



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

## Healthcare Assistant (Hospice @ Home)

### Salary:

Hospice Band 3, £24,071-£25,674 per annum.  
Competency Based Framework. Enhancements of between 30% - 60% for weekend, bank holidays, unsocial hours

### Location:

Little Hulton & Trafford

### Responsible to:

H@H Team leader.

### Core Purpose:

To assist with the delivery of holistic care to patients, family/carers with life limiting illness, within their own living environment, at times without direct supervision.

## Job summary

### The Healthcare Assistant will:

- Play a key role in the provision of specialist palliative and supportive care.
- Involve patients and their families first and always go the extra mile to provide first class care.
- Play an integral part of the multidisciplinary team and have strong working relationships with other health care providers.

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.

H@H Team leader.

Staff Nurse/AP

Healthcare  
Assistant

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graph TD; A[H@H Team leader.] --- B[Staff Nurse/AP]; A --- C[Healthcare Assistant];
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The Healthcare Assistant will:

- ✓ Assist in assessment, planning, implementing and evaluating care in partnership with the patient, family & carers.
- ✓ Ensure accurate record keeping in accordance with organisations standards.
- ✓ Communicate changes and ongoing care needs of the patient to the coordinator and District Nurses as appropriate.
- ✓ Have a knowledge of local services appropriate for the patient and family/carer.
- ✓ Ensure care is consistent with the 5 principles of the Mental Capacity Act Code of Practice.
- ✓ Be able to access and support complex holistic needs of patients, families and their carers.
- ✓ Provide physical, psychological and spiritual support and advice to patients and their carers.

## Requirements

The Healthcare Assistant will:

- ✓ Have or be willing to work towards NVQ level 2 in Care or equivalent.
- ✓ Be willing to undertake Compassion in care course
- ✓ Ideally have undertaken training in Communication.
- ✓ Hold a full driving license and have access to a vehicle with car insured for business use.

The HCA will be able to:

- ✓ Demonstrate previous hospital experience or experience of working in a similar care setting.
- ✓ Demonstrate an understanding of the Hospice @ Home service.
- ✓ Demonstrate knowledge of other community services.
- ✓ Demonstrate an interest in specialist Palliative care.
- ✓ Use their own initiative.
- ✓ Communicate effectively.
- ✓ Work as a team player.
- ✓ Maintain strict confidentiality.
- ✓ Display a kind, emphatic and person-centered approach.
- ✓ Demonstrate knowledge of clinical governance and personal responsibilities

St Ann's Hospice is committed to safeguarding and promoting the welfare of adults at risk and children.

# Terms and conditions for the Healthcare Assistant

<b>Contract</b>	Permanent
<b>Work Pattern</b>	30hrs per wk. Weekend work required. The service currently operates seven days a week, between 09.00-20.00hrs
<b>Location</b>	Little Hulton & Trafford
<b>Free Parking</b>	Free parking at our Heald Green, Little Hulton and Neil Cliffe Centre 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 contributions 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>	4 weeks



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

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