**Job Description:**

**Nursing Assistant, Night Sitting Service**

<table>
<thead>
<tr>
<th>Department</th>
<th>Care Services, Practical Care Team</th>
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</thead>
<tbody>
<tr>
<td>Responsible to</td>
<td>Lead for Outreach Services</td>
</tr>
<tr>
<td>Reports to</td>
<td>Advanced Nurse Practitioner</td>
</tr>
<tr>
<td>Key working relationships:</td>
<td>Multi-Disciplinary Team</td>
</tr>
<tr>
<td>Salary grade</td>
<td>CA1a-c</td>
</tr>
<tr>
<td>Hours of work</td>
<td>6 nights per month</td>
</tr>
<tr>
<td>Criminal Record Disclosure</td>
<td>Enhanced with barring adult</td>
</tr>
</tbody>
</table>

**Our Vision**
A world where everyone can face death informed, supported and pain free.

**Our Mission**
Pioneering standards in expert support and care, for anyone facing death and bereavement.

**Our Values**
Our values define who we are and how we act. We are:

**Human:** We treat people with understanding, patience, respect and above all dignity. We are the welcoming smile, the talk over a cup of tea, the human touch.

**Courageous:** We stand firm, we do not flinch in the face of hard news, but always with humanity, sensitivity and respect for our community.

**Energetic:** Whether we're out running a fun run or at the hospice greeting our patients, we bring the energy and optimism to make the most of every day.

**Connected:** We are not an island, we thrive on partnerships and working with others, we believe we are better and stronger together.

**Expert:** We are looked up to by our community and our peers as the organisation to go to for knowledge, training, best practice and latest techniques.
JOB PURPOSE
To work as part of an integrated multidisciplinary team delivering high quality, individualised care to patients referred to St Catherine's Hospice, and their families.

You will provide care to patients and support to their carers overnight in their own homes, enabling them to remain in their preferred place of care (home) and avoid unnecessary acute admission to other care settings at the end of life.

You'll have the ability to work independently as well as part of a team. Using team work and cooperation, you'll contribute to a positive, supportive and professional working environment. Under clinical direction, nursing assistants help to deliver high standards of holistic and individualised patient care, embracing the hospice's vision and values.

MAIN DUTIES AND KEY RESPONSIBILITIES
Clinical
To deliver care as assessed by a Registered Nurse, to patients and their families/carers. This will include:
- Working in the patient’s home alongside the patient’s carer/family integrating practical nursing care with their physical, psychological and spiritual needs.
- Understanding the principles of collaborative working in the community to establish good working relationships and ensure excellent patient care at home.
- Provide respite for carers overnight allowing them to have a break and prevent a breakdown in social situation enabling patients to stay at home.
- Assessing patients’ and carers’ needs and report to the Advanced Nurse Practitioner in Triage.
- Identifying and reporting of any significant changes in the patients’ condition or well-being e.g. skin integrity issues, and monitoring progress along the disease pathway.
- Documenting on Crosscare, and on paper records within the home, to inform and evaluate the ongoing care needs of the patient.
- Supporting patients in their individual personal hygiene routines, including washing, dressing, mouth care and toileting.
- Appropriately mobilising, transferring and moving patients, taking into account the guidelines of safe moving and handling practice and using mechanical aids where necessary.
- Ensuring that infection control equipment and measures are in place in the home.
- Participating in the care of the patient and supporting the family after death.
- Assisting with meeting the nutritional and hydration needs of patients including serving meals and drinks and assisting with feeding.
- Summon immediate help for any emergency and take appropriate action to contain it.
- Accommodating and respecting the social and cultural needs of the patient and family.
- Supporting and facilitating the orientation and teaching of colleagues and students.
- Maintaining effective liaison, communication and relationships with all of the hospice multi-disciplinary team and primary and secondary care colleagues.
- Demonstrating competency for managing specific nursing tasks, e.g. assisting with simple dressings, catheterisation and medicine administration where required.
- Reporting incidents, accidents and complaints to the Nurse Practitioner in Triage and completing the relevant paper work.
Communications and management

- To maintain effective communication and relationships, and work collaboratively with colleagues, families and carers.
- To provide support for distressed patients, bereaved families, students, volunteers and colleagues.
- To attend and participate in appropriate patient related and team discussions, handovers or multi professional team meetings.
- To demonstrate good listening skills, empathy, kindness and compassion with patients and their families, recognising potential barriers to understanding of, sometimes, complex information.
- To build and demonstrate professional, non-judgemental relationships with patients, their families and friends.
- To communicate information effectively and professionally, orally or in writing, to other members of the multi professional team.
- To maintain confidentiality at all times.
- To record and report activities accurately and according to hospice procedures.
- To recognise and demonstrate respect for diversity and the perspectives of others.
- To utilise appropriate resources to address impediments to effective communication e.g. experienced by patients with dysarthria, aphasia, non-English speaking.
- To demonstrate ability to be comfortable to remain alongside patients and families in distress.

Quality and Service improvement

- To behave in a professional, courteous manner at all times.
- To ensure respect of patient dignity at all times, pre and post death, including acting as the patient's advocate and caring for patients after they have died.
- To recognise the limits of your competence.
- To participate in the hospice Clinical Governance and audit procedures.
- To participate in service development initiatives as required.
- To ensure adherence to hospice and professional policies and procedures.
- To assist in maintaining equipment to a high standard of cleanliness and safety and ensuring that patient areas are kept clean and tidy, to include changing bed linen etc.
- To assist in ensuring that adequate supplies of stock and equipment are ordered and maintained.

Development

- To ensure personal compliance with hospice compulsory training requirements.
- To identify personal learning needs and access educational and development opportunities.
- To engage with and contribute to the performance development process.
- To assist in orientation of new colleagues, volunteers and visitors.
- To participate in clinical supervision, debriefing and reflective practice sessions, using these opportunities to learn from your own and others' practice.
- To support colleagues, volunteers and students in managing bereavements, including the 'day after death' meetings and provide support for distressed patients, bereaved relatives and visitors.
- To support and educate colleagues in tissue and organ donation matters.
This is an outline job description designed to give an overview of the responsibilities of the role. We expect the job holder will work flexibly, responding to organisational need and changes as they occur. You will also contribute to the wider corporate and organisation needs of St Catherine's such as supporting our fundraising efforts.

Policies and Procedures

In addition to your professional code of conduct, you must familiarise themselves with, and adhere to St Catherine's policies and procedures as listed in your team induction schedule, including the following:

- Information Governance and Data Protection Act 1998
- Risk Management
- Raising a Concern
- Complaints
- Safeguarding and Mental Capacity Act
- Health and Safety at Work
- Equal Opportunities
- Infection Control
- HR Management

You have a duty to undertake the relevant e-learning modules as detailed in the Compulsory Training programme.

If you manage staff and/or volunteers it is your responsibility to ensure that your team are made aware of and understand the policies and procedures relevant to their work.

Information governance and confidentiality

Employment by St Catherine's often involves access to personal information relating to patients, carers, staff, volunteers and supporters. This information is confidential and must not be disclosed to anybody, other than when acting in a official capacity. Non authorised use, access of records or disclosure of personal or confidential information is a dismissible offence, and in the case of computerised information could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Health and Safety at Work Act

You have personal responsibility to take care of your own health and safety and that of others who may be affected by your actions at work. Ensure you observe the Health and Safety procedures, and carry out your work as instructed.

Infection control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable ‘Health Care Associated Infection’.

Conduct

Employees are ambassadors for St Catherine's, each responsible for promoting, maintaining and upholding the reputation of St Catherine's at all times in line with our values.
**Person Specification**

**Nursing Assistant, Night Sitting Service**

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<tr>
<th>Education, Qualification and Training</th>
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<tr>
<td><strong>Essential</strong></td>
<td><strong>Desirable</strong></td>
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<tr>
<td>• General good level of literacy and numeracy</td>
<td>• Evidence of further education and training in Health/Social Care.</td>
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<td>• NVQ3 in Health/Social care or equivalent</td>
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<thead>
<tr>
<th>Knowledge, Skills, Ability and Experience</th>
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<tr>
<td><strong>Essential</strong></td>
<td><strong>Desirable</strong></td>
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<tr>
<td>• Relevant care experience</td>
<td>• Experience of delivering care to patients within a Hospice, Hospital, Community or Care Home</td>
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<tr>
<td>• An understanding of the mission and values of St Catherine’s Hospice.</td>
<td>• Clinical observation skills</td>
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<tr>
<td>• An ability to, and resilience for work with patients facing life limiting illnesses and their carers</td>
<td>• Awareness of issues around protection of vulnerable adults/children</td>
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<td>• Awareness of health and safety procedures (including infection prevention control measures) and how they affect people in the workplace.</td>
<td>• Simple wound management skills</td>
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<td>• Excellent professional communication skills. Awareness of ways of overcoming barriers to communication (dementia, sensory disability, confusion, non – English speaking, etc.)</td>
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<td>• Ability to use own initiative and plan own work for the shift in order to meet the needs of a given group of patients.</td>
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<td>• Ability to work as a member of the multi-disciplinary team</td>
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<td>• An understanding of basic nutrition needs</td>
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<td>• Able to demonstrate methods of promoting dignity</td>
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<td>• Holds a full driving licence and access to a car</td>
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<tr>
<td>• Communication skills (both verbal and written) with proficiency in English.</td>
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<tr>
<td>• Be able to effectively communicate with compassion and care for people on a variety of levels using tact, diplomacy and empathy.</td>
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<td>• An understanding of the nature of hospice work, and an ability to seek support for his/herself as a result of distressing circumstances</td>
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<tr>
<td>• Motivated and enthusiastic</td>
<td></td>
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<tr>
<td>• Good listening skills</td>
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- Ability to undertake training and direct own learning

**Attitude and Behaviours**

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td>Reliable, honest and trustworthy</td>
<td>An understanding of the need for self care when working in a palliative care environment</td>
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<tr>
<td>A flexible approach to work and an ability to work day and night shifts.</td>
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<tr>
<td>Motivated, enthusiastic and innovative</td>
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<tr>
<td>Approachable and adaptable</td>
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<tr>
<td>Demonstrates commitment to St Catherine’s vision and values.</td>
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