

JOB DESCRIPTION & PERSON SPECIFICATION

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

Job Title: Senior Health Care Assistant (HCA)

Responsible to: Clinical Services Team Lead

Accountable to: Head of Clinical Operations

Hours: 34.5 hours full/part-time

Salary: NHS Agenda for Change Band 3

Developed: January 2020 Updated: July 2025

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 nursing care and support to patients with life limiting illnesses and those that matter most to them.

Our services include Hospice at Home, Wellbeing Centre, Family Support and Bereavement, Lymphoedema care and Rapid Response

Our care is compassionate and inclusive for all who access our services.

Job Summary:

The Senior HCA will be working within our community services which consist of the Hospice at Home (HAH) team, the Wellbeing programme and Rapid Response (RR) which is a shared service with South Warwickshire NHS Foundation Trust. The role will be predominately working within HAH and the Wellbeing programme working over 7 days a week usually between the hours of 8am to 8pm. There may be the occasional requirement to work within the Rapid Response team which will be internal rotation working nights.

When working within the HAH team the Senior HCA will provide high quality palliative and end of life care to patients and their families within their own home. You will work closely with our community and hospital colleagues from the NHS, social services, local care homes and other voluntary providers to support those patients who preferred place of death is to die at home.

When working within the Wellbeing program the Senior HCA will work as part of a team to support patients, families and carers within the hospice setting to improve their quality of life, encouraging reablement and well-being models of care.

On occasions when required the Senior HCA will work with the Rapid Response team which covers a 24-hour service working alongside an experienced qualified palliative care nurse to support them to provide urgent care for those patients who have uncontrolled symptoms which require immediate intervention.

Mary Ann Values: I Matter

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 "I Matter" stays at the centre of its ethos.

<i>Individual</i>	<i>Matter, important</i>	<i>Appreciated</i>	<i>Trusted</i>	<i>Time invested</i>	<i>Engagement</i>	<i>Respected</i>
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Key Working Relationships:

- Clinical Services Team Lead
- Clinical Services Staff Nurses
- Referrals and Data Administrator
- Family Support Team
- Catering Supervisor
- HCA
- Volunteers
- Hospital and Community staff, including palliative and end of life practitioners.

Principal Duties & Responsibilities:

All the following will be under the supervision of a 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 Mary Ann clinical services settings.
2. To support with coordinating the work of all staff and volunteers contributing to undertaking patient care in the community services, so that professional and consistent standards of care are always maintained.

Specifically:

- a) To support the assessment, planning, implementation and evaluation of patient needs under the direction and supervision of RN, ensuring personalised care is delivered and using evidence-based practice.
 - b) To ensure that holistic care is provided in accordance with approved policy and procedures and assessed needs.
 - c) Adopt a team approach to care.
 - d) To establish 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 Mary Ann 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 Mary Ann departments so that the needs of individual patients and their families are met, ensuring continuity of care.
 6. To represent Mary Ann at fundraising, public and professional events to help promote the Mary Ann services as necessary.
 7. To be confident and have the appropriate knowledge and skills to deliver online sessions using various mediums including Microsoft Teams and Zoom.

Clinical and Professional Activities

8. Be a competent practitioner demonstrating an evidence-based approach, acting as a resource and advisor to other colleagues, students, patients and carers.
9. Recognise changing patient and carer needs, condition or circumstances and report these to Rapid Response, community nursing colleagues and/or GP, RN or CSTL.
10. 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 –

- a. Personal care
 - b. Dressings
 - c. Transferring/mobilising safely
 - d. Emotional support
 - e. Assist with all other aspects of care e.g., assist with nutritional requirements, observe pressure areas.
11. To provide patient support calls to reach the patient earlier their journey, building relationships, educating and gaining trust. Being more proactive than reactive.
 12. To participate in patient respite calls.
 13. Ensure high standards of documentation and clinical records are always maintained which pay due regard to timeliness of completion, information governance standards and Caldicott principles and have the ability to use electronic record systems e.g., Lorenzo, EMIS. At all times ensure continuity of care through effective handover processes and telephone message processes.
 14. To recognise emotional and distressing situations and provide support for self and team by undertaking reflective supervision.
 15. To work within local and national guidance in respect of palliative and end of life care and standards set by national authorities i.e., the Care Quality Commission.
 16. To contribute to Mary Ann's quality and clinical governance processes e.g., audit, risk assessments, reporting and root cause analysis of significant incidents.
 17. Work flexibly across the organisation and through all departments and sites as required to support the delivery of Mary Ann's care services.
 18. Provide and offer bereavement support to carers in collaboration with Family Support and Bereavement Team, promoting enabling support systems for people facing death of a loved one.
 19. To liaise professionally with other health care professionals both internally and externally in the provision of patient care.
 20. Participate in the recruitment of staff, volunteers and students when necessary.
 21. Act as a role model to staff and volunteers.

Managerial Responsibilities

22. To meet monthly with CSTL/Team for exchange of information and discussion.
23. 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.
24. To undertake appraisals of volunteers and others as directed by CSTL.
25. Promote an open and honest culture reflecting a "can do" attitude.

Education, Personal Development & Training

26. 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.
27. Undertake training to develop additional skills as necessary within Mary Ann's competency framework, in relation to specific Mary Ann and / or practice development projects.
28. To participate in induction and training programmes for new staff/students/volunteers/ work experience.
29. To support staff and volunteer development through sharing of knowledge and experience relevant to post – including student nurses and medical students.
30. Participate in informal and formal education as required.
31. Contribute to Mary Ann being a research active organisation by participating in research projects/surveys as directed by CSTL.
32. Support the CSTL to develop service provision and undertake specific key worker responsibilities as designated.

Standard Requirements of all MAEH Staff:

1. To be flexible and adapt to the needs of the department and 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, Mary Ann Policies & Procedures and COSHH.
4. Mary Ann operates a strictly no-smoking policy whilst on duty.
5. Exercise responsible stewardship of Mary Ann's resources always.
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 an annual 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 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 the Mary Ann should the need arise ensuring Mary Ann 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 Mary Ann.

Signed Employee:

Date:

Signed Line Manager:

Date:

Person Specification:		
	Essential	Desirable
Qualifications & Training <i>Professional and post basic qualifications. Specialised training required for this post.</i>	<ul style="list-style-type: none"> Level 3 Diploma/NVQ Level 3 in Health and Social Care for adults or equivalent. Maths and English/GCSE Level 4 or equivalent. 	<p>Level 3 Diploma or equivalent certificate in palliative/end of life care</p> <p>Level 2 or 3 Diploma/NVQ Level 2 or 3 in awareness of dementia</p>
Experience <i>Type and level of job-related experience required (expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> A minimum of 1 year's care experience with palliative/end of life patients (any setting) Able to work autonomously and as part of team. Evidence of excellent communication skills Experience of supervising/supporting team members 	<p>Experience of CQC compliance and evidencing regulations in practice</p>
Skills & Knowledge <i>Type and level of job-related experience required. (Expressed as additional/or alternative to qualifications above).</i>	<ul style="list-style-type: none"> Fundamental care skills and specifically in palliative and end of life care Communication Skills relevant to palliative/end of life care Excellent planning and organising skills. Adapting to and managing change Understanding of current issues and initiatives relating to palliative care IT skills – ability to use computer, email, smart phone etc. 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 	<p>Evidence of effective teaching and mentoring</p> <p>Able to write succinct and informative report.</p> <p>Conversant with CQC regulations and implications on safe, effective, caring, responsive, well-led services.</p>

	<ul style="list-style-type: none"> ○ 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 	
Aptitudes & Attributes <i>What aptitudes and personal qualities are required, e.g. written verbal/expression, taking responsibility, cooperating, organising, resolving problems, exercising initiative.</i>	<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 Mary Ann and with key partner provider colleagues. • 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. 	Able to recognise coping strengths for themselves and others
Other Job Requirements <i>Physical/health requirements including levels of exertion, working conditions. Specific job circumstances such as unsocial hours. Specific requirements, car driver etc.</i>	<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 	

