

## EAST ANGLIA'S CHILDREN'S HOSPICES

**Job Title:** Care Assistant (Band 3)

**Report to:** Team Leader

**Job Summary:** Deliver high quality person-centred care including a range of care tasks for babies, children and young people with life threatening conditions and support their families, as directed by senior clinical colleagues and in line with children's palliative care principles.

Participate in the delivery of planned family events and activities.

The post holder will be required to provide care across a range of settings in the community, hospital and at the hospice, and occasionally will be required to work in other EACH hospice localities.

### EACH VALUES

**Empathy and understanding** – understanding the view and feelings of others is central to our work relationships and how we interact daily.

**Commitment to quality** – we consistently employ our best efforts and strive for the highest standards in everything that we do, always looking for ways to improve.

**Open and respectful** – we operate in an honest and participative way. Welcoming constructive feedback and different views, we understand the power of words and behaviour and hold ourselves accountable for maintaining a positive and considerate work environment.

**Make it happen** – we are empowered to and take responsibility for getting things done.

### Responsibilities:

1. Deliver person-centred planned care to designated babies, children and young people with predictable care needs and assessed as stable, using a range of allocated care tasks including: admission and discharge to and from the hospice; medicines management and care requiring the use of technology or specific techniques, in accordance with care plans.
2. Administer medicines as an authorised practitioner.
3. Observe any changes in the baby's, child's/ young person's condition and promptly seek advice and report back to a Registered Nurse or appropriate professional.
4. Ensure care plans are kept up to date, delivery of care is accurately recorded, and records are maintained in accordance with EACH policies and procedures.

5. Participate in planning and delivering family wellbeing groups and events, and hydrotherapy.
6. Participate as a team member in other activities which complete the care cycle, i.e. laundry, meals, collecting equipment and medicines, ad hoc light domestic duties and outings.
7. Provide support and assistance to other team members when carrying out nursing procedures or wellbeing activities and events.
8. Effectively use assistive technology and mobility equipment.
9. Maintain clinical records using the SystmOne electronic records system in accordance with best practice guidance.
10. Act as an EACH Family Co-ordinator maintaining regular contact with designated families.
11. Actively participate at Care Co-ordination Team meetings and Locality Multi-Professional meetings ensuring any significant changes identified for designated families are discussed and followed up with any action required.
12. When delegated by Team Leader, attend external multidisciplinary meetings when required, representing EACH to maintain positive and effective communication with other agencies involved with families receiving EACH services.
13. Actively participate in health and safety processes contributing to risk assessments, highlighting any concerns and reporting all incidents, accidents and near misses promptly.
14. Participate in management of clinical and pharmacy stock levels and report any concerns.
15. Report any equipment and maintenance issues ensuring that all EACH property is well looked after and maintained.
16. Share knowledge and skills with colleagues, demonstrating leadership and providing support to less experienced staff in line with EACH policies and SOP.
17. Maintain effective communication and collaborative working with all EACH staff and other external services and agencies.
18. Work within the relevant legal, ethical and professional frameworks applicable to children's palliative care practice.
19. Maintain awareness of the diversity and multi-cultural nature of the community.
20. Participate in quality assurance and practice development activities for example audits and evaluations to ensure that the highest standards of care are maintained.
21. Set and maintain effective and appropriate professional boundaries when working with service users at all times.

22. Undertake any other duties as are within the scope, spirit and purpose of the job role, as requested by your line manager or senior leadership team.

### **General requirements**

- Maintain confidentiality in all areas of work at EACH.
- Ensure the respect, dignity and rights to privacy of children, young people and their families as far as possible.
- Promote the safeguarding and welfare of children, young people and adults at risk.
- Ensure personal conduct within and outside EACH does not conflict with professional expectations.
- Actively support and promote EACH and all its policies and procedures.
- Take responsibility for their continuing professional development.
- Attend staff meetings and training as required.
- Ensure an awareness and observation of Fire and Health and Safety Regulations.
- Participate in supervision sessions and appraisals with the line manager.

This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

The management and clinical philosophy of EACH is based on a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate according to this concept. All staff must be sympathetic to, and able to project the philosophy and concept of hospice care.

The role of volunteers is integral with the work of EACH, and paid staff are required to underpin this in their attitude and actions.

## PERSON SPECIFICATION

**Job Title: Care Assistant (EACH Band 3)**

	Essential	Desirable
<b>Knowledge/ Training</b>	<ul style="list-style-type: none"> <li>NVQ level 3 (health and social care) qualification or equivalent qualification or relevant experience</li> <li>GCSE grade 4 / C or above or equivalent in maths</li> <li>Willingness to complete foundation degree</li> <li>Basic I.T. skills</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of legal and ethical issues affecting children, young people and their families</li> <li>Knowledge of the wide range of services available to children and families in the locality</li> <li>Understanding of local and national issues regarding health and social care</li> <li>Understanding of current issues and best practice in children's palliative care</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Working with children or young people in a professional setting such as early years, learning disability, school, health care</li> <li>Working effectively within a team</li> </ul>	<ul style="list-style-type: none"> <li>Working in a palliative care service</li> <li>Providing community care services</li> <li>Working with volunteers</li> <li>Using technology and complex equipment in the delivery of care such as long-term ventilation</li> <li>Using equipment such as hoists, suction machines etc.</li> <li>Sharing expertise with other staff</li> <li>Observing, recognising and reporting changes in the child's/ young person's condition</li> <li>Use of play skills</li> </ul>
<b>Personal and Professional: skills, qualities, values and behaviours</b>	<ul style="list-style-type: none"> <li>Enthusiastic and confident approach to work</li> <li>Flexible attitude and approach to the changing work environment</li> <li>Adapt working patterns to provide the flexibility of service required by the families seeking EACH services</li> <li>Adopt a mature approach to personal and professional boundary setting with children, young people and their families</li> <li>Demonstrate honesty, integrity, care and compassion at all times, and maintain the dignity and confidentiality of the children, young people and</li> </ul>	

	<p>families</p> <ul style="list-style-type: none"> <li>• Take care of own personal health, including hygiene and appearance</li> <li>• Show interest in work and be prepared to make suggestions</li> <li>• Recognise and reflect on own work and value that of others</li> <li>• Open and positive in response to change</li> </ul>	
<b>Responsibility</b>	<ul style="list-style-type: none"> <li>• Be responsible and accountable for your own actions, including, when appropriate, taking the lead in supporting others in the team</li> <li>• Manage your work/life balance, and attend work as required on time.</li> <li>• Understand your rights and responsibilities at work, comply with health and safety and equality policies, practices and procedures</li> <li>• Understand your responsibility to identify and raise any issues relating to the service with senior staff</li> <li>• Understand and respect confidentiality in relation to children, young people and families</li> <li>• Plan and manage time and resources to achieve personal and team goals</li> <li>• Assess and take steps to minimise and manage risk.</li> </ul>	
<b>Life-long learning</b>	<ul style="list-style-type: none"> <li>• Take responsibility for own learning and be willing to continuously learn and grow, assessing personal strengths and areas for development, and setting own learning goals.</li> <li>• Identify, access and make use of appropriate learning resources and opportunities</li> <li>• Plan for, and work towards, the achievement of own learning goals</li> </ul>	
<b>Workload management</b>	<ul style="list-style-type: none"> <li>• Plans straightforward tasks and works guided by standard operating procedures and protocols</li> <li>• Works to agreed protocols</li> <li>• Exercises a degree of autonomy depending upon the complexity and risk of procedures being undertaken</li> <li>• Prioritises own workload</li> <li>• Responsible for planned, delegated activities, including care.</li> <li>• Understands well defined tasks</li> </ul>	

	requiring limited judgement	
<b>Team working skills and attributes</b>	<ul style="list-style-type: none"> <li>• Work with others towards achieving shared goals, learning from mistakes and being open to the opinion of others including service users</li> <li>• Receive and give constructive feedback</li> <li>• Willingness to share experience and promote practice amongst colleagues</li> </ul>	
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>• Assess situations and identify potential problems</li> <li>• Seek different points of view, and evaluate them based on facts</li> <li>• Use theoretical and practical knowledge to think, gain and share information, solve problems and make decisions</li> </ul>	
<b>Communication skills</b>	<ul style="list-style-type: none"> <li>• Evidence of a good standard of written and oral communication skills</li> <li>• Communicate effectively and appropriately with people in the workplace</li> <li>• Respond constructively to queries and complaints</li> <li>• Take full part in formal and informal discussions, ensuring contributions meet the needs of the audience and ask questions to clarify understanding</li> <li>• Analyse a range of texts, produce effective e-mails, short reports, presenting information in a manner suitable for the audience</li> <li>• Able to interpret and follow basic written instructions e.g. care plans</li> </ul>	
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Reflects on and improves own performance</li> <li>• Demonstrates qualities of leadership</li> <li>• Supports change management</li> <li>• Is able to offer comments/suggestions for improvements to procedures or possible service development</li> </ul>	
<b>Other Requirements</b>	Must have full driver's licence and own transport and ability to travel to locations to deliver care as required	

## EAST ANGLIA'S CHILDREN'S HOSPICES

**Job Title:** Senior Care Assistant (Band 4)

**Report to:** Team Leader

**Job Summary:** Deliver high quality person-centred care including a range of care tasks for babies, children and young people with life threatening conditions and support their families, as directed by senior clinical colleagues and in line with children's palliative care principles.

Co-ordinate and lead planned care shifts for babies, children and young people with predictable care needs and assessed as stable including allocating care and managing any routine tasks and duties as required.

Participate in the delivery of planned family events and activities.

Act as mentor to colleagues and students.

The post holder will be required to provide care across a range of settings in the community, hospital and at the hospice, and occasionally will be required to work in other EACH Hospice localities.

## EACH VALUES

**Empathy and understanding** – understanding the view and feelings of others is central to our work relationships and how we interact daily.

**Commitment to quality** – we consistently employ our best efforts and strive for the highest standards in everything that we do, always looking for ways to improve.

**Open and respectful** – we operate in an honest and participative way. Welcoming constructive feedback and different views, we understand the power of words and behaviour and hold ourselves accountable for maintaining a positive and considerate work environment.

**Make it happen** – we are empowered to and take responsibility for getting things done.

## Responsibilities:

23. Deliver person-centred planned care to designated babies, children and young people with predictable care needs and assessed as stable, using a range of allocated care tasks including: admission and discharge to and from the hospice; medicines management and care requiring the use of technology or specific techniques, in accordance with care plans.
24. Administer medicines as an authorised practitioner.

25. Observe any changes in the baby's, child's/ young person's condition and promptly seek advice and report back to a Registered Nurse or appropriate professional.
26. Ensure care plans are kept up to date, delivery of care is accurately recorded, and records are maintained in accordance with EACH policies and procedures.
27. Participate in planning and delivering family wellbeing groups and events, and hydrotherapy.
28. Participate as a team member in other activities which complete the care cycle, i.e. laundry, meals, collecting equipment and medicines, ad hoc light domestic duties and outings.
29. Co-ordinate and lead planned care shifts for babies, children and young people with predictable care needs and assessed as stable including allocating care and managing any routine tasks and duties as required.
30. Act as mentor and role model to colleagues and students actively participating in their education and development.
31. Provide support and assistance to other team members when carrying out nursing procedures or wellbeing activities and events.
32. Effectively use assistive technology and mobility equipment.
33. Maintain clinical records using the SystmOne electronic records system in accordance with best practice guidance.
34. Act as an EACH Family Co-ordinator maintaining regular contact with designated families.
35. Actively participate at Care Co-ordination Team meetings and Locality Multi-Professional meetings ensuring any significant changes identified for designated families are discussed and followed up with any action required.
36. When delegated by Team Leader, attend external multidisciplinary meetings when required, representing EACH to maintain positive and effective communication with other agencies involved with families receiving EACH services.
37. Actively participate in health and safety processes contributing to risk assessments, highlighting any concerns and reporting all incidents, accidents and near misses promptly.
38. Participate in management of clinical and pharmacy stock levels and report any concerns.
39. Report any equipment and maintenance issues ensuring that all EACH property is well looked after and maintained.
40. Share knowledge and skills with colleagues, demonstrating leadership and providing support to less experienced staff in line with EACH policies and SOP.



41. Maintain effective communication and collaborative working with all EACH staff and other external services and agencies.
42. Work within the relevant legal, ethical and professional frameworks applicable to children's palliative care practice.
43. Maintain awareness of the diversity and multi-cultural nature of the community.
44. Participate in quality assurance and practice development activities for example audits and evaluations to ensure that the highest standards of care are maintained.
45. Set and maintain effective and appropriate professional boundaries when working with service users at all times.
46. Undertake any other duties as are within the scope, spirit and purpose of the job role, as requested by your line manager or locality leadership team.

### **General requirements**

- Maintain confidentiality in all areas of work at EACH.
- Ensure the respect, dignity and rights to privacy of children, young people and their families as far as possible.
- Promote the safeguarding and welfare of children, young people and adults at risk.
- Ensure personal conduct within and outside EACH does not conflict with professional expectations.
- Actively support and promote EACH and all its policies and procedures.
- Take responsibility for their continuing professional development.
- Attend staff meetings and training as required.
- Ensure an awareness and observation of Fire and Health and Safety Regulations.
- Participate in supervision sessions and appraisals with the line manager.

This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

The management and clinical philosophy of EACH is based on a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate according to this concept. All staff must be sympathetic to, and able to project the philosophy and concept of hospice care.

The role of volunteers is integral with the work of EACH, and paid staff are required to underpin this in their attitude and actions.

## PERSON SPECIFICATION

**Job Title: Care Assistant (EACH Band 4)**

	Essential	Desirable
<b>Knowledge/ Training</b>	<ul style="list-style-type: none"> <li>Foundation degree or relevant demonstrable experience</li> <li>GCSE grade 4 / C or above or equivalent in maths</li> <li>Basic I.T. skills</li> </ul>	<ul style="list-style-type: none"> <li>Awareness of legal and ethical issues affecting children, young people and their families</li> <li>Knowledge of the wide range of services available to children and families in the locality</li> <li>Understanding of local and national issues regarding health and social care</li> <li>Understanding of current issues and best practice in children's palliative care</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Working with children or young people in a professional setting such as early years, learning disability, school, health care</li> <li>Working effectively within a team</li> <li>Working in a leadership capacity as part of a team</li> <li>Sharing knowledge and skills, providing mentoring, teaching and support to junior or less experienced staff</li> <li>Observing, recognising and reporting changes in the child's/ young person's condition</li> <li>Using equipment such as hoists, suction machines etc.</li> <li>Using play skills</li> </ul>	<ul style="list-style-type: none"> <li>Working in a palliative care service</li> <li>Providing community care services</li> <li>Working with volunteers</li> <li>Using technology and complex equipment in the delivery of care such as long-term ventilation</li> </ul>
<b>Personal and Professional: skills, qualities, values and behaviours</b>	<ul style="list-style-type: none"> <li>Enthusiastic and confident approach to work</li> <li>Flexible attitude and approach to the changing work environment</li> <li>Adapt working patterns to provide the flexibility of service required by the families seeking EACH services</li> <li>Adopt a mature approach to personal and professional boundary setting with children, young people and their families</li> <li>Demonstrate honesty, integrity, care and compassion at all times, and maintain the dignity and confidentiality</li> </ul>	

	<p>of the children, young people and families</p> <ul style="list-style-type: none"> <li>• Take care of own personal health, including hygiene and appearance</li> <li>• Show interest in work and be prepared to make suggestions</li> <li>• Recognise and reflect on own work and value that of others</li> <li>• Open and positive in response to change</li> </ul>	
<b>Responsibility</b>	<ul style="list-style-type: none"> <li>• Be responsible and accountable for your own actions, including, when appropriate, taking the lead in supporting others in the team</li> <li>• Manage your work/life balance, and attend work as required on time.</li> <li>• Understand your rights and responsibilities at work, comply with health and safety and equality policies, practices and procedures</li> <li>• Understand your responsibility to identify and raise any issues relating to the service with senior staff</li> <li>• Understand and respect confidentiality in relation to children, young people and families</li> <li>• Plan and manage time and resources to achieve personal and team goals</li> <li>• Assess and take steps to minimise and manage risk.</li> </ul>	
<b>Life-long learning</b>	<ul style="list-style-type: none"> <li>• Take responsibility for own learning and be willing to continuously learn and grow, assessing personal strengths and areas for development, and setting own learning goals.</li> <li>• Identify, access and make use of appropriate learning resources and opportunities</li> <li>• Plan for, and work towards, the achievement of own learning goals</li> </ul>	
<b>Workload management</b>	<ul style="list-style-type: none"> <li>• Plans straightforward tasks and works guided by standard operating procedures and protocols</li> <li>• Works to agreed protocols</li> <li>• Exercises a degree of autonomy depending upon the complexity and risk of procedures being undertaken</li> <li>• Prioritises own workload</li> <li>• Responsible for planned, delegated activities, including care.</li> </ul>	

	<ul style="list-style-type: none"> <li>Understands well defined tasks requiring limited judgement</li> </ul>	
<b>Team working skills and attributes</b>	<ul style="list-style-type: none"> <li>Work with others towards achieving shared goals, learning from mistakes and being open to the opinion of others including service users</li> <li>Receive and give constructive feedback</li> <li>Willingness to share experience and promote practice amongst colleagues</li> </ul>	
<b>Problem solving</b>	<ul style="list-style-type: none"> <li>Assess situations and identify potential problems</li> <li>Seek different points of view, and evaluate them based on facts</li> <li>Use theoretical and practical knowledge to think, gain and share information, solve problems and make decisions</li> </ul>	
<b>Communication skills</b>	<ul style="list-style-type: none"> <li>Evidence of a good standard of written and oral communication skills</li> <li>Communicate effectively and appropriately with people in the workplace</li> <li>Respond constructively to queries and complaints</li> <li>Take full part in formal and informal discussions, ensuring contributions meet the needs of the audience and ask questions to clarify understanding</li> <li>Analyse a range of texts, produce effective e-mails, short reports, presenting information in a manner suitable for the audience</li> <li>Able to interpret and follow basic written instructions e.g. care plans</li> </ul>	
<b>Leadership</b>	<ul style="list-style-type: none"> <li>Reflects on and improves own performance</li> <li>Demonstrates qualities of leadership</li> <li>Supports change management</li> <li>Is able to offer comments/suggestions for improvements to procedures or possible service development</li> </ul>	
<b>Other Requirements</b>	Must have full driver's licence and own transport and ability to travel to locations to deliver care as required	