



Dear Candidate

I am really pleased that you have shown an interest to find out more about a career at Rossendale Hospice.

There are some great benefits in working for us, our roles are immensely rewarding and you can become part of a talented and committed team, which you can read more about in this pack.

We all have a passion for the work we do. Our patients and their family/carers are, of course, at the heart of all that we do. We believe it is a real privilege to provide comfort and support in their hour of need.

Rossendale Hospice's philosophy is all about choice and ensuring patients receive the care of their choice, at the place of their choice, either at the Hospice or within the home. We are a registered charity and receive around 21% of our running costs from our commissioners, with the remaining 79% from Charitable funds raised.

I hope you find this application pack useful in helping you decide whether you are the right person for this role. If you are interested in this opportunity and believe you have the skills, experience and qualities we are seeking, I look forward to receiving your application which will be given careful consideration.

Application forms can be downloaded from our website: www.rossendalehospice.org
Or by email to admin@rossendalehospice.org

Should you wish to discuss the role and your application further please feel free to call Susan Smith – Clinical Services Team Leader on 01706 393870 or alternatively email susan.smith@rossendalehospice.org.

Kind Regards

Irene Smith
CEO

ARTHOUSE



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Tel: 01706 393870 E-mail: admin@rossendalehospice.org Web: www.rossendalehospice.org/donate

Rossendale Hospice Company Limited by Guarantee No. 2655764. Registered Charity No. 1008228
Registered with the Commission for Health Audit and Inspection known as the Care Quality Commission

ABOUT US

Our services

We are proud and privileged to offer a range of services to give support at every stage of a palliative journey for patients as well as their loved ones. Including:

- Supporting people through our Wellbeing Day Service to help patients maintain independence and physical, psychological, and spiritual well-being.
- Extending our care beyond our building with our Hospice at Home service, providing care and support in the community, day and night, 365 days a year.
- Supporting some children and their families through our dedicated Family Support Services.
- Bereavement support helping patients and those they love through very difficult times.

Our Vision and Values

We aim to positively influence a future in which everyone within the Rossendale community facing life limiting illness receives the best possible care and support.

Underpinning our Vision are four core values:

Compassion

- We take a person-centred approach in all our interactions with patients, families and our staff.
- We provide compassionate care and support demonstrating our inclusivity and understanding to everyone.

Integrity

- We demonstrate fairness, respect, dignity and empathy in all our interactions with people.
- We take responsibility for our actions, speaking out, listening and learning from our experiences and feedback gained.

Openness

- We communicate clearly to our patients, partners and our staff with transparency and honesty.
- We welcome and encourage feedback from everyone to help drive sustainable improvements.

Excellence


- Quality and safety are at the heart of everything we do.
- We continuously improve our services with the patient in mind.

Working for Us

We are committed to supporting our compassionate and hardworking staff to go above and beyond. We invest in our employees to give them the skills and tools to be the best they can in their roles. To ensure our staff feel valued and supported the benefits of working at Rossendale Hospice are:

- 25 days Annual Leave plus 8 Bank Holidays (pro rata for part time)
- Free onsite parking
- Flexible Working and Hybrid Working opportunities
- Training & development opportunities
- Company Pension Scheme
- Easy access to public transport

The Role

Rossendale Hospice Job description and person specification			
Position:	Ad Hoc Palliative Support Worker – Hospice at Home		
Reports to:	Clinical Services Team Leader	Salary	£11.44 per hour Retainer rate £6.17
Location:	Rossendale Hospice/community	Hours	Ad hoc
Job summary: the post holder is expected to:			
<ul style="list-style-type: none"> work as a carer in the patient's home, enhancing care that is already provided by the community nursing service and social services. provide basic nursing care. be flexible and understanding to the needs of the patient and their family/carers. liaise with the Hospice at Home Team Leader and other team members after each shift in order to update them about the patient's condition. 			
Our Values			
<p>We have four values, compassion, integrity, openness and excellence. Anyone coming into contact with Rossendale Hospice, whether as a service user, supporter, staff member or shop customer, will experience the same level of care and professionalism on which we've built our reputation.</p> <p>We operate within the framework of these four core values. Our staff and volunteers aim to uphold these values, irrespective of their role. We recognise and adopt appropriate behaviours which ensure we always work within our values.</p>			
Key tasks / duties:			
<ul style="list-style-type: none"> The Palliative Support Worker will be one of a team, providing nursing care and support to the patient within the home environment. Team members will work and liaise closely with all other agencies involved in the care of patients with life limiting illnesses in the community. Individuals will need to demonstrate the ability to both work alone and as a member of the team, and have a flexible approach to the variety of jobs they will need to undertake. Responsibilities and duties may include other tasks as determined by the Clinical Services Team Leader. Employees may be required to work within our Wellbeing Day services to (i) meet the needs of our patients, (ii) during periods of 'downtime'. 			
Professional/clinical			

<ul style="list-style-type: none"> • To attend all mandatory training sessions such as fire lecture, manual handling and CPR lectures. • To report accidents/incidents/potential risks to the Hospice at Home Team Leader immediately. 	
Person/professional:	
<ul style="list-style-type: none"> • To act at all times in accordance with the hospice policies and procedures of Rossendale Hospice • At all times act as an ambassador for Rossendale Hospice to patients, relatives carers, colleagues and members of the public • Engage in lifelong learning and attend any training as suggested by the Hospice at Home Team leader. • Participate in annual appraisal 	
Health and safety	
<ul style="list-style-type: none"> • Understands the fire regulations and action to be taken in the event of a fire • Report any incidents/adverse events in accordance with Rossendale Hospice policy • Understand the principles and infection control and hand hygiene. • Have an understanding of the Safeguarding Children and Vulnerable Adults policy. • Take all measures to ensure that the safety of staff, patients, volunteers, supporters, customers and visitors to Rossendale Hospice in accordance with the Rossendale Hospice Health and Safety Policy. 	
Manual handling and /or heavy lifting	Key requirement of the role as detailed below
Full, current, valid UK driving licence	Yes
Access to a vehicle which can be used for work purposes	Yes
Car insurance, including business cover	Yes
Disclosure & Barring Service Check	Enhanced check required for this role
(formally known as Criminal Records Bureau)	
Additional Information:	
<ul style="list-style-type: none"> • This job description will be reviewed as part of the post holders' annual appraisal and is not intended to be a complete list of responsibilities. To meet the ever changing needs of the service you may be required to perform other duties within your capacity, appropriate to you grade, competence and general level of responsibility within the organisation. • Rossendale Hospice believes in providing appropriate training and development for all employees and the post holder will be encouraged to attend / participate in additional training as appropriate. • Rossendale Hospice is able to provide its high quality service thanks to the enthusiasm and commitment of our staff and volunteers. We expect all staff to work positively alongside our volunteers and to demonstrate our values of excellence, collaboration, respect, dignity and professionalism at all times. • Rossendale Hospice is a no smoking organisation. • Safeguarding Children and Vulnerable Adults 	

All Hospice employees and volunteers are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults. Familiarisation with and adherence to Hospice and Lancashire Safeguarding Children's/Adults Boards Safeguarding policies is an essential requirement of all employees and volunteers, as is participation in related mandatory training and safeguarding supervision

Records Management/Data Protection Act

- As an employee of the Hospice, you have a legal responsibility for all records, including patient health, financial, personal and administrative, that you gather or use as part of your work. The records may be paper, electronic, etc.
- As an employee of the hospice, you are required to undertake Data Protection training annually and follow policy and procedures in your management of all data you have access to.
- You must consult your manager if you have any doubt as to the correct management of the records with which you work
- You must report any breaches to the CEO or Clinical Services Manager at the earliest opportunity

Acceptance of Job Description

I confirm I accept the duties contained in the above job description.

Name **(Print)**

Signed

Date

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Person Specification

	Essential	Desirable
Qualifications/Training Level of education necessary	NVQ Level 2 in Care	NVQ Level 3
Experience Length, type and level of post related work experience required (additional or alternative to qualifications above)	Experience of working in a community care environment	Palliative care in community experience Caring for patients in care homes.
Skills and Knowledge		

<p>Range and level of skills</p> <p>Depth and extent of knowledge required</p>	<p>Excellent interpersonal and communication skills</p> <p>Basic nursing skills</p> <p>Basic understanding of palliative care philosophy</p>	<p>Experience of caring for terminally ill patients</p>
<p>Aptitudes and Attributes Required</p>	<p>Happy to work alone</p> <p>Calm and reassuring</p> <p>Able to take instruction and document events during shift</p> <p>Sensitive</p> <p>Emotionally strong</p>	<p>Good sense of humour</p>
<p>Other Requirements</p>	<p>Enhanced DBS disclosure</p> <p>Willingness to undergo further training as required</p> <p>Vehicle owner/driver</p>	<p>Ability to work flexible hours, sometimes at short notice.</p>