

# 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

### Salary

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

### Location

Little Hulton

### Responsible to

Ward Manager

### Core Purpose

To assist with the provision of specialist palliative care.

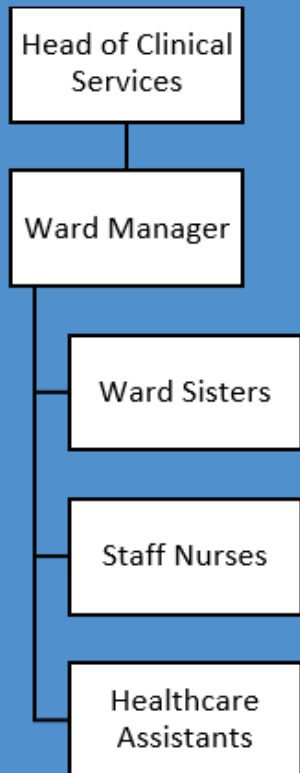
## Job summary

To work as a Health Care Assistant (HCA) within the inpatient unit, supporting patients (and those close to them) with a life limiting illness. Working within the policy framework of the hospice to help ensure the organisational aims are met.

The HCA will work closely with the registered nurses to support the assessment, planning, evaluation and delivery of all relevant aspects of specialist palliative patient care in a compassionate and sensitive manner.

The HCA is an integral part of the multi-disciplinary team and the HCA will foster good working relationships with other team members to ensure the delivery of high quality, safe and timely support to patients and those close to them.

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 Health Care Assistant will:

Provide holistic palliative care and support (appropriate to their role as a HCA) to patients and those closest to them

Ensure accurate record keeping on EMIS in accordance with organisational requirements

Effectively communicate with members of the multidisciplinary team and contribute to the planning of care

Work in accordance with hospice policies to ensure that confidentiality is maintained at all times.

To assist in providing bereavement support to carers and relative, participating in relevant remembrance events.

Actively participate in the hospice Performance Development review process to identify own learning needs and take necessary steps to reach objectives and develop own competence to practice.

Use support systems appropriately to support wellbeing and personal development eg Schwartz rounds, reflection sessions.

Act as an ambassador for St Ann's hospice by maintaining a professional attitude and appearance at all times.

Provide support to new members of the team, students and volunteers.

Support the team in developing and implementing agreed team initiatives.

Take an active part in ward meetings.

Support with relevant link groups.

## Requirements

The Health Care Assistant will:

- ✓ Have or be willing to work towards a Care Certificate.
- ✓ Have undertaken training in, or demonstrate experience in communication skills.
- ✓ Demonstrate an interest in specialist palliative care.

Ideally, the Health Care Assistant will be able to:

- ✓ Demonstrate previous experience of working as a HCA in hospital or other similar care setting.
- ✓ Be committed to developing your IT and digital skills
- ✓ Use their own initiative and help prioritise day-to-day work.
- ✓ Communicate effectively in verbal and written form.
- ✓ Work as a team player
- ✓ Maintain strict confidentiality
- ✓ Demonstrate an understanding of safeguarding and the importance of promoting the welfare of adults and children.
- ✓ Display a positive, kind, empathetic and person centered approach.
- ✓ Demonstrate knowledge of clinical governance and personal responsibilities.
- ✓ Be flexible and willing to work day and night shifts/unsocial hours.

Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.

# Terms and conditions for the Healthcare Assistant

## Contract

Permanent

## Work Pattern

23 – 37.5 hours per week, 11.5 hr shifts - including night shifts and weekend working on a rota basis. Enhancements of between 30% and 60% for weekend, bank holidays, unsocial hours

## Location

Little Hulton

## Free Parking

Free parking at our Heald Green and Little Hulton hospice sites.

## Holiday

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.

## Pension

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).

## Life Cover

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.

## Health Cash Plan

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.

## Employee Assistance Programme

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.

## Probation

Six months.

## Notice

4 weeks.



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

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