



St Ann's Hospice

*every day makes a difference*

## Working for St Ann's

**We're proud to care**  
**We're proud to work together**  
**We're proud to make a difference**



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

**All of our team members will role model our core values...**

### *People matter*

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



### *Brave and bold*

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



### *Lead and learn*

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



### *Together we are stronger*

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



# Job Role Profile

## Outpatient Assistant

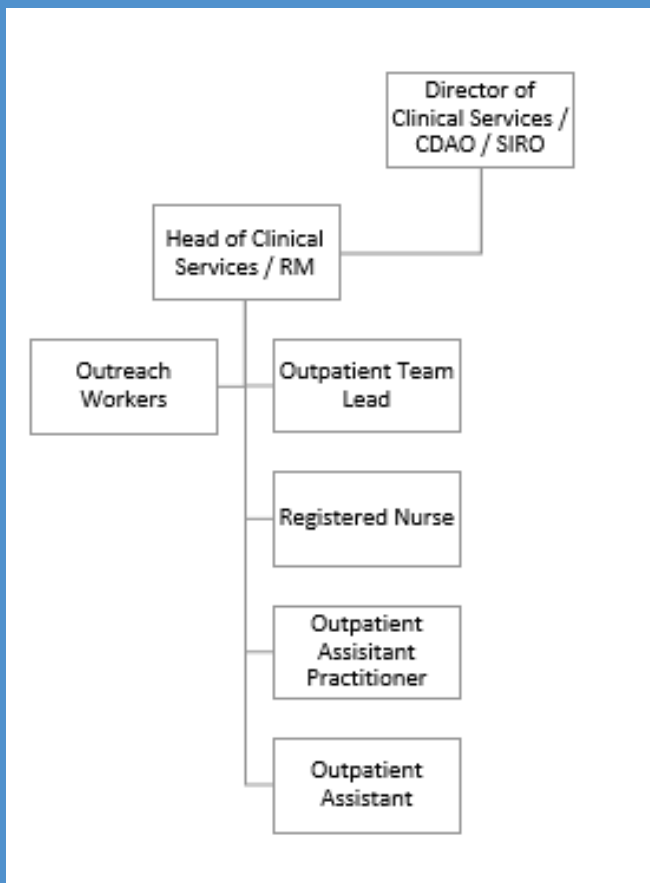
**Salary:** Hospice Band 3  
£22,893 - £24,397

Competency Based Pay Framework

**Location** Cross site  
(Heald Green & Little Hulton)

**Responsible to** BYC Team Leader

**Core Purpose :** To assist with the delivery of personalized rehabilitative specialist palliative care and support to outpatients and those close to them.



## Job summary

To play a key role in the provision of specialist palliative care and support to patients accessing outpatient services.

To be an integral part of the multidisciplinary team developing and maintaining strong working relationships with internal colleagues and external referrers/stakeholders to support timely and efficient access, service provision and discharge from the service.

Maintain confidentiality & data protection regarding all personal information and hospice activity, operating within current legislation.

Work as an effective & responsible cross site team member, organising, managing and prioritising own workload supporting other areas of the team as needed.

St Ann's delivers a service across three sites. Whilst you will have a specific base, there may be occasions where you are required to provide cross-site/service cover.

## Responsibilities

The Outpatient Assistant will –

- ✓ Be a point of contact for patients, carers & other agencies/disciplines, communicating where there could be barriers to understanding.
- ✓ Provide comprehensive support to outpatient services, working closely with clinical and medical colleagues and liaising with external healthcare professionals
- ✓ Be able to manage own workload effectively and efficiently.
- ✓ Support clinical staff with facilitating timely and effective access to and discharge from outpatient services
- ✓ Ensure accurate record keeping in accordance with the organisations policy.
- ✓ Support clinical team with communication and support to families/friends/those close to the patient following a patient's death.
- ✓ Ensure that care and support is consistent with the principles of the mental capacity act.
- ✓ Contribute to the holistic assessment and support of the specialist needs of patients accessing the specialist palliative care service.
- ✓ Provide physical, psychological and spiritual support and advice to patients, their families or those close to them.

## Requirements

The Outpatient Assistant will –

- ✓ Have or be willing to work towards NVQ Level 2 in care or equivalent.
- ✓ Have excellent communication skills, completion of communication skills training would be an advantage.
- ✓ Have experience of delivering health/social care in a similar role.

### The Outpatient Assistant will be able to:

- ✓ Demonstrate excellent verbal and written communication skills.
- ✓ Use their initiative and effectively manage their time and workload.
- ✓ Demonstrate basic IT skills E.g. Word, Outlook, Teams.
- ✓ Identify own development needs and show evidence of continued professional development.
- ✓ Demonstrate an understanding of specialist palliative care.
- ✓ Prioritise competing tasks effectively.
- ✓ Work as a team player.
- ✓ Demonstrate a working knowledge of Electronic Medical Record/patient database (e.g. EMIS Web), and have an understanding of updating care records.
- ✓ Maintain strict confidentiality.
- ✓ Work with patients with a kind, empathetic and person centred rehabilitative approach.

# Terms and conditions for the Outpatient Assistant

<b>Contract</b>	Permanent
<b>Work Pattern</b>	30 hours per week (Monday to Friday)
<b>Location</b>	Part of a Cross site Team (Heald Green & Little Hulton)
<b>Free Parking</b>	Free parking at our Heald Green & Little Hulton hospice sites.
<b>Holiday</b>	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.
<b>Pension</b>	Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contribution's into the scheme in the previous 12 months).
<b>Life Cover</b>	All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by St Ann's Hospice.
<b>Health Cash Plan</b>	We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.
<b>Employee Assistance Programme</b>	Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.
<b>Probation</b>	Six months.
<b>Notice</b>	Four weeks.



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

☎ 0161 437 8136

🌐 [www.sah.org.uk](http://www.sah.org.uk)

📘 /StAnnsHospice

🐦 @StAnnsHospice

📷 @StAnnsHospice

Registered charity number 258085