and the Level 3 Palliative Care module. Upon successful completion of the programme, the postholder will automatically progress to a Band 3 Senior HCA role.



During the development period, the postholder will work within the Hospice at Home team to support the delivery of high-quality, compassionate palliative and end-of-life care to patients in their own homes. They will work under the supervision of registered nurses and senior HCAs, promoting comfort, dignity, and respect for patients and their families

Within the Wellbeing Programme, the postholder will assist in supporting patients, families, and carers within the hospice setting. They will participate in both group and individual activities as part of a holistic approach to care, promoting reablement and rehabilitation to enhance independence and overall wellbeing.

The service operates seven days a week, typically between 8am and 8pm, and flexibility is required to meet patient needs and support personal development opportunities. This is a community-based post covering Bedworth, Nuneaton, and North Warwickshire. A valid driving licence and access to a car are essential.

Mary Ann Values:

The Hospice is committed to ensuring a healthy work-life balance for staff given the nature of the environment and care services provided. The Hospice, its staff and volunteers are all committed to ensuring our values stay at the centre of its ethos.

<i>Compassionate</i>	<i>Trustworthy</i>	<i>Respectful</i>	<i>Inspirational</i>	<i>Sustainable</i>
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Key Working Relationships:

- Clinical Services Team Lead
- Head of Clinical Operations
- Director of Clinical Services
- Rapid Response Nurses
- Bereavement Practitioner
- Nursing Associate
- Senior Health Care Assistant
- Health Care Assistants
- Complementary Therapist
- Referrals and Data Administrator
- Referrals and EMIS Administrator
- Volunteers
- Hospital and Community staff, including palliative and end of life practitioners



Principal Duties & Responsibilities:

All the following will be under the supervision of an RN as per recommendations from the Cavendish (2015) and Willis (2015) reports:

1. To support the Clinical Services Team Leader (CSTL) and RN's by providing a confident presence to which individuals can turn for assistance and support and be an advocate for the patients with palliative care needs within the Hospice clinical services settings.
2. To support with coordinating volunteers contributing to undertaking patient care in the Wellbeing Program and Hospice at Home, so that professional and consistent standards of care are always maintained.
Specifically:
 - a) The HCA will support the planning, implementation and evaluation of patient care through the application of evidence-based practice. While HCAs are not responsible for carrying out patient assessments, you will play an essential role in assisting in the assessment process by providing valuable observations, reporting changes in patient condition and offering support to the CSTL or RNs in the development and delivery of the individualised care plans.
 - b) To support the holistic care provided in accordance with approved policy and procedures and assessed needs.
 - c) Adopt a team approach to care.
 - d) To support establishing priorities and plans of care for individual patients and support those who matter to them i.e. family carers.
3. To develop and ensure good communication with all staff liaising with patients, relatives, carers and all other professionals in the Hospice and community, ensuring quality and continuity of patient care.
4. To be confident with communication skills enabling important discussions with patients, families and professional colleagues in respect of preferences and wishes relating to palliative and end of life care.
5. To maintain regular communication with hospice teams so that the needs of individual patients and their families are met, ensuring continuity of care.
6. To represent the Hospice at fundraising, public and professional events to help promote the Hospice services as necessary.

Clinical and Professional Activities

7. Be a competent practitioner demonstrating an evidence-based approach, contribute to the completion of holistic patient and carer assessments, acting as a support to other colleagues, students, patients and carers.
8. Recognise changing patient and carer needs, condition or circumstances and report these to CSTL, RN or Senior HCA.
9. To assist in providing holistic care in partnership with the patient/family (and other care providers) for those with palliative and end of life needs:
 - i. Personal care
 - ii. Support visits
 - iii. Respite Care
 - iv. Transferring/mobilising safely
 - v. Emotional support
 - vi. Assist with all other aspects of care e.g. assist with nutritional requirements, observe pressure areas and oral care.
10. Ensure high standard of electronic patient records (EMIS) are consistently maintained, with attention to timely completion, adherence to information governance standards, and compliance to Caldicott principles.
11. Always ensure continuity of care through effective handover and telephone messaging.
12. To recognise emotional and distressing situations and provide support for self and team by undertaking reflective supervision.
13. To work within local and national guidance in respect of palliative and end of life care and standards set by the Care Quality Commission.
14. To contribute to the hospice's quality and clinical governance processes e.g. audit, risk assessments, reporting and partaking in Post Incident Reviews.
15. Work flexibly across the organisation and through all teams and sites as required to support the delivery of the hospices care services.
16. Provide and offer bereavement support to carers in collaboration with Bereavement Team, promoting enabling support systems for people facing death of a loved one.
17. To liaise professionally with other health care professionals both internally and externally in the provision of patient care.

18. Act as a role model to staff and volunteers.

Governance Responsibilities

19. To meet monthly with CSTL/Team for exchange of information and discussion.
20. To ensure equipment and environment is safely maintained, participating in maintaining a healthy and safe environment in accordance with organisational health and safety policy and procedures including infection prevention and control.
21. Promote an open and honest culture reflecting a "can do" attitude.

Education, Personal Development & Training

22. Take every reasonable opportunity for maintaining, developing and acquiring competencies and skills for self-development and personal responsibility for life-long learning, self-development, and reflection.
23. Undertake training to complete the National Care Certificate and additional skills as necessary within the Hospice's competency framework, in relation to specific hospice and / or Practice development projects.
24. To participate in induction and training programmes for new staff/students/volunteers/work experience.
25. To support staff and volunteer development through sharing of knowledge and experience relevant to post – including student nurses and medical students.
26. Participate in informal and formal education as required. To complete and pass Level 3 Palliative Care module.
27. Contribute to the Hospice being a research active organisation by participating in research projects/surveys as directed by Associate Director of People Development and Education and CSTL.

Standard Requirements of all Mary Ann Staff:

1. To be flexible and adapt to the needs of your team.
2. To maintain strict confidentiality and always adhere to data protection policies.
3. To observe and maintain security procedures and to be aware of responsibilities towards Health & Safety, Hospice Policies & Procedures, and COSHH.
4. Mary Ann operates a strictly no-smoking and vaping policy whilst on duty and on the premises.



5. Exercise responsible stewardship of hospice resources.
6. Attendance at meetings, events and activities may require the post holder to work beyond the normal hours/days of work on occasions, flexibility is essential.
7. To have an understanding and demonstrate regard for Mary Ann's values, vision, mission, and strategic aims.
8. Travel in the Warwickshire area, and on occasions within the UK, to fulfil role and attend/participate in training and personal development opportunities, using own vehicle or public transport, for which expenses will be met in line with policies.
9. To maintain an effective and collaborative working relationship with other members of staff and volunteers.
10. To participate in annual and quarterly performance appraisal, where the job description will be reviewed, and objectives agreed.
11. Take responsibility for ensuring the timely completion and/or attendance for all statutory and mandatory training requirements relevant to role as outlined by Mary Ann's Policy.
12. To participate in surveys and audits as required by the service in relation to your role.
13. Conform to conventional standards of professional uniform and business dress when representing Mary Ann.
14. To accept temporary redeployment within any part of Mary Ann should the need arise ensuring hospice goals and objectives are met.

This job description is intended to be the main guide to the principal duties and responsibilities of the post. It should not be seen as an exhaustive, inflexible, or prescriptive document. The employee shares with the employer the responsibility to suggest amendments as necessary to meet the changing needs of the hospice.

Signed Employee:

Date:

Signed Line Manager:

Date:

Person Specification

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> • Communication skills • Level 2 Diploma/NVQ Level 2 in Health and Social Care for adults or Palliative or end of life care* • Maths and English/GCSE level 4 or equivalent • Care Certificate or working towards* <p>* If not held then must be willing to undertake – to be negotiated as part of personal professional development plan</p>	<ul style="list-style-type: none"> • Communication Skills course relevant to palliative/end of life care • Level 2 or 3 Diploma/NVQ in health and social care • Level 2 or 3 in awareness of dementia
Experience	<ul style="list-style-type: none"> • Able to work autonomously and as part of team • Evidence of excellent communication skills • Experience of supporting team members 	<ul style="list-style-type: none"> • A minimum of 6 months care experience ideally with palliative/end of life patients (any setting) • Experience of CQC compliance and evidencing regulations in practice
Skills and Knowledge	<ul style="list-style-type: none"> • Fundamental care skills • Excellent planning and organising skills • IT skills • Excellent interpersonal skills communication with patients, health and social care professionals and the wider multi-professional team encompassing verbal and written skills including: <ul style="list-style-type: none"> - Motivation of staff - Team building - Decision making - Conflict management - Problem Solving • Excellent skills in writing and maintaining plans of care • Must be able to demonstrate an understanding of the need for confidentiality in all aspects of the work environment 	<ul style="list-style-type: none"> • Care skills specifically in palliative and end of life care • Conversant with CQC regulations and implications on safe, effective, caring, responsive, well-led services

<p>Aptitudes & Attributes</p>	<ul style="list-style-type: none"> • A personal approach and caring nature • Self-motivated and have initiative • Have an excellent telephone manner • Resourceful and creative • Ability to relate to the multi-disciplinary team in the hospice • Willing to participate in lifelong learning ethos • A high level of accuracy and attention to detail • Ability to prioritise tasks, appropriately delegate and manage time effectively 	<ul style="list-style-type: none"> • Able to recognise coping strengths for themselves and others
<p>Other Job Requirements</p>	<ul style="list-style-type: none"> • Wear uniform when in clinical practice • Dress in a manner that conforms to accepted formal code of business dress • Hold a current clean driving licence and daily access to a vehicle to enable travel as required • Flexible approach to work including weekend working where necessary • Ability to work in non-smoking environment • Ambassador for the organisation • No smoking or vaping on organisational property, whilst in a Mary Ann uniform or on organisational property 	