



**Jersey Hospice Care**  
your care, your choice, your time

**JOB DESCRIPTION**

<b>Job Title:</b>	Health Care Assistant
<b>Reports to:</b>	Senior Nurse IPU
<b>Department:</b>	In Patient Unit (IPU) and Children and Young People Team (CYPT)
<b>Hours:</b>	Full Time (37.5 hours per week)
<b>Working Pattern:</b>	Ability to work a mix of 24/7 shifts including weekends, nights, Bank and Public Holidays on a Rota basis, contributing to the delivery of Palliative Care on IPU and in supporting Children and Young People in Jersey Hospice Care and in the community.
<b>Contract Type:</b>	Permanent
<b>Pay Code:</b>	NM01

**General**

Jersey Hospice Care is an independent charity which provides palliative care services within the community and the hospital, as well as through the King Centre, IPU facilities. All services benefit from a well-resourced multi-professional team with skills and expertise in palliative and end of life care. These services are provided at no cost to the patient or their family.

**Job Summary**

The post holder will work in collaboration with the IPU and CYP Teams across multiple settings including the IPU with adult patients, as well as the dedicated respite rooms at Jersey Hospice Care for children and young people. There may be occasions when the postholder will be required to support CYPT in the child's home under the guidance of a paediatric registered nurse.

The postholder must have significant previous experience working with adults in a hospital or community care-based environment and hold a level 2 NVQ/QCF qualification in Health and Social Care. The post holder must also be committed to undertake further development to achieve a vocational Level 3 Certificate in Working in End-of-Life Care for both adults and children.

The post holder must be passionate about working with all age ranges of patients with palliative care needs and committed to working towards obtaining relevant qualifications specific to the dual adult and children's role.

Previous experience with children and young people is desired but not essential as training in caring for children and young people with life limiting and life threatening conditions will be provided.

Up to date knowledge and training in the principles of Safeguarding Children and Vulnerable Adults is essential.

The post holder will participate in the provision of individualised care, maintaining standards across both the IPU and CYP Teams that will ensure care provided: physical, psychological, and spiritual is of the highest possible quality.

The postholder will be enthusiastic, passionate, and committed, with a keen interest in diversifying knowledge and skills when caring for palliative care patients of all ages.

### **Job Context**

This is a full-time post providing support in the delivery of care to adults and children of all ages with all conditions requiring specialist palliative care and end of life care.

The post holder will primarily work as part of the team in the IPU facility working a range of 24/7 shifts, including rotation between days/nights, weekends, bank and public holidays with the flexibility to provide support with respite sessions, Monday to Friday, in the King Centre and/or at home to children and young people with life limiting or life threatening conditions. All environments will be under the guidance and supervision of Registered Nurses.

Core service hours for CYPT are primarily Monday to Friday, between 0900hrs to 1700hrs, however the candidate is required to be responsive to the child, young person, and family needs, providing a more flexible working pattern that allows for the provision of after school and evening care. The number of hours required to support CYPT will need to be flexible and will be up to 22.5 hours in any given week.

### **Nature and Scope of Role**

In order to meet the objectives, the post holder will have responsibilities in four main areas of work as follows:

- 1. Care Delivery**
- 2. Governance and Safety**
- 3. Effective Use of Resources**
- 4. Teamwork**
- 5. Education and Training**

#### **1. Care Delivery**

- To always work within the 'Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in Jersey'.
- To support the Registered Nurse team in the provision of holistic clinical and non-clinical care to patients.
- Provide support and assistance to Registered Nurses when carrying out nursing procedures.
- Help create a welcoming, caring, safe and supportive environment for patients, families and all involved in the work of the hospice.
- To ensure care is carried out to a high standard, following the patient's individual care plan and to provide clear reports to the next shift.
- Communicate factual information to patients using persuasion, reassurance, tact and sensitivity.

- Understand the importance of listening and develop listening skills with the appropriate training and facilitate opportunities for patients and families to talk, should they wish to.
- To respect the individuality, values, and spirituality of patients and their families and contribute to the provision of a service sensitive to these needs.
- To monitor and observe for changes in patients' conditions and symptoms and reporting these changes or concerns to the Nurse in Charge for the shift/session or a more senior member of the clinical management team as appropriate.
- To be proactive in planning and organising activities to meet the individual adult, child or young person's needs with a patient centred focus on providing quality care and experiences that improves quality of life.
- To establish effective communication, both verbal and written with all members of IPU and CYPT and all other hospice colleagues.
- To always promote the safeguarding and welfare of patients utilising safeguarding knowledge of when to refer to the Nurse In Charge for the shift/session or a more senior member of the clinical management team.
- To always ensure privacy and dignity of patients and their families in line with Jersey Hospice Care policies and procedures.
- To understand the scope of own limitations and importance of not providing care unless trained and competent to do so and recognise the need to refer to the Nurse In Charge of the shift/session or a more senior member of the clinical management team
- To develop and maintain HCA competence to meet the wide-ranging needs of IPU and CYP patients, developing own knowledge and skills in palliative care.

## **2. Governance and Safety**

- To have the highest regard for the principles of confidentiality and the importance of patient consent, ensuring adherence to Jersey Hospice Care data collection and patient consent policy.
- Contribute to patient care planning by maintaining accurate, up to date records regarding own HCA actions and/or care interventions as required.
- To be aware of and comply with the legal requirements associated with keeping of records.
- To maintain and accurate and timely updates of all written and electronic records in accordance with appropriate legislation and organisational standards.
- To always follow all agreed policies and procedures e.g., safe handling, infection prevention and control, health and safety to ensure a safe environment for patients, visitors and staff visiting and within the service.
- To report any initial complaints and conflict, in a polite, calm manner and report to the Nurse in Charge for the shift/session as soon as possible.
- To report any risk, hazards or accidents that may occur within any of the service and/or work areas and ensure compliance with the terms of Jersey Hospice Care's Health and Safety policy ensuring timely reporting via the 'Assure' reporting system where relevant.
- To support the promotion of a culture of openness by learning from own and/or others care delivery experience.
- To participate in clinical supervision in line with Jersey Hospice Care policy.

## **3. Effective Use of Resources**

- To ensure that all equipment is in good working order, cleaned after every use, stored safely and appropriately according to the Jersey Hospice Care Infection Prevention and Control policy.

- To assist with the smooth running of the physical care environment by carrying out other duties such as stock ordering, unpacking stores, tidying and monitoring and cleaning of equipment.
- To manage own time and workload effectively to meet objectives, skills and competencies.

#### 4. Teamwork

- To actively participate in IPU and CYP Team meetings and Safety Huddles.
- To work closely with other members of the care team, recognising and working within own capabilities and competence whilst always acting in the best interests of the patient and family.
- To participate fully in team working and maintain effective communications between members of the IPU, CYP and multidisciplinary team.
- Assist and support volunteers with their duties e.g., mealtime coordination.
- Generate a friendly team spirit with all staff and volunteers at Jersey Hospice Care.

#### 5. Education and Training

- To undertake mandatory training in line with Jersey Hospice Care requirements, completing Jersey Hospice Care mandatory & statutory study days/ e learning as directed.
- To actively participate in the hospice's individual appraisal process to identify own learning needs and take necessary steps to reach personal and professional objectives.
- To participate fully and willingly in opportunities for further learning, training and development.
- To always act as a role model for Jersey Hospice care both within and outside of working hours.
- To attend any programmes of education/training as required by the Senior Nurses for both IPU and CYPT.
- Participate in the orientation of new staff, students and supporting Jersey Hospice Care Volunteers.

#### GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Jersey Hospice Care are expected to comply with the general duties detailed below:

**Infection Prevention and Control** - Maintain a clean, safe environment, ensuring adherence to Jersey Hospice Care's standards of cleanliness, hygiene and infection prevention and control.

**Safeguarding** - Jersey Hospice Care is committed to safeguarding and promoting the welfare of adults, children and young persons. All staff are therefore expected to behave in such a way that supports this commitment.

Foundation Level Safeguarding Training will be provided to all non-Clinical staff and all Clinical staff will be required to attend Safeguarding training in line with the Intercollegiate Document recommendations (RCN, 2018).

**Information Governance**- Jersey Hospice Care has undertaken to ensure that it meets its obligations to comply with the Data Protection (Jersey) Law 2018 and other guidance and standards of confidentiality and information security

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all records effectively in line with policies and procedures and to ensure Jersey Hospice Care meets its legal, regulatory and accountability requirements.

**Governance** - Actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

**Health & Safety** - Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work (Jersey) Law 1989, taking appropriate action in the event of an accident to patients, staff, self or any other person in the work area.

To co-operate fully in discharging the policies and procedures with regard to health and safety matters.

Whilst the aim of Jersey Hospice Care is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

**Volunteers** – All staff have an individual responsibility to recruit, train and support volunteers as appropriate, to achieve Jersey Hospice Care objectives, making best use of volunteers and to minimise costs.

#### OTHER INFORMATION

**Data Protection** - Applications made in respect of this position will remain confidential, those that are unsuccessful will be kept for a period of 12 months from date of receipt at which point they will be destroyed. The application of the successful candidate will be kept on their personnel file for three years post termination of employment. For further explanation see Appendix A 'fair processing statement'.

**Equal opportunities statement** - Jersey Hospice Care is committed to eliminating discrimination and encouraging diversity amongst our workforce. We demonstrate commitment to equality and fairness for all in our employment and do not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. We oppose all forms of unlawful and unfair discrimination.

**Jersey Hospice Care operates a strict no smoking policy.**

**NB:** Although this is a comprehensive job description, you may be required to undertake other duties assigned by the Organisation in response to organisational or service demands.

<b>PERSON SPECIFICATION</b> <b>Health Care Assistant</b>		
<b>Essential Criteria for selection</b>		<b>Desirable Criteria for selection</b>
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Level 2 vocational award in Adult Health and Social Care or equivalent e.g., NVQ/QCF/RQF</li> <li>• Committed to undertake further development to achieve a vocational Level 3 Certificate in Working in End-of-Life Care for adults, and level2 qualification in Childcare.</li> <li>• Committed to completing Paediatric and Adult Basic Life Support training.</li> <li>• Committed to completing in-house Paediatric training and development.</li> </ul>	<ul style="list-style-type: none"> <li>• QCF level 2 Childcare qualification or equivalent.</li> <li>• Paediatric Basic Life Support.</li> <li>• Adult Basic Life Support.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience working within a hospital, nursing/residential care home or community care-based environment</li> <li>• Experience of working within a team setting under direct or indirect supervision of a more senior member of staff</li> <li>• Up to date knowledge and training in the principles of Safeguarding Children and Vulnerable Adults</li> <li>• Experience of documenting own actions and communicating these accurately to a senior member of the team</li> <li>• Ability to communicate difficult and sensitive information to families and professionals</li> <li>• Demonstrates an understanding of health and safety, standard infection control precautions and information governance principles and policies</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience working with children and young people with life limiting and life threatening conditions and complex health conditions, in hospital, at home, at school or in a community care-based environment</li> <li>• Previous experience of working within a palliative care environment caring for adults and/or children and young people.</li> <li>• Experience of working within a multi-disciplinary team</li> <li>• Demonstrates knowledge and understanding of loss and bereavement</li> </ul>
<b>Technical abilities</b>	<ul style="list-style-type: none"> <li>• Competent in the use of moving and handling equipment within a care setting.</li> <li>• Basic IT skills e.g., Word and Outlook</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• Emotionally resilient</li> <li>• Reliable and dependable</li> <li>• Compassionate yet confident in approach</li> <li>• Ability to develop effective interpersonal relationships with colleagues</li> <li>• Excellent time management skills</li> <li>• Act as a good role model</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to present a positive image of the profession</li> <li>• Flexible, adaptable and approachable.</li> <li>• Able to work under pressure</li> <li>• Able to work alone without direct supervision or as part of a team</li> <li>• Demonstrates commitment to anti-discriminatory practice and equal opportunities</li> </ul>	
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## JERSEY HOSPICE CARE BACKGROUND

**Specialist Palliative Care Team** – The Specialist Palliative Care Team works collaboratively with all healthcare professionals island wide to ensure patients and their families receive expert advice and support in relation to palliative and end of life care in all community settings whether this is at home, in nursing and residential care homes or in hospital. The team will adopt a multidisciplinary approach to ensure that it provides complex symptom management and holistic care in order to provide patients with the optimum quality of life possible.

**King Centre** - The King Centre provides wellbeing services based on a rehabilitative approach that support patients affected by life limiting illnesses to enable them to live life as fully as possible, alongside their illness. The King Centre Team offers a comprehensive range of day services, including day hospice, physiotherapy, Lymphoedema and complementary therapies. These services are provided by skilled practitioners through individual and group activities and are based upon the personal priorities, goals and needs of each patient.

**In Patient Unit** – IPU comprises of twelve single en-suite bedrooms and provides specialist 24 hour, individualised care with the aim of maintaining independence and dignity in a caring and supportive environment. Care is delivered by experienced, specialist Registered Nurses and Health Care Assistants, working with other members of the multi-disciplinary team, to ensure a holistic approach to the care of patients and their families

**Children & Young People Services** - The Children & Young People Services are designed to support children and families with the challenges that having a life-threatening condition can bring. The CYP multidisciplinary team ensures each child and young person will have bespoke care, tailored to their individual medical, emotional, cultural, religious and spiritual needs. However long or short a child's life may be, Jersey Hospice Care's is there to support every member of the family, every step of the way – from initial diagnosis until they no longer need us.

**Bereavement & Emotional Support Service** – The Bereavement & Emotional Support Service offers free, confidential counselling and support to anyone in the community who has suffered a loss, regardless of the nature of the bereavement. Both life limiting illness and grief following a loss can have a huge emotional impact. Our service is made up of a small team of qualified and experienced counsellors and trained volunteer bereavement support workers.

**Education, Learning and Development Team** - The Education, Learning and Development Team co-ordinate a broad range of academic and competency based education programmes to support our staff irrespective of which department they work in to ensure competence and confidence in their roles. We also deliver external education across Jersey's health and social care community which focus on the principles and practice of palliative and end of life care. The overall aim is to achieve Island wide excellence in standards from a single point of education delivery.

**Retail** - there are two Jersey Hospice Care shops; a town shop in St Helier and a country shop in St Ouen, both operated by Jersey Hospice Care Retail Limited a wholly owned subsidiary trading company of Jersey Hospice Care. The shops are important sources of income, as well as providing a vital contact with the Island community.

**Income Generation team** - are responsible for generating efficient, effective sustainable income for now and for the future. Notable key fundraising events are Million Pound Lottery, Condor Ferries' Dragon Boat Festival, 5000 Club and Christmas Tree collections.

**Volunteers** - Jersey Hospice Care depends on the generous support of a large body of volunteers who assist in a wide range of roles across all areas of the charity. These include helping in the shops, Day Hospice, IIPU, Community Bereavement Service, fundraising, gardening, etc.

**Administration and Support Services** – The Administration and Support Services' staff are responsible for the administration, accounts management, housekeeping and catering services that are vital to the smooth running of the charity. The administration team are the first point of call for those ringing or calling at Jersey Hospice Care.

## Privacy Notice – Employees of Jersey Hospice Care

### Who we are?

We are Jersey Hospice Care (Jersey Charity Number 30), a charity that provides specialist palliative care for everyone who requires it, irrespective of cause.

We are also a Data Controller, as specified in the Data Protection (Jersey) Law 2018, in relation to any personal data you provide to us. We take the privacy and security of your personal data very seriously. This privacy policy sets out how we do that.

### Why we collect your personal data?

We collect personal data for various reasons. These reasons will differ based on the types of personal data we collect and also how we use it.

Reasons will include:

- We collect and hold contact information, such as your name, address and telephone number so that relevant correspondence can be sent to you or so you can be contacted in case of an emergency.
- We will ask for details, including name and telephone number, of people you would like to be contacted in case of an emergency.
- We collect and hold bank account details such as your bank account number and sort code so that your salary can be paid to you.
- We will collect information on tax contributions you have paid whilst employed by us so that the relevant tax authorities can be informed.
- We will collect information on Social Security contributions you have paid whilst employed by us so that the relevant authorities can be informed.
- We will hold information on file relating to your performance and attendance.
- We will hold copies of sick notes that you provide to us.
- We will hold copies of any references that were provided as part of your recruitment.
- Closed Circuit Television (CCTV) is in operation within certain areas of Jersey Hospice Care premises and your image may therefore be captured. This is for your security and the security of other visitors or service users.

### When do we collect your personal data?

- During the recruitment process such as when you complete a job application.
- At times throughout your employment such as when you change your address, the bank account you would like your salary paid into or if other relevant personal data changes and you inform us.
- When you fill in any forms. For example, if you are involved in an accident on our premises and we need to fill in an accident form on your behalf.
- You may also wish to take advantage of the private medical insurance or pension which Jersey Hospice Care offers as part of its employment package. This will involve the provision of personal data some of which, in the case of medical insurance, will be sensitive information as it relates to health.

### **What personal data do we collect?**

Personal data is any information that might allow you to be identified, such as your name, address, date of birth, credit card details, I.P. address, photo or video image or voice recording. Some information you provide may also be classified as sensitive such as personal data relating to your health and wellbeing.

Types of personal data we collect will include:

- name
- address and other identifying information
- Telephone numbers and email addresses
- Bank account details such as bank account number and sort code
- Tax contributions
- Social Security contributions
- Your image, such as those captured by Closed Circuit TV (CCTV) or if you consent to us using your image in promotional material
- Medical information contained within any sick notes you have provided to us
- Notes from appraisals and performance reviews

### **What do we use your personal data for?**

As with why we collect personal data and what personal data we collect, there are many uses of personal data that we collect. These include:

- To comply with any legal obligation to which Jersey Hospice Care is subject to such as the passing of personal data to relevant Tax authorities.
- To ensure that we are meeting any contractual obligations Jersey Hospice Care has, such as the collection and processing of bank account details so that we can pay employees.
- To contact next of kin in case of an emergency
- To develop our employees through training and education
- To manage employees performance through formal appraisals

### **How do we protect your personal data?**

We take the matter of data security very seriously. We will treat your personal data with the utmost care and will take all steps to protect it. These include:

- Training and education of staff on aspects of Data Protection.
- Access to systems which contain personal data is limited to only allowing staff that need access.
- A wide range of technical security measures including firewalls to safeguard from cyberattack.

### **How long do we keep your personal data for?**

We will only keep personal data for as long as is necessary for the purpose for which it was collected. This is known as the retention period. The retention schedule containing all retention periods is available on SharePoint.

At the end of the retention period your personal data will be deleted.

### **Who has access to your personal data?**

Any Jersey Hospice Care staff member or representatives, permanent or temporary, who come into contact with your information, must be aware of and adhere to the requirements of the Data Protection (Jersey) Law 2018. We will not sell or rent your personal data to third parties. Access to personal data is restricted to only members of staff who need access to that information.

### **Lawful basis for collecting personal data**

In the circumstances where Jersey Hospice Care is required to use personal data we will only do this if;

- We have gained consent from you to use your information for a specific purpose or purposes such as direct marketing of our products and services or fundraising events.
- To comply with a legal obligation to which Jersey Hospice Care is subject to.
- It is necessary to the performance of a contract you have entered into with us.
- It is necessary for the legitimate interests of Jersey Hospice Care to process your personal data but our legitimate interests do not outweigh your rights.

### **Sharing your personal data**

The sharing of personal data is strictly controlled by law. There are circumstances where the sharing of information is valid.

Jersey Hospice Care protects itself financially through the application of certain types of insurance such as income protection insurance. In order to do this some personal data, such as name and salary, is shared with our insurers. This is in order to provide the relevant level of protection and also for the relevant pay out to be made in the event of an insurance claim. Not all insurance policies taken out by Jersey Hospice Care will involve the passing of personal data to a third party.

Personal data can also be shared to a third party if;

- Where we have been instructed to do so by law
- Where we believe the reasons for sharing are so important they override our obligation of confidentiality. Such as to support the investigation and prosecution of offenders or to prevent serious crime.
- Where we are legally required to do so

### **What are your rights in relation to your personal data?**

Under the Data Protection (Jersey) Law 2018 you have certain legal rights in relation to how your personal data is processed. These are;

- **Right of Access** (We have to tell you if we have your personal data, what it is used for and let you have access if you request it, which is known as a Subject Access Request)
- **Right to Rectify** (We have to correct your personal data if you request us to)
- **Right of Erasure** (If we do not have a lawful basis for holding your information, for instance we are relying on your consent and you withdraw that consent, then we have to delete your personal data)
- **Right to Restriction** (If you want us to stop processing your personal data but do not want it deleting)
- **Right of Portability** (If you request us to give you your personal data in a common, machine readable format)
- **Right to Object** (You can object to your personal data being used for direct marketing, including profiling for direct marketing or being processed for scientific / historical research or statistics)

Under the new Data Protection law you have the Right of Access to the personal data that we have collected and processed about you. This right includes both the right to know if we have collected personal data on you and also the right to see what personal data we have collected.

In most cases, it is likely that we would be able to deal with any requests to see personal data we hold on you in an informal way. For example if you want to see a single, specific document, this would be fulfilled at the time the request is made.

If a request is made to see lots of different documents or, for example, the information also contains the personal data of another individual, this is likely to be more complex and therefore requires a more formal request. This is known as a **Subject Access Request**.

If you wish to make a **Subject Access Request**, this should be done in writing, either by post or email and can be sent to either of the following addresses; **Governance Team, Jersey Hospice Care, Mont Cochon, St Helier, Jersey JE2 3JB** or email **[GovernanceAndQualityTeam@jerseyhospicecare.com](mailto:GovernanceAndQualityTeam@jerseyhospicecare.com)**

You can also contact us about anything else relating to your personal data.

#### **Your right to lodge a complaint with a supervisory authority**

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Office of Information Commissioner.

You can contact them by calling **+44 (0)1534 716530** or go online to: **<https://oicjersey.org/online-enquiry/#/complain/form>**