AUXILIARY NURSES/ HEALTH CARE ASSISTANT
Hospice at Home
RECRUITMENT PACK
AUXILIARY NURSE’S/HEALTH CARE ASSISTANTS
Temporary Fixed Term Contracts Full time or part time and Bank staff to work for Hospice at Home

SALARY
DAYS MONDAY UNTIL SUNDAY
With NVQ3 £10.10 per hour inclusive of shift premium (WTE £19,748)
Without NVQ 3 £9.71 per hour inclusive of shift premium (WTE £18,985)
NIGHTS MONDAY UNTIL SUNDAY
With NVQ3 £10.81 per hour inclusive of shift premium (WTE £22,545)
Without NVQ 3 £10.39 per hour inclusive of shift premium (WTE £21,669)

Closing Date: 2nd September 2020

To help enable more people to be cared for at home the Hospice is looking to expand its Hospice at Home service over the winter months to help support the NHS with the expected increase in demand expected over the forthcoming months.

We very much appreciate your interest in the post of Auxiliary Nurse/Health Care Assistant at Pendleside Hospice. We hope you find all the information you need in this pack, to help you decide if you are the right person for this inspiring and exciting role.

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community.

It is truly a privilege to work here.

All our care is free of charge to the patients and their families/carers but, of course, it isn’t free to provide and most of it is funded through the generosity of the local community in which we serve. In the last financial year, it cost almost £4.5 million to run Pendleside Hospice of which over £3.5 million was raised through voluntary donations.

We have auxiliary nurse/health care assistant vacancies for temporary fixed term contracts both full time and part time, including vacancies on our hospice bank. Experience of working in a health/social care setting is desirable although not essential, as training will be given.
This role will require you to work in patients own homes and at times you may also be required to work on the Hospice Inpatient Unit subject to service demand.

You will be able to demonstrate consistently high standards of individualised care, compassion and support for patients and their family members/carers. Our aim is to ensure that people at the end of their life have the best possible care whether that be for last few months, days or hours of their life. If you are enthusiastic and have a passion for providing high standards of care for those, you look after this will be a very rewarding job.

At Pendleside Hospice, you will find a fantastic team spirit and a commitment to developing you and your skills so that you can choose a long-term career with us.

This appointment is a crucial one for the Hospice and we want to be sure of finding the right people to join our team. However, we recognise it is probably also a big step for you. Therefore, if you wish to know more, we warmly welcome you to arrange an informal visit to the Hospice. You can do that by contacting 01282 440106.

Alison Sutcliffe
Inpatient and Hospice at Home Manager.
ABOUT US
OUR MISSION:

Pendleside exists to provide palliative and end of life service provision for those living with a life limiting illness and those important to them, living within our local community.

PHILOSOPHY OF CARE:

Pendleside endeavours to promote and enhance quality of life for people with life limiting illnesses and those important to them; by delivering specialist and holistic palliative and end of life care, which addresses each person’s individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support in our inpatient, outpatient, day service, community and family support services, in collaboration with other local care providers.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.

OUR AIMS:
Pendleside strives to achieve three main aims:

Charitable
- To provide Hospice services to as many local people with life limiting illnesses as possible, according to their needs, within operational and financial constraints.
- We aim to provide care free of charge to those we serve. However, as a charitable organisation, we rely heavily on public contributions to maintain our services and any donations are gratefully received.
- Professional
- To deliver the services, safely, ethically and legally, in accordance with our philosophy of care

Personal:
- To commit unreservedly (individually and collectively) to the above charitable and professional objectives

OUR VALUES:

Our values underpin everything that we do:

- Care
We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect

- **Compassion**
  We ensure that a compassionate and a non-judgemental approach remains central to the delivery of our services

- **Support**
  We ensure that people are listened to, their contribution valued and that necessary support is provided according to each individual need.

**OUR PEOPLE:**

Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has three other members with specific responsibilities.

Pendleside currently has 125 employees across the organisation which equates to approximately 90 whole time equivalent (WTE). In addition, seven staff work under a practising privileges agreement and the Hospice has a Bank of Registered Nurses and Auxiliary Nurses.

Volunteers are an integral part of the Hospice Team with over 600 active volunteers, each one playing an invaluable role either within the Hospice and/or our local community.

**OUR SERVICES:**

Pendleside cares for over 1500 people each year, across a number of services. These include:

- Inpatients
• Hospice at Home
• Day Service
• Outpatients
• Family support
• Spiritual Care
• Rehabilitation
• Complementary therapy
• Psychological support
• Bereavement support

Clinical services are available to adults, 18 years and over. In exceptional circumstances patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children’s services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside’s Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.
JOB DESCRIPTION

MAIN RESPONSIBILITIES:

• To work as part of a team assisting to provide high quality care to people with palliative care needs, their families and carers in their own home

CORE TASKS: Clinical

• Ensure that Hospice policies, procedures and standards are adhered to at all times, with particular regard to those concerning confidentiality, information governance, health and safety and infection control.
• Work alone and with nursing colleagues to deliver individualised, quality and skilled nursing care to patients and their carers; reporting and documenting changes in condition to an appropriate health care colleague, to enable re-assessment and adaption of care according to changes identified.
• To effectively prioritise and plan workload according to individual need, and in partnership with others in the team and the multi-disciplinary teams.
• The post holder will be expected to work autonomously with a defined workload, assessing and evaluating individual needs, with indirect supervision from the shift Coordinator or Hospice at Home Registered Nurse colleague.
• To implement and review patient care plans according to Hospice policies and procedures.
• To provide family and bereavement support to relatives/carers, demonstrating a positive and realistic attitude towards people facing a life limiting diagnosis.
• To communicate effectively and work collaboratively with members of the multidisciplinary team (MDT) ensuring the delivery of coordinated service and the maintenance of positive inter-personal working relationships with all members of the MDT.
• Deal with questions, concerns and complaints from patients, their families and carers as appropriate according to Hospice Policies and Procedures.
• To maintain up to date accurate patient records, in accordance with Hospice Policy, procedures and guidelines.
• Maintain the effective health and safety procedures that have been implemented, and that any risks to patients/staff safety are highlighted for action.
• Maintain infection control measures that are implemented, ensuring that any risk associated with the prevention and control of infections are reported immediately to a senior colleague.
• Record and report all accidents, complaints and untoward incidents according to Hospice policies and procedures.
• To utilise IT skills, including use of Microsoft Office, ERoster, internet, email and inputting onto the Hospice patient database (EMIS).
Communication Skills

• Foster good working relationships and effectively communicate and work collaboratively with members of the multidisciplinary team (MDT) ensuring the continued delivery of a coordinated service and the maintenance of positive interpersonal working relationships with all members of the MDT.

• Give clear, concise reports on patients’ progress and concerns to the multidisciplinary team, and facilitate others to do so.

• Communicate information to distressed, bereaved people in a sensitive manner.

• Be able to communicate effectively with people exhibiting challenging behaviours, ensuring they are respected but expectations are made as clear as possible.

• Manage complaints in a sensitive manner, ensuring that Hospice policy and procedure is adhered to.

• Ensure accurate, contemporaneous documentation of patient care, both personally and by others using electronic systems.

• Identify problems in communication with both the Hospice and in dealings with external agencies, reporting these to the appropriate Health Care Professional promptly.

• Advocate for patients and service users, ensuring their views are known to the team including in the case of Advanced Care Planning, and occasions where care is declined.

• Work in accordance with Hospice Policies to ensure that confidentiality is maintained at all times.

Personal and People Development/ Education

• To maintain and continue own professional development, appropriate to your role and continued future development.

• Attend and complete organisational Mandatory Training as required.

Quality and Service Improvement

• To participate in Hospice based Education and audit where applicable, relate to Service Outcome measures and effectiveness.

• Collaborate with other members of the multidisciplinary team in the delivery of high standards of effective health care within best practice guidelines.

• Maintain accurate, legible records.

• In support of the H@H Manager and identified others contribute to the identification of practices that could improve service delivery outcomes through involvement with audit, research, evaluation, education/ training, user involvement, Encourage others to submit their ideas for Service improvement, and raise concerns regarding quality and risk.

• Take an active role in unit meetings, highlighting areas requiring quality improvement.
Health and Safety and Security

• Identify risks as they arise, and carry out risk assessments, taking immediate remedial action as required and updating risk assessments regularly, with the support of appropriate Health care colleagues.
• Recognise risk as covering all aspects of the Hospice, including patient welfare and care, facilities and estate and finances.
• Be familiar with and support implementation of safeguarding policies, the Mental Capacity Act and Deprivation of Liberty safeguards.
• Help to promote an environment that supports infection prevention and control policies and procedures

Governance

• Ensure the effective utilisation of the Hospice’s computer based patient record system
• Ensure that Hospice Policies, procedures and standards are adhered to at all times with particular regard to those concerning confidentiality, information governance, health and safety, prevention and control of infection, and medicine management

This document is intended to convey and outline of the post and the post-holders responsibilities. It will be reviewed on an annual basis.
**JOB SPECIFICATION**

<table>
<thead>
<tr>
<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
<th>How assessed</th>
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<tbody>
<tr>
<td><strong>Experience</strong></td>
<td>• Experience of working with adults</td>
<td>• Experience of working in a palliative care setting</td>
<td>• Application form</td>
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<td></td>
<td>• Ability to relate experience to a Hospice and community setting</td>
<td>• Experience of working with patients with end of life and/or palliative care needs</td>
<td>• Interview</td>
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<td></td>
<td>• Understanding of the role of the Auxiliary Nurse</td>
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<tr>
<td><strong>Education, Qualifications &amp; Training</strong></td>
<td>• Evidence of recent appropriate study/development and application in the work environment</td>
<td>• NVQ level 3 in Health and Social Care</td>
<td>• Application form</td>
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<td></td>
<td>• Commitment to on-going training and personal development</td>
<td>• Palliative and/or end of life care training</td>
<td>• Certificate</td>
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<td>• Portfolio</td>
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<td><strong>Practical &amp; intellectual skills (including any specialist knowledge)</strong></td>
<td>• Understanding and sensitivity to the needs of patients with a life-limiting illness</td>
<td>• Communication skills training</td>
<td>• Application form</td>
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<td></td>
<td>• Ability to work effectively with other agencies and professionals</td>
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<td>• Interview</td>
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<td>• Good communication, record keeping and organisational skills</td>
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<td></td>
<td>• Ability to undertake a range of patient observations and procedures</td>
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<td>• Full UK driving license and use of own vehicle</td>
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<td>• IT/ Computer literacy</td>
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<td><strong>Disposition / attitude / adjustment</strong></td>
<td>• Evidence of an ability to work independently without direct supervision and as part of a team</td>
<td>• Communication skills training</td>
<td>• Application form</td>
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<td>• Ability to relate positively to colleagues and members of the MDT</td>
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<td>• Interview</td>
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<td></td>
<td>• Demonstrate an understanding of confidentiality and information governance</td>
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<td></td>
<td>• Commitment to develop the role of the Auxiliary Nurse role</td>
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<td>• Motivated and positive, a “can do” attitude to change and flexible working practices</td>
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</table>
| **Health & Physical** | • Good attendance record  
• Ability to move and handle people and equipment | • Interview  
• Reference(s) |
|----------------------|-----------------------------------------------------------------|----------------------------------|
| **Circumstances**    | • Work shifts over 7 days including weekends and bank holidays  
• Work in the community of Burnley and Pendle in patients' own homes  
• Work flexibly according to the needs of the service | • Application form  
• Interview |
| **Equal Opportunities** | • To have an understanding of, and an ability to promote and implement equal opportunities | • Interview |

### MAIN BENEFITS TERMS AND CONDITIONS

**Annual leave:** Full time equivalent - 27 days plus 8 public holidays

**DBS:** appointment is subject to an enhanced disclosure and barring check

**Childcare voucher scheme:** Pendleside Hospice offers a childcare voucher scheme

**Meals and drinks:** all employees and volunteers at Pendleside Hospice can access meals if working over a meal time and drinks at no charge

**Notice period:** 1 month

**Parking:** all employees and volunteers can park for free at Pendleside Hospice

**Pension:** Pendleside Hospice has a stakeholder pension scheme, the Hospice will match contributions up to 5% of an employee’s salary into the pension scheme. Employees joining Pendleside Hospice from the NHS may continue with their NHS pension

**Sick pay:** if the employee is unable to attend work because of sickness or some other health-related incapacity, the Hospice will pay full salary net of any statutory sick pay entitlement, subject to the following conditions:

<table>
<thead>
<tr>
<th>During probationary period (first 3-6 months)</th>
<th>No Hospice sick pay, but will receive Statutory Sick Pay (if appropriate)</th>
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<tr>
<td>From completion of probation up to 12 months service</td>
<td>Two months sick pay at half-pay</td>
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<td>From 12 months service</td>
<td>A maximum of 13 weeks full sick pay followed by 13 weeks at half-pay</td>
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HOW TO APPLY

If you are interested in either of these positions, please complete and submit the application form either via the NHS Jobs website https://www.jobs.nhs.uk/ or the online form on the Pendleside Hospice website www.pendleside.org.uk/jobs, referring to the job description and person specification.