



Marie Curie

## Job Description

Job title	Healthcare Assistant
Directorate	Caring Services
Reports	Flexible (depending on location / service and structure)
Accountable	Hospice Ward Manager or Community Clinical Nurse Manager or Registered Manager (depending on location / service and structure)
Professionally Accountable	Head of Quality and Clinical Practice / Head of Nursing and Quality / Head of Operations and Quality
Grade	Marie Curie Clinical Pay Scale, Aligned with AFC Pay Scale Band 2

### Organisation purpose

Everyone will be affected by dying, death and bereavement and deserves the best possible experience, reflecting what's most important to them. Marie Curie will lead in end of life experience to make this happen.

### Marie Curie Values

Marie Curie is committed to its values, which will underpin your work. As a Marie Curie employee, you will be expected to behave in a way that is:

#### Always compassionate

Connecting and empathising with people, starting with each person's needs, respecting them and treating them with dignity, and supporting people's choices and decisions

#### Making things happen

Being clear and straightforward, listening so that we can understand and do the right thing, and being prepared to speak up and challenge on people's behalf

#### Leading in our field

Building on our unique skills, expertise and experience, sharing, innovating and partnering, and always seeking to improve in everything we do

#### Putting people at our heart

Valuing every individual, hearing and respecting all views and expectations, bringing people together and building relationships

### Job Purpose/Summary

The Health Care Assistant is a level two practitioner working in the multidisciplinary team providing holistic, person centred, end of life care to patients and those important to them.

### Accountabilities (Duties & Responsibilities)

All clinical role duties and responsibilities are aligned to the Marie Curie Career Development and Progression Framework which describes the key capabilities, knowledge and understanding required for each level of practice.

#### Nurturing compassionate person centred relationships and effective communication.

- Hold honest, well informed conversations focused on what matters to the person and those important to them.
  - Communicate clearly and professionally, reporting any concerns in a timely manner.
  - Enable the person and those important to them to feel safe, comfortable and respected.
- Identify opportunities to learn from others in the team to improve communication skills and relationships.

#### Holistic assessment, care planning and supporting with care needs

- Participate in the assessment, care planning, review and evaluation of holistic care management plans.
- Support the person to be comfortable, assisting them with holistic care needs as needed according to the individual plan of care, this will include the following:

- Provide appropriate assistance with personal hygiene needs, including washing, bathing, showering, dressing, undressing, hair, nail, dental and oral care.
- Monitor skin integrity and care for the skin, including simple wound dressings as outlined in the plan of care.
- Provide support with nutrition and hydration, including assistance with simple meal preparation and feeding interventions according to nutritional assessments, dietary requirements and choice.
- Whilst maintaining privacy and dignity at all times, assist with elimination needs, which may include support with the use of bedpan, commode or lavatory, using appropriate prescribed continence products.
- Observe and monitor bladder and bowel patterns to identify and respond to incontinence, constipation, diarrhoea and urinary and faecal retention.
- Provide care for urinary catheters, stoma sites and other bodily elimination systems as outlined in care plan.
- Assist the person to achieve rest and sleep by attending to comfort needs, using appropriate positioning and pressure relieving techniques.
- Provide support with mobility and safety, using appropriate risk assessment tools and in line with the plan of care and Marie Curie policy. Escort patients with minimal care needs outside of the usual care setting if appropriate
- Adhere to Marie Curie Infection prevention and control policy and safe use of personal protective equipment.
- Promote and maintain a care environment that is clean, tidy and reduces risks of Health Care Associated Infections.
- Safely handle waste, laundry and sharps.
- Be responsible for ensuring all equipment utilised is cleaned appropriately, stored correctly and safe for use before each patient session.
- Undertake additional patient specific delegated skills and procedures and/or role extensions as outlined in the level 2

Marie Curie Career Development and Progression Framework and the *Delegation and Extended Roles for Non Registered Practitioners Policy* as appropriate (where you have undertaken relevant training and achieved competency), according to role requirements and locally assessed need.

- Refer assessment and care planning concerns or needs in a timely and appropriate way to the professional who delegated the care, other agencies and services as appropriate.
- Participate in team care planning meetings and discussions with the person, and those important to them.
- Identify and support learning opportunities as part of the multidisciplinary team.
- Undertake risk assessments to support safe delivery of care.
- Use assessment and care planning documents to record care accurately in both written (hard paper) and electronic/computerised format. Ensure entries are accurate, relevant, legible and timely and communicates care provided appropriately, in accordance with Marie Curie Clinical Records policy.

### **Symptom management, maintaining comfort and wellbeing.**

- Monitor and observe the person, carrying out observations as outlined in the care plan (if available) and in line with individual training and competency, listening carefully to their description of their symptoms and reporting promptly and escalating to the registered healthcare professional.
- Support the person to retain their dignity during symptom management, offering appropriate nonpharmacological interventions and support in accordance with plan of care.
- Provide support with medication as outlined in the care plan, (where you have undertaken relevant training), in accordance with Marie Curie Medicines Management policy and locally assessed requirements for service delivery.
- Provide support with prescribed oxygen and other respiratory care needs as required and outlined in the care plan.
- Monitor effectiveness of pain and symptom relief medication, reporting and escalating any concerns promptly.
- Recognise and respond to adverse or abnormal reactions to medications and when and how to escalate any concerns.
- Monitor the administration of medication via syringe pumps, undertaking first line troubleshooting when problems occur and reporting issues promptly.
- Ensure safe storage of medications to maintain a safe environment.
- Be an advocate for the person and those that are important to them, to support their rest, wellbeing and fatigue management.
- Safeguard patient well-being and health, recognise and escalate all forms of abuse. Actively promote and support the safeguarding of vulnerable adults, young people, and children, observing and adhering to Marie Curie policies on safeguarding.
- Participate in end of life care symptom management and treatment care planning.

**Supporting people to develop an advanced care planning statement that makes their choices and wishes clear to others.**

- Use effective communication skills to identify that the person wishes to explore Advance Care Planning discussions and know when to escalate to the appropriate professional as part of ongoing assessment and intervention.
- Support the person and those that are important to them to decide upon their preferences and wishes during the Advance Care Planning process as a member of the multidisciplinary team.
- Ensure that the wishes of the individual, as described in an Advance Care Planning statement, are shared (with permission) with other workers, families and those important to them.

#### **Supporting significant others to plan for and cope with loss, grief and bereavement.**

- Communicate sensitively with the person and those important to them in a non-judgemental, empathetic, and supportive manner that is appropriate to them and the situation.
- Provide comfort and support to those important to the person to prepare for impending loss of a loved one.
- Enable those important to the person to express their thoughts and feelings freely.
- Work with team members to carry out care after death in a way that promotes dignity, and respects the person's wishes, culture and religious beliefs and practices including preparing for loved ones to visit where appropriate.
- Refer to other professionals or agencies for bereavement support as appropriate.

#### **Working as an effective team, looking after each other (including wellbeing)**

- Recognise the purpose and roles of other professionals in own team and how to contribute as an effective team member.
- Develop good working relationships with other professionals whilst recognising boundaries of own role.
- Recognise how to access and utilise available support systems for self and others working in palliative care.

#### **Developing pioneering leaders of end of life care**

- Participate in developing a shared team vision and achieving mutually shared values, beliefs, goals and objectives.
- Identify and participate in own learning and support requirements to continually develop knowledge, understanding and know how.
- In collaboration with manager produce a personal development plan, actively engage in learning and development to support continuous improvement, service development and care delivery
- Proactively prepare and engage in the My plan and Review appraisal process, using identified online resources.
- Engage in a range of activities to support own wellbeing, including clinical supervision, team meetings, coaching or other supportive relationship.

#### **Striving for excellence through quality improvement, practice development and innovation**

- Participate in quality improvement, practice development and innovation activities in the team to provide best practice.
- Contribute to team learning and development activities to make improvements in practice.
- Maintain IT competency in order to make full use of equipment e.g., computers, tablets, e-mail, the internet and on-line training.
- Develop and maintain IT competency in the use of all Marie Curie systems relevant to your role, including service specific systems.

#### **Raising public awareness of the role of Marie Curie as a pioneer for innovative person centered palliative and end of life care**

- Promote the work of Marie Curie and signpost the person to resources online, campaigns, activities and events, where appropriate
- Be sensitive to the broader work of Marie Curie and raise public awareness.

#### **General**

In addition to the specific duties and responsibilities outlined in this job description, all Marie Curie employees should be aware of their specific responsibilities towards the following:

- Marie Curie is committed to encouraging volunteering throughout the organisation and as such the post holder will be expected to support and respect volunteers and may be asked to work alongside or supervise a volunteer as part of their role whilst working at Marie Curie.
- Marie Curie operates a no-smoking policy. The post holder should either be a non-smoker or be prepared not to smoke in **any** Charity premises, grounds, or vehicles or when on Marie Curie business outside the office.
- Adhere to all health and safety and fire regulations and to co-operate with the Charity in maintaining good standards of health and safety.

- Adhere to all information governance, privacy and security policies, standards, guidelines, and procedures; practice and promote secure behaviours.
- To be aware of the Charities Business continuity and emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- Adhere to all Marie Curie policies and procedures at all times.
- Uphold ethical and professional standards and not behave in a manner that is likely to bring the Charity into disrepute.
- Promote and sustain a responsible attitude towards equal opportunities and diversity within the Charity.
- Maintain regulatory registration requirements or any national professional or occupational standards associated with the role.
- Demonstrate a commitment to ongoing learning and development and to participate in any training relevant to the role.
- For designated roles, the post holder will be responsible for health & safety, information governance, business continuity planning and/or risk management. (These responsibilities will be notified on appointment).
- Actively committed to Marie Curie's values, role models behaviours with authenticity and purpose

Physical activities required by the role include but are not limited to patient handling, frequent standing, sitting, walking, climbing up and down stairs, kneeling and crouching to attend to patient needs (including in an emergency situation) and load handling.

**This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the charity at any time after discussion with the post holder.**



## Marie Curie Person Specification

Job title:

Healthcare Assistant

Criteria	Essential	Desirable	How assessed
Know how to	<ul style="list-style-type: none"> <li>Hold person centred conversations, Communicate sensitively with the person and those important to them in a non-judgmental, empathetic, supportive, and professional manner.</li> <li>Provide high quality personal care and support to enhance wellbeing.</li> <li>Plan own work, respond to changes in patient condition, prioritise care needs and escalate appropriately.</li> <li>Promote and maintain dignity for the person at the end of life.</li> <li>Work within a multidisciplinary team, recognising the purpose and roles of other professionals and how to contribute as an effective team member.</li> <li>Participate in the assessment, care planning, review and evaluation of holistic care management plans within the multidisciplinary team.</li> <li>Undertake risk assessments to support safe delivery of care.</li> <li>Apply local policies and procedures for advanced care planning.</li> <li>Use a mobile phone, text messaging, e-mail, online training, and the internet.</li> </ul>	<ul style="list-style-type: none"> <li>Ability to use a smart device e.g. android tablet</li> </ul>	Application form/interview
Knowledge and understanding	<ul style="list-style-type: none"> <li>Knowledge and understanding of how to deliver person centred care.</li> <li>The components of open and sensitive communication</li> <li>Knowledge of palliative and end of life care.</li> </ul>	<ul style="list-style-type: none"> <li>Advance care planning and the times at which it may be appropriate.</li> <li>Understanding of the physical, psychological, social, and spiritual domains of palliative care.</li> <li>Common symptoms associated with end of life care and the holistic approach to assessment and management.</li> <li>Knowledge and understanding of the impact of terminal illness on the person's care needs and those who are important to them.</li> </ul>	

Values	<ul style="list-style-type: none"> <li>• Honest</li> <li>• Kind</li> <li>• Caring</li> </ul>		Application form/interview
	<ul style="list-style-type: none"> <li>• Empathetic</li> <li>• An advocate for patients and those who are important to them.</li> <li>• Passionate about person centred care and making a difference at the end of a person's life and to those important to them.</li> </ul>		
Qualifications, training, and education	<ul style="list-style-type: none"> <li>• National Vocational Qualification (NVQ) Level 2 in Health and Social Care OR an equivalent alternative Level 2 Qualification i.e. NCFE level 2 Certificate in Healthcare Support Services, BTEC level 2 Health and Social Care. Functional skills at level 2 in numeracy and literacy or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• National Vocational Qualification (NVQ) Level 3 in Health and Social Care OR an acceptable, alternative Level 3 Qualification</li> <li>• Basic Food Hygiene Certificate</li> </ul>	Application form/interview
Experience	<ul style="list-style-type: none"> <li>• 6 Months care delivery experience (current) in a Health or Social Care Environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Recent professional experience of providing care and caring for dying patients.</li> </ul>	Application form/interview
Other requirements	<ul style="list-style-type: none"> <li>• For community roles hold a current and valid driving licence and have access to a vehicle which includes business insurance</li> <li>• In services where there is the use of a pool car, hold a current and valid manual driving licence Ability to travel to varying work locations during unsocial hours</li> <li>• Access to email and the internet</li> <li>• Flexible approach to working patterns</li> <li>• Willingness to undertake work during the day and at night</li> <li>• Maintain regulatory registration requirements or any national professional or occupational standards associated with the role.</li> </ul>		Interview

*Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities or practical local geographic nuances (e.g. areas where driving is not the usual mode of transport)*