

# East Anglia Children's Hospices - EACH

## Job Description



Job Title: Care Assistant (EACH Band 3)

Responsible to: Team Leader

Directorate: Care

### 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.

### Responsibilities

- 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.
- Administer medicines as an authorised practitioner.
- 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.
- 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.
- Participate in planning and delivering family wellbeing groups and events, and hydrotherapy.
- 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.
- Provide support and assistance to other team members when carrying out nursing procedures or wellbeing activities and events.
- Effectively use assistive technology and mobility equipment.

- Maintain clinical records using the SystemOne electronic records system in accordance with best practice guidance.
- Act as an EACH Family Co-ordinator maintaining regular contact with designated families.
- Actively participate at Care Co-ordination Team meetings and site Multi-Professional meetings ensuring any significant changes identified for designated families are discussed and followed up with any action required.
- 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.
- Actively participate in health and safety processes contributing to risk assessments, highlighting any concerns and reporting all incidents, accidents and near misses promptly.
- Participate in management of clinical and pharmacy stock levels and report any concerns.
- Report any equipment and maintenance issues ensuring that all EACH property is well looked after and maintained.
- Share knowledge and skills with colleagues, demonstrating leadership and providing support to less experienced staff in line with EACH policies and SOP.
- Maintain effective communication and collaborative working with all EACH staff and other external services and agencies.
- Work within the relevant legal, ethical and professional frameworks applicable to children's palliative care practice.
- Maintain awareness of the diversity and multi-cultural nature of the community.
- Participate in quality assurance and practice development activities for example audits and evaluations to ensure that the highest standards of care are maintained.
- Set and maintain effective and appropriate professional boundaries when working with service users at all times.
- 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.

This job description is not exhaustive and may be amended as necessary. It is intended as a guide to the duties and responsibilities of the post.

## General requirements

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

## 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

## Additional Points of Reference

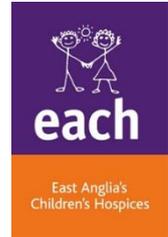
This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

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.

# East Anglia Children's Hospices - EACH

## Person Specification



Job Title: Care Assistant (EACH Band 3)

	Essential	Desirable
Knowledge/ Training	<ul style="list-style-type: none"> <li>• Strong English language skills for both written and verbal communications</li> <li>• IT literate – specifically Word, Excel &amp; Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ level 3 (health and social care) qualification or equivalent qualification</li> <li>• Awareness of Safeguarding responsibilities, procedures for children and young people</li> <li>• Awareness of responsibilities and procedures relating to confidentiality children and young people</li> </ul>
Experience	<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>• Ability to undertake physical activities and manual handling to support the varying needs of our service users in line with the requirements of the role</li> </ul>	<ul style="list-style-type: none"> <li>• Working with children and young people with complex health needs</li> <li>• Delivery of End of Life Care</li> <li>• Providing community care services</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>• Relevant demonstrable experience, of observing, recognising and reporting changes in the baby, child or young person's condition</li> <li>• Experience of using SystemOne – electronic care records</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>• Ability to effectively communicate with colleagues, service users and families</li> <li>• Enthusiastic and motivated approach to work</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to effectively communicate with a non-verbal child or young person</li> </ul>

Other Requirements	<ul style="list-style-type: none"><li>• Full UK driver's licence and own transport</li><li>• Ability to travel to locations to deliver care in the community primarily within your hospice region.</li><li>• Ability to travel to attend training at the other hospice sites.</li></ul>	<ul style="list-style-type: none"><li>• Experience of driving a Wheelchair Accessible Vehicle</li></ul>
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# East Anglia Children's Hospices - EACH

## Job Description



Job Title: Senior Care Assistant (Band 4)

Responsible to: Team Leader

Directorate: Care

### 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.

### Responsibilities

- 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.
- Administer medicines as an authorised practitioner.
- 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.

- 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.
- Participate in planning and delivering family wellbeing groups and events, and hydrotherapy.
- 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.
- 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.
- Act as mentor and role model to colleagues and students actively participating in their education and development.
- Provide support and assistance to other team members when carrying out nursing procedures or wellbeing activities and events.
- Effectively use assistive technology and mobility equipment.
- Maintain clinical records using the SystmOne electronic records system in accordance with best practice guidance.
- Act as an EACH Family Co-ordinator maintaining regular contact with designated families.
- Actively participate at Care Co-ordination Team meetings and Site Multi-Professional meetings ensuring any significant changes identified for designated families are discussed and followed up with any action required.
- 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.
- Actively participate in health and safety processes contributing to risk assessments, highlighting any concerns and reporting all incidents, accidents and near misses promptly.
- Participate in management of clinical and pharmacy stock levels and report any concerns.
- Report any equipment and maintenance issues ensuring that all EACH property is well looked after and maintained.
- Share knowledge and skills with colleagues, demonstrating leadership and providing support to less experienced staff in line with EACH policies and SOP.
- Maintain effective communication and collaborative working with all EACH staff and other external services and agencies.
- Work within the relevant legal, ethical and professional frameworks applicable to
- children's palliative care practice.
- Maintain awareness of the diversity and multi-cultural nature of the community.
- Participate in quality assurance and practice development activities for example audits and evaluations to ensure that the highest standards of care are maintained.
- Set and maintain effective and appropriate professional boundaries when working with service users at all times.
- Undertake any other duties as are within the scope, spirit and purpose of the job role, as requested by your line manager or site leadership team.

This job description is not exhaustive and may be amended as necessary. It is intended as a guide to the duties and responsibilities of the post.

## General requirements

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

## 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

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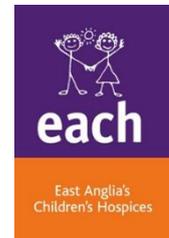
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	Essential	Desirable
Knowledge/ Training	<ul style="list-style-type: none"> <li>● Strong English language skills for both written and verbal communications</li> <li>● IT literate – specifically Word, Excel &amp; Outlook</li> <li>● Awareness of Safeguarding responsibilities, procedures for babies, children and young people</li> <li>● Awareness of responsibilities and procedures relating to confidentiality for babies, children and young people</li> </ul>	<ul style="list-style-type: none"> <li>● NVQ level 3 (health and social care) qualification or equivalent qualification</li> <li>● Understanding of current issues and best practice in children's palliative care</li> </ul>
Experience	<ul style="list-style-type: none"> <li>● Relevant demonstrable experience, delivering care to babies, children or young people with complex needs in a professional setting such as early years, learning disability, school, health care.</li> <li>● Working effectively within a multi-disciplinary team.</li> <li>● Sharing knowledge and skills, providing mentoring, teaching and support to junior or less experienced staff.</li> <li>● Relevant demonstrable experience, observing, recognising and reporting changes in the baby, child or young person's condition</li> <li>● Using specialist equipment such as hoists and suction machines.</li> <li>● Ability to undertake physical activities and manual handling to support the varying needs of our</li> </ul>	<ul style="list-style-type: none"> <li>● Working in a palliative care service</li> <li>● Providing community care services</li> <li>● Using technology and complex equipment in the delivery of care such as long-term ventilation</li> <li>● Experience of using SystemOne – electronic care records</li> <li>● Working in a leadership capacity as part of a team.</li> </ul>

	<p>service users in line with the requirements of the role.</p>	
<p>Skills &amp; Abilities</p>	<ul style="list-style-type: none"> <li>● Ability to plan person centred care.</li> <li>● Ability to effectively communicate with colleagues, service users and families</li> <li>● Enthusiastic and motivated approach to work</li> <li>● Ability to effectively communicate with a non-verbal child or young person</li> <li>● Ability to lead on a child's complex care needs including medication administration and care plans.</li> </ul>	<ul style="list-style-type: none"> <li>● Awareness of Makaton or BSL</li> </ul>
<p>Other Requirements</p>	<ul style="list-style-type: none"> <li>● Full UK driver's licence and own transport</li> <li>● Ability to travel to locations to deliver care in the community primarily within your hospice region.</li> <li>● Ability to travel to attend training at the other hospice sites.</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of driving a Wheelchair Accessible Vehicle</li> </ul>