

JOB DESCRIPTION	
JOB TITLE:	Hospice Community Carer
REPORTS TO:	Team Coordinator - Community Support Service
<p>CONTEXT: The Hospice of St Francis Charity provides essential free care across West Hertfordshire and South Buckinghamshire and inspires people to raise over £5million every single year to fund this care. Our care at home and in the Hospice, delivered through inter-disciplinary teams and skilled volunteers is rated outstanding by the Care Quality Commission. As a local employer we aspire to meet this ‘outstanding’ rating in all aspects of what we do, from the experience of staff and volunteers through to our compliance with the corporate, financial, fundraising, charity and trading regulations for our business.</p>	
<p>OVERALL JOB PURPOSE:</p> <p>To work as part of a team caring for people at home at the end of life that are eligible for Community Support service and support their families.</p> <ul style="list-style-type: none"> • To take the lead role on shift and be able to take the initiative in assuring the dignity, comfort and care of patients and families. • Where necessary ensure (without breaching confidentiality) that each patient/family carer knows in advance if their time of their visit might be delayed because of unexpected events at the previous visit • To build rapport quickly to gain confidence and trust, taking direction from the team co-ordinator, the patient and family carers, in order to assure dignified, safe personal care on every visit • To be friendly, open, trustworthy and competent to give intimate personal care, practical and emotional support and to prompt concordance with prescribed medication working alone, and as part of a team • To assure continuity of care through effective handover ensuring that you have picked up the necessary information to deliver care in a patients home • To observe and report changes in symptoms, condition and circumstances entering this information accurately in the care plan in the home, and notify other professionals as detailed in that care plan • Update care notes in the patients home and update the Hospice of St Francis electronic care records accurately and in a timely fashion • To be responsive and flexible in meeting the needs of patients and families within the agreed care plan • Ensure patients and families are aware of and can benefit from other Hospice services as appropriate • To undertake duties without direct daily supervision working within broad procedural guidelines • Work as part of the wider team at the Hospice of St Francis ensuring continuity in outstanding care • To be responsive and flexible in meeting the needs of patients and families within the agreed care plan • To work on the Inpatient Unit as and when required, and where this is in the best interests of patients, and the service as a whole • Be an ambassador for the organisation and help in the generation of income in the context of your role 	

This list of tasks and responsibilities is not exhaustive and the job holder may be required to undertake other relevant and appropriate duties as required by the Manager. This Job Description can be amended by agreement with the Post Holder and Manager.

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KEY RESPONSIBILITIES:
1. Operational
1.1 To be a friendly, open trustworthy and reliable team player delivering an outstanding care at home service
1.2 To give intimate personal care with dignity, practical and emotional support and to prompt concordance with prescribed medication working alone and as part of a team
1.3 To ensure in working with family members that respect and equal partnership in care is maintained whilst at the same time creating choice for family carers to take a break from caring
1.4 To empower and create the confidence for patients and families to be able to share intimate information about the impact of their illness, including current symptoms, mobility, pain, sleep, all aspects of eating, drinking and toileting needs, overall well-being and any changes in order that the care given can realise the best possible benefit and comfort
1.5 To be able to hear and respond to information that might be distressing to impart and listen to, supporting staff to work in the same way and ensuring reflection and debrief as necessary
1.6 To build rapport quickly to gain confidence and trust taking direction from the team co-ordinator, the patient and family carers in order to assure dignified, safe personal care on every visit
1.7 To make accurate confidential and timely entry onto electronic (patient) record systems and care plans in the patient's own home
1.8 To help to ensure that bereaved families understand care after death and can get the support they may need, this may include access to other Hospice services or signposting to other organisations
1.9 Work closely with colleagues from other organisations who are providing care to the patient at home
1.10 To ensure the Care Team Coordinator is updated in the event of changes to the needs of patients
1.11 To promptly notify the on-call manager at the end of your shift
1.12 To help train and mentor new staff coming into junior/training roles
1.13 To work with volunteers as equal partners in care
1.14 Be alert to and capture compliments and receive complaints using hospice systems to record them
1.15 To take full part in the rota system covering the full range of shifts as required including Community and as appropriate on the IPU
2. Productivity
2.1 To lead by example
2.2 To ensure you have all the information needed at handover or for a first visit to initiate care and assure continuity of care
2.3 To undertake moving and handling assessments and risk assessments as required in the direct delivery of care ensuring the health and safety of yourself and others
2.4 Operate effective and efficient working relationships with others at all times
2.5 To be flexible in taking shifts so that the Head of IPU/Team Coordinator deploy staff appropriately including urgent response, cover for unplanned absence and compliance with Health and Safety at all times, working in patients homes and where necessary on the in-patient unit
2.6 To support the team co-ordinator and the Head of Community Services to ensure timely review of all care and appropriate response to matters raised by healthcare assistants undertaking care at home
2.7 Work with performance, productivity measures and best practice to accomplish individual and team objectives that contribute to the Hospice goals
2.8 To assist the Care Team Coordinator as required in collecting information needed to undertake timely reviews of patient care

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2.9 Participate fully, and play an active role, in supervision and team meetings		
2.10 Review effectiveness of own work and the service, and make recommendations to improve/change service provided		
3. Governance		
3.1 Ensure all Safeguarding and Mental Capacity Concerns are reported to the Team Coordinator/on-call manager in the agreed time frames’.		
3.2 Contribute fully in timely and accurate handover		
3.3 Comply with statutory and mandatory training, continuous professional development, and any registration revalidation requirements, as necessary		
3.4 When handling personally identifiable and sensitive information ensure your conduct is consistent with the requirements of the legislative, and regulatory frameworks for information and information governance, whether that be in hard or soft copy or digital formats; storing and archiving information in line with regulations. Absolute discretion is required when handling patient and personally identifiable information		
4. Personal Development		
4.1 Keep up to date of key changes in policy, legislation and governance requirements relevant to the role and the Charity		
4.2 Maintain continuing professional support and self-development to ensure own statutory and mandatory training and to develop own skills and knowledge through additional education and training		
4.3 Act as a role model promoting the values of the Charity in accordance with the post holders professional Code of Practice		
4.4 To identify gaps in personal training and development and attend training as requested		
5. Health and Safety		
5.1 Understand and comply with Health and Safety, Fire and Infection Control regulations, and Hospice policy, to assure compliance and resolve and/or mitigate risk		
5.2 Ensure own safety and that of patients and families in home setting and at the Hospice in accordance with the requirements of the health and safety at work act and the policy of the Hospice		
5.3 Complete all mandatory training for Health and Safety, Fire and Infection Control. Ensure risk assessments are completed as necessary to maintain compliance with Hospice regulations		
5.4 Report any accidents or incidents in the department, record the incident in the relevant accident book		
6. Safeguarding		
6.1 Complete all mandatory training for Safeguarding and ensure this training is up to date		
6.2 To act in a manner that safeguards the interests of beneficiaries and upholds public trust and confidence in The Hospice of St Francis		
DIMENSIONS: The following posts report to this role/budget responsibilities:		
RELATIONSHIPS:		
Line manager Patients and families Staff and volunteers Head of IPU, staff and volunteers working on IPU Hospice Reception	Community Nursing Team Social work and Family Support Team Out of hours manager(s) Referring agencies Bank staff	Head(s) of Service Other healthcare services Executive Team

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