JOB DESCRIPTION

Job Title: Hospice at Home Care Team Member
Team: Hospice at Home
Group: Hospice at Home
Reports to: Hospice at Home Team Leader
Level: HCA2 – HCA4
Location: Shooting Star House, Hampton / Christopher’s, Guildford

Job purpose

The post holder will provide holistic care and support to children with a life limiting condition and their families. This post will provide care predominantly in the family home or other community setting and at our hospices, Shooting Star House or Christopher’s.

The post requires a person with relevant experience of working with children and families in a health or social care setting; able to use their skills, knowledge and expertise in a variety of situations. They need to be able to work using their own initiative and as a team member.

The post holder will participate in the education, training and development opportunities and must be willing to develop competence in undertaking clinical skills delegated by professionally qualified Care Team members.

The post holder will work in collaboration with other services providing care and support for the family and have the ability to communicate effectively at all levels.

Shooting Star Children’s Hospices Care Service is provided 24 hours a day, 365 days a year. The post holder will work flexible hours across 7 days and some shifts may be undertaken at Christopher’s or Shooting Star House. The post holder is required to be a car owner/driver.

Duties and key responsibilities

Shooting Star Children’s Hospices Care Service

- To ensure that holistic care is family centred, evidence-based and meets all statutory requirements.
- To work as a team member participating in the other areas of care that complete the care cycle within Christopher’s/Shooting Star House, the laundry, the environment and outings for young people and their family etc.
- To provide supportive short breaks in the child’s home or community setting. This will involve lone working and good time management.
- To be actively involved with the on-going development of the Shooting Star Children’s Hospices Care Service.
- To participate within the organisation relating to issues of transition from children’s services to adult services for young people who are support by Shooting Star Children’s Hospices.
- To be responsible for exercising teamwork skills, working collaboratively with members of the Shooting Star Children’s Hospices Care Team and other services supporting the family.
• To maintain an awareness of the multi-cultural nature of the Shooting Star Children’s Hospices catchment area, adapting care to meet these diverse needs.
• To ensure all documentation is maintained in accordance with Shooting Star Children’s Hospices policies, guidelines and standards.
• To act in accordance with the Shooting Star Children’s Hospices and statutory Safeguarding Children Policy and Procedure.

Professional, Training, Supervision and Education
• To provide holistic care for families referred to Shooting Star Children’s Hospices, maintaining confidentiality.
• To share professional expertise with Care Team colleagues, providing support and training where appropriate.
• To be responsible for your own on-going education and professional development, to facilitate life-long learning.
• To take responsibility to undertake the five elements of annual mandatory training i.e. Fire Safety, Safeguarding Children, Infection Control, CPR, Moving and Handling.
• To recognise the importance of support and participate in the informal and formal support opportunities available.
• To support new staff and participate in the education and development of colleagues.
• To value and actively participate in clinical supervision opportunities.
• To participate with in-service training programmes both as a recipient and sharing your expertise, as appropriate.
• To participate in the appraisal and personal development mechanisms available.

Communication
• To value the knowledge, skills and expertise of all team members to maintain an efficient and mutually respectful team.
• To ensure that Team Members and Team Leaders are fully informed of any changes in the family or child's needs.
• To share information with colleagues at team meetings, when handing over care and at other informal contacts.
• To ensure the central diary is an accurate reflection of your whereabouts when working in the community in order to promote personal safety.
• To maintain effective communication with other agencies involved with the care of families receiving a service from Shooting Star Children’s Hospices. To attend discharge planning, network and review meetings as appropriate.
• To work within local communities to promote the needs of young people who are life limited, and of young people who are siblings of children/young people who are life limited.
• To ensure that young people’s and family feedback is brought to the attention of the Team Leaders – Hospice at Home.
• To ensure that any complaints are dealt with in accordance with Shooting Star Children's Hospices policy.
Administration and the Environment

- To ensure that all Shooting Star Children’s Hospices policies are complied with and that all policy documents are read, particularly but not exhaustive of:
  
  **Accident and Incident Policy and Internal Procedure**
  **Administration of Medicines Policy**
  **Cash Handling Policy**
  **Fire Evacuation Policy and Procedure**
  **Lone Worker Policy**
  **Poor Practice, Raising Concerns Policy**
  **Safeguarding Children (formerly Child Protection) / Concern Form**
  **Sickness and Absence Reporting Policy**
  **Standards of Record Keeping**
  **Total Utilities Failure/Major Incident Procedure**

- To report any equipment, maintenance or safety issues to the Hospice at Home Team Leader in order to ensure that all Shooting Star Children’s Hospices property is well looked after and maintained.

- To foster effective use of all resources.

- To ensure that the views of our service "users" are sought and taken into account in service development.

- To inform the relevant team member of any ordering required to facilitate good stock control for all clinical and pharmacy stores.

**Other**

- The post holder is expected to carry out any reasonable duty as requested by the Head of Organisational Wide Care Services.

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**Essential Skills and experience**

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<th>Attribute / Skill / Qualification</th>
<th>Essential</th>
<th>Desirable</th>
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| **Qualifications**                | NNEB, NVQ 2/3 in Health and Social Care  
HND in childhood studies          | Related further studies e.g. Care of the dying child, childhood bereavement, youth work |
| **Experience**                    | Minimum two years experience in either acute or community setting.  
Experience of multidisciplinary team working.  
Knowledge of the needs of the family unit.  
Knowledge of current legislation relating to children and young people. | Experience in paediatric palliative care or caring for children and teenagers with complex health needs.  
Experience of working with volunteers either personally or professionally.  
An understanding of the value of play in childhood development and experience of adapting play for children with a disability. |
| **Skills**                        | Team working skills.  
Demonstrable inter-personal         | Basic IT skills  
Creativity.                        |
skills. Evidence of a good standard of written and oral communication skills. Evidence of reflective practice. Full driver’s licence.

Clinical skills/competency
Non-verbal communication skills e.g. Makaton
Excellent Time management and diary management skills

Aptitude
Enthusiastic approach to work. Evidence of ability to adapt working patterns to provide the flexibility of service required by the families seeking our care. Caring and empathetic nature. Evidence of willingness to learn new skills Sense of humour

Evidence of participating in new challenges.

Health
A good health record. Ability to recognise and manage one’s own stress.

Values and behaviours

As a voluntary organisation our ambition is to see highly professional services which place life-limited children and their families at the heart of everything we do. Therefore capitalising on this opportunity and to achieve this ambition we require that all of our staff share our common values and display behaviors that will enable us to achieve our goal.

Our organisational values are –

**Professionalism** – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

**Respect** – *We will treat each other with the utmost respect.*

**Integrity** – *We will be open, honest and transparent in all that we do.*

**Diversity** – *We will respect individuality and ensure inclusion and fairness to all.*

**Excellence** – *We will strive for excellence in all that we do.*