



Job Description

Healthcare Support Worker - Skanda Vale Hospice

Hours: 2-4 shifts monthly during Respite (dates for which are pre booked for the year)

Location: On-site at Skanda Vale Hospice, Saron, Llandysul, SA44 5DY

Reports to: Health Care Support Worker Lead / Lead Nurse

Salary: £11.00 - £11.50ph (day rate) / £11.50 - 12.00ph (night rate) depending on experience.

This will rise in line with government guidelines in the new financial year.

Shift pattern: 8am-2pm / 2pm-8pm

If night carers are unavailable, you will occasionally be called on to cover an 8pm-8am night shift

What does the job involve?

Warm hearts and willing hands are the hallmark of our Health Care Support Workers (HCSWs). They deliver much of the hands-on care at Skanda Vale Hospice and our expectations of them are high because we want our services to be exemplary. We make that possible through a supportive culture, teamwork and an inspiring environment that everyone loves to be in.

We have a high staff to patient ratio which gives quality time to spend with people and ensures that we are caring for them in the way they want. We work in partnership with our patients, their family and friends, using person-centred plans to help them realise any goals they may have and to keep their needs at the forefront of everything we do. If you are a 'people person' this way of working will resonate with you.

This is a job in which your warmth and sensitivity will make a real difference. There will be long periods of concentration and decision-making needed, plus frequent contact with body fluids when providing personal care but you will be under the supervision of registered nurses and part of a safe, skilled, warm and friendly team. Our patients are all unique with their own challenges, cultural backgrounds and beliefs; so sensitivity and effective communication will be an important part of your day.

Skanda Vale Hospice is a beautiful environment that lifts the heart. Add to that good food, great colleagues, supportive team resources (including ongoing learning opportunities) plus a warm shower at the end of your shift and this becomes a place unlike any you have known! **To apply, please send a cv and cover letter to jobs@skandavalehospice.org**

<i>Author: HR Lead</i>	<i>Ref:JD-CD-016</i>	<i>Status: Final</i>	<i>Revision: 3</i>
<i>Reviewer: A Stevens / Br J</i>	<i>Associated Docs:</i>		

Our HCSWs need to:

- Provide high-quality, personalised care to our patients, supporting dignity at all times.
- Uphold our person-centred ethos and practice,
- Promote values of privacy and respect; treating everyone with courtesy and fairness.
- Support shift patterns as services continue to develop.
- Undertake moving and handling activities, use correct equipment and procedures and manage high, unpredictable levels of physical effort depending on patients' needs.
- Carry out general housekeeping (laundry, bed making, light meal prep, cleaning) as needed.
- Maintain a consistently professional approach and manner including in distressing situations.
- Respond swiftly & appropriately to any deterioration in health (reporting such to the Shift Lead).
- Communicate sensitively and appropriately at all times, reassuring those we support.
- Share relevant information with appropriate individuals and maintain clear, accurate and current record-keeping on the IT system
- Ensure confidentiality and data protection principles are always observed.
- Be supportive colleagues, role models and ambassadors for the Hospice, its mission and values.
- Accept duties within their level of competence
- Maintain professional standards that help uphold safety and confidence.
- Manage their own emotional wellbeing and seek support from colleagues as needed.
- Support and encourage a culture of equality, diversity and inclusion.
- Follow all Skanda Vale Hospice policies and procedures eg:
 - a. Hospice Uniform Policy and General Code of Conduct
 - b. Maintaining a safe environment
 - c. Infection prevention and control
 - d. Reporting complaints, concerns, compliments and incidents

Essential Learning Requirements:

- In-date Statutory Training (Moving & Handling, Infection Prevention & Control, Safeguarding Adults, Health & Safety, Confidentiality, Data Security Awareness, Equality and Diversity, GDPR)
Free courses can be accessed via Skanda Vale Hospice but training time for these is unpaid.
- 2.5 paid days of onsite Induction and Role Specific Training (provided by Skanda Vale Hospice).

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Skills and Person Specifications:

	Essential	Desirable
EXPERIENCE & QUALIFICATIONS:	<ul style="list-style-type: none"> ● Level 2 Diploma in Health and Social Care Support ● Working directly with vulnerable people; supporting them and listening to their needs. ● Providing personal care to vulnerable people. ● Following policies and procedures plus local and national guidelines. 	<ul style="list-style-type: none"> ● Working with people with life-limiting conditions. ● Involvement in difficult conversations about death, dying and poor prognosis.
SKILLS:	<ul style="list-style-type: none"> ● Ability to contribute within a team as well as work independently using your own initiative. ● Diplomacy and a professional manner in challenging situations. ● Ability to work with interruptions and changes to planned tasks ● Ability to remain calm in stressful situations and respond rapidly in a critical event. ● Ability to manage emotional situations including at the end of life (when conflict, aggression or extreme emotions may arise). ● Some IT skills, or a positive attitude to developing them. ● Excellent interpersonal skills including written and oral communication. ● Empathic listening, enabling people to voice their concerns. 	<ul style="list-style-type: none"> ● Good understanding of computer software ● Practical knowledge of Safeguarding procedures. ● Ability to communicate in Welsh.
PERSONAL QUALITIES:	<ul style="list-style-type: none"> ● Warmth and compassion ● Sensitivity, patience and empathy. ● Approachability, non-judgemental manner. 	<ul style="list-style-type: none"> ● Good sense of humour

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	<ul style="list-style-type: none"> ● Self-motivation and conscientiousness. ● Enthusiastic and professional approach to caring for people. ● Awareness of personal limitations and a willingness to seek support when needed. 	
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This Job Description is an outline of key expectations and will be reviewed periodically.

Please apply with a cv and cover letter to jobs@skandavalehospice.org

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