



HEALTHCARE SUPPORT WORKER

Job Description

Details:

- **Location:** Skanda Vale Hospice, Saron, Llandysul, SA44 5DY.
- **Hours:** 2-4 shifts monthly during pre-booked Respite weeks.
- **Shift Pattern:** 8am-2pm / 2pm-8pm. If there is a shortage of night carers, you may occasionally be asked to cover an overnight shift from 8 pm to 8 am.
- **Supported by:** Health Care Support Worker Lead / Lead Nurse.
- **Salary (employment contract):** £12.50ph (day rate) / £15.63ph (night rate)
- **Bank Salary:** £14.01ph (day rate) and £17.51ph (night rate) which includes 12.07% payment in lieu of holiday entitlement.

Overview:

At Skanda Vale Hospice, we believe in providing exceptional care with kindness and empathy. As a Healthcare Support Worker, you'll have the opportunity to make a meaningful difference in the lives of our patients and their loved ones.

You'll be focusing on delivering personalised, hands-on care with warmth and dedication. You'll work closely with our team to understand each individual's needs and contribute to care plans tailored to their own unique circumstances.

Our supportive environment fosters teamwork, continuous learning and a genuine commitment to excellence. We'll provide you training and resources to help you thrive in this rewarding role so if you have a caring nature and a desire to help others, we invite you to apply to join our team.

<i>Author: Head of Comm & Marketing</i>	<i>Ref: 22-0031-JD-INT</i>	<i>Status: Final</i>	<i>Revision: 2</i>
<i>Reviewer: SMC</i>	<i>Associated Docs:</i>		

Key responsibilities:

- **Patient Care:** Provide attentive and compassionate care to patients, supporting their comfort, dignity and well-being. Help with all aspects of their personal care as well as, eating, drinking, mobilising and repositioning while respecting their wishes and independence at all times.
- **Emotional Support:** Offer emotional support and companionship to patients, listening to their concerns and providing reassurance.
- **Observation and Reporting:** Keep a close eye on patients' condition and communicate any changes, concerns, or incidents (as well as positive feedback) to the nursing team promptly.
- **Health and Safety:** Follow infection control protocols, health and safety regulations, and hospice policies to maintain a safe, comfortable, and clean environment for all.
- **Family Support:** Offer support and guidance to family members and visitors, providing information and assistance as needed.
- **Documentation:** Maintain accurate and up-to-date patient records, documenting care provided and observations made during shifts, in line with our data protection policy.
- **Professionalism:** Uphold confidentiality at all times, maintaining a professional approach even in challenging situations.
- **Teamwork:** Work collaboratively with team members and other healthcare professionals, to ensure holistic care for patients.
- **Self-Awareness:** Seek support from senior colleagues as needed to manage emotional well-being and participate in individual or group reflection and other support opportunities.
- **Inclusivity:** Promote and support an inclusive work culture that values equality and diversity.
- **Training and Development:** Participate in training and development activities to enhance your relevant skills and knowledge.

Qualifications and qualities:

- Previous experience in a healthcare support role, preferably in a palliative care or hospice setting.
- NVQ Level 2 in Health and Social Care (or equivalent).
- Understanding of palliative care principles and practices.
- Compassion, sensitivity and an empathetic approach to patient care.
- Strong communication and interpersonal skills.
- Ability to work effectively as part of a team.
- Basic IT skills with a willingness to learn new systems if needed.

Training and support:

- We provide comprehensive training and ongoing support to ensure our Healthcare Support Workers feel confident and capable in their role.

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