

## JOB DESCRIPTION

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| <b>Job Details:</b>     |  |
| <b>Job Title:</b>       | Community Care Worker<br>(Dorothy House Carer, Hospice at Home Service)  |
| <b>Grade:</b>           | Band 3   |
| <b>Department:</b>      | Hospice at Home  |
| <b>Directorate:</b>     | Patient Family Services  |
| <b>Reporting to:</b>    | Hospice at Home Manager  |
| <b>Responsible for:</b> | Social care in patient homes (as well as at our Winsley Hospice when required)   |
| <b>Location</b>         | Based within Dorothy House Hospice Care, working in the community/catchment area of Dorothy House (DH) or within Dorothy House Winsley |

### Job Summary/Main Purpose:

To provide Hospice at Home care to patients with a life limiting illness, and support to their families and carers, enabling the patient to stay at home where possible and desirable.

To work flexibly across the organisation which may include working on the Inpatient Unit if required.

To work under the direction of a Senior Carer to provide person centred support, care and treatment to patients with a life limiting illness, their families and carers in group and individual situations.

### Professional

- Undertake and complete our Tulip Standard training (DH enhanced Care Certificate)
- Listen sensitively and compassionately to patients, families and carers enabling them to say what is important to them ensuring their needs and wishes are documented.
- Contribute to the multi professional assessment and re-assessment of patients, families and carers for whom you have responsibility by carrying out a dynamic assessments in the patient's own home.
- To work as part of the multi professional team to deliver care/treatment/activities as specified in the plan of care.
- To keep the patient, family member and/or carers at the centre of the care provided, ensuring patient and carer participation in decision making.
- Ensure effective communication that respects patient, family and carers confidentiality but allows accurate transmission of necessary information between staff, patient, family/carers and other agencies at all times.
- Recognise and report any changes in the patient's physical, psychological, spiritual or social condition and ensure this is communicated to the Senior Care Worker.

- To participate in the completion of outcome measures with patients, families and carers and report results back to the Hospice at Home Coordination Team.
- To assist patients to make informed decisions regarding Advance Care Plans and report decisions back to Hospice at Home Coordination Team.
- Respect the rights, privacy and dignity of patients, families and carers at all times and obtain permission for any care/treatment/activities undertaken.
- Liaise with members of the Dorothy House Multi-Disciplinary Team and external healthcare professionals to ensure appropriate care plans are formulated, seeking assistance in areas outside of your own knowledge and skills. Support patients and carers to achieve their optimum function as agreed with the allocated member of the Multi-Disciplinary Team.
- To work with the patient to optimise the wellbeing of themselves, their families and carers.
- To follow and carry out activities within care plans including for example personal care, medicines management and manual handling.
- To work as part of the Multi-Disciplinary Team, under the supervision of a Senior Care Worker, supporting safe manual handling practice and provision of appropriate equipment.
- To be responsible for the safe use of equipment.
- To record and report any accidents, incidents and near misses that happen to you or your patient during the course of your duty and complete incident forms.
- To act at all-times in accordance with the appropriate Code of Conduct.
- To ensure our Safeguarding and Clinical Governance policy and procedures are followed at all times.

### **Administration**

- To organise and manage own time according to delegated workload.
- To be aware of and work within the policies and procedures of Dorothy House.
- To keep accurate records including reporting changes in care plans and recording activity on Care Planning App.
- To document all patient interventions on Care Planning App in accordance with Dorothy House documentation policy and procedures.
- To undertake patient related clinical administrative duties as required to support the team.
- To recognise and understand your own personal needs and be sensitive to those of colleagues.
- To listen and respond to any concerns and/or complaints from patients, families or professionals, informing the Deputy Hospice at Home Manager in their absence the Hospice at Home Manager, and recording concerns, follow-up and outcomes in line with the Complaints Policy.
- To promote and adhere to Dorothy House values.
- To work within a 7-day working rota as indicated by the service – this can include Out of Hours working.

### **Education**

- To assist in the evaluation of ongoing symptoms/support needs/care/treatment/activities through the provision of feedback to relevant professionals.
- Assist the Registered practitioners in the education of others e.g. patients, carers or other members of staff both informally and in planned programs.
- To support staff within Dorothy House to deliver training and education in Social Care Skills
- To participate in the development of evidenced based resources that meet the needs of patient's families and carers.

- To take an active role in the provision and development of the service by for example, audits, quality assurance programs and educational programs.
- To complete the Tulip Standard within 3 months of starting this role.

## **Contacts**

Managers and Senior Carers of Hospice at Home, Registered Nurses, Dorothy House Inpatient unit, District Nurses, GPs in an emergency.

## **Special Note**

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

## **Values**

Dorothy House require all staff to demonstrate, understanding and apply our workplace values. These are embedded in all roles and that applicants must evidence their values as part of the application process.

- We Care
- We Connect
- We Create

## **No Smoking Policy**

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes.

## **Confidentiality**

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

## **Health and Safety at Work Act**

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

## **Safeguarding**

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

## Structure Chart

Hospice at Home Manager

Hospice at Home Deputy  
Manager

Senior Care Workers

Community Care  
Workers

## Person Specification -

| Criteria   | Essential | Desirable |
|--|-----------|-----------|
| Recent experience working within a care environment.                         |           | ✓         |
| Qualification/training related to providing Social Care.                     |           | ✓         |
| Can be adaptable and flexible with the ability to solve problems.            | ✓         |           |
| Can demonstrate empathy and compassion.                                      | ✓         |           |
| Can demonstrate the ability to work independently with good time management. | ✓         |           |
| Demonstrates good interpersonal and listening skills.                        | ✓         |           |
| UK Driving License with access to a vehicle.*                                | ✓         |           |

\*Due to working within the community visiting patient's homes, regularly outside of public transport routes or operating hours.