

JOB DESCRIPTION

Job Details:	
Job Title:	Senior Care Worker
Grade:	Band 4
Department:	Hospice at Home Team
Directorate:	Patient and Family Services
Reporting to:	Deputy Hospice at Home Manager
Responsible for:	Hospice at Home Carers (Band 3)
Location:	Blended working in patients homes in the community, as well as at our Hospice at Home office – Dorothy House (DH), Winsley

Job Summary / Main Purpose:
<ul style="list-style-type: none"> • To line manage and support an allocated group of Hospice at Home Carers. • To provide support for Carers during their shifts via telephone or in person • To provide day to day coordination of the Hospice at home Carer Team when required • Carry out face to face assessments of patients, including Care planning, and any required risk assessments associated with the patient or their environment and care. • To work with the Deputy Hospice at Home Manager to monitor and review cases • Carry out quality assurance audits across our Carers • Carry out care visits where required to support a safe service and avoid unmet needs

Principal Duties and Responsibilities:

Management:

- To line manage the Hospice at Home Carers including day to day support, allocation of duties, 1:1's and Performance Development Reviews (PDR's), receiving full training and support on our Dorothy House Leadership Framework.
- To listen, record, and report any concerns and/or complaints from patients, families or professionals. Informing the management of the service, ensuring that the follow-up and outcome are in line with the Complaints Procedure.
- To take an active participative role in planning, development and audit/evaluation of the service.
- To record and report any accidents, incidents and near misses that happen to the carers during the course of their duty.
- To attend meetings as appropriate, and support the Deputy Hospice at Home Manager in planning Team Meetings.
- To work closely with the Community Care Team (CCT) Management in providing service provision.
- Undertaking any operational projects to support the Strategy and contracts held by the Dorothy House Hospice at Home Team.
- To work within the Health and Safety Policy and Dorothy House's policies and procedures.
- To represent Dorothy House at organisational meetings.

Service delivery:

- To demonstrate patient focused care planning and ensure a high commitment to professional caring and partnership with the patient and their family.
- To ensure that when carrying out assessments, accurate information is taken to allow assessment of risk.
- Ensuring low level moving and handling risk is documented, managed appropriately and passed onto the Hospice at Home (H@H) carers.
- Ensuring the care planning of medicines is completed, along with the updating of MAR charts.
- Ensure that detailed accurate information is taken at the assessment and the needs of the patient and family are recorded in the electronic patient database.
- To support patient care needs by participating in appropriate direct care when required
- Continually assess and prioritise patients' needs amending the care plan appropriately.
- In collaboration with health and social care professionals, monitor and reassess patients and families changing needs in order to ensure that the patient receives appropriate care at the appropriate time.
- To regularly communicate with Nurse Specialists and the wider Dorothy House Multi- Disciplinary team to ensure optimum and timely care is achieved for patients and families.
- To receive electronically and log Hospice at Home carers handover reports of care within the agreed patient databases.

- To inform the Deputy Hospice at Home Manager when a referral to other services at Dorothy House is required, and where directed and appropriate make the referral.
- To liaise with internal and external colleagues in processing referrals and inform of them service criteria and caseload review process.
- To participate in wider Dorothy House Hospice Care activities as appropriate.
- To build and hold a clear understanding of Safeguarding and Clinical Governance issues and procedure that need to be adhered to.
- Ensure effective channels of two way communications with individuals, the multidisciplinary team and other departments, outside agencies, managers and staff. This can take the form of receiving and acting on information, giving advice and attending meetings.
- To support the Dorothy House Hospice at Home carers by listening and responding to their concerns and to share decisions made with the Deputy Hospice at Home Manager, Service Manager and other Senior Care Workers, as appropriate, in order to maintain continuity of care.
- To support the Dorothy House Hospice at Home carers by taking telephone calls both in office hours and when on call, while on shift.
- To communicate closely and sensitively with the patient, family, main carer who may be distressed and pass on any concerns to the Deputy Hospice at Home Manager, or Clinical Coordination Centre (CCC) Clinicians if required and case managed

Educational:

- To assist with the planning and provision of educational programmes for the Hospice at Home Care Team
- To participate in the identification, training and education needs of the Hospice at Home Carers.
- To participate in the support of carers using an agreed competency framework
- Support the training of new staff ensuring they have the necessary resources to commence work.
- To support training of all staff ensuring relevant courses attended and mandatory training is up to date.

Professional

- To participate in an annual PDR and development plan.
- To maintain professional competencies and skills required for the role.
- To work within the Dorothy House policies and procedures.
- To contribute to DH Quality improvement program.
- To take responsibility for own personal development and education and identify professional development needs with the Team Leader or Service Manager of the Hospice at Home Team.

Structure Chart



Contacts

- Other colleagues in the Hospice at Home team
- Patients and carers
- All members of the Dorothy House multi-disciplinary team.
- All health and social care colleagues including primary care
- Regional colleagues including co-ordinators of other carer services.
- Dorothy House Education Department colleagues.

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.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health except for designated areas. 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.

Person Specification

Criteria	Essential	Desirable
Qualifications		
Level 3 NVQ in Health and Social Care / relevant experience	X	
Knowledge & Experience		
Experience of working in a Community Social Care service	X	
Experience of working in Palliative Care		X
Experience of working with patient databases		X
Experience of mentoring/coaching/supervision		X
Experience of assessment and care planning		X
Skills & Attributes		
Effective and sensitive telephone skills to communicate with a variety of health and social care partners.	X	
Can demonstrate that they show empathy and present a calm, courteous and compassionate manner.	X	
Experience of working in a Multi-Disciplinary Team		X
Able to demonstrate a flexible approach to hours and working patterns	X	
Able to deal with and record, analyse and interpret complex and sensitive information.	X	
Able to demonstrate sound judgment in difficult/ emotional situations	X	
Other		
Current UK driving licence with access to a vehicle*	X	

*Due to traveling around our community, visiting patients. Potentially outside of core public transport hours.