



Reports To: Care at Home Manager	Band: 3
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Supporting Evidence: In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification

Assessment: A Application form / I Interview / T Test / C Certificate / P Presentation

Criteria - Knowledge, Training and Experience

Essential	Desirable	Assessment
<ul style="list-style-type: none"> • Qualified by experience ≥1 years in a similar role • Passion and commitment for enabling others and experience in assuring dignity in care at all times • Current driving Licence with use of own car 	<ul style="list-style-type: none"> • Care certificate / NVQ qualified level 2 • Experience of lone working • Experience of teaching or training others in practice/shadowing situations • Experience of using electronic patient record systems • Knowledge of and experience in care at the end of life and after death <p>Current knowledge of Moving and Handling, Health and Safety Safeguarding and Mental Capacity</p>	A&I

Criteria - Communication & Relationship Skills

Essential	Desirable	Assessment
<ul style="list-style-type: none"> • Skilled in developing rapport and trust, quickly gaining the confidence of patients and families • Excellent listening skills • Skilled in supporting empowering and motivating people at a low ebb, fearful and/or in distress • Skilled in listening to, holding and judging appropriate responses to people who are sharing information that might be distressing for them and for the listener • Good verbal and written communication skills • Excellent team player who supports others • Able to communicate complex information succinctly and clearly for others to understand 	<ul style="list-style-type: none"> • The ability to speak or sign more than one language relevant to the population served 	A&I

Criteria – Analytical & Judgement Skills

Essential	Desirable	Assessment
<ul style="list-style-type: none"> • Enthusiasm for learning • Knowledge and experience of the importance of handover, prompt observation, upward reporting and timely recording in paper notes • Ability to work with confidential sensitive information & understand boundaries and support others to work in this way • Patient and calm under pressure 	<ul style="list-style-type: none"> • An understanding of unconscious bias in your own practice and how to seek support 	I

Criteria – Planning & Organisational Skills

Essential	Desirable	Assessment
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<ul style="list-style-type: none"> • Able to identify and anticipate change in a patients presentation and raise the right alert for changes to the care plan and/or additional help • Proven prioritisation skills being able to accurately identify the care tasks that should be attended to 	<ul style="list-style-type: none"> • Confident to make difficult judgements in prioritising own work load and able to explain the rationale for these decisions 	A&I
Criteria – Management Skills		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> • Self motivated and able to fulfil the job role well without direct supervision • Respectful, confident persuasive communicator • Skilled in giving and taking direction to and from patients, families and colleagues • Able to assess moving and handling risks and take immediate action to ensure the patient, you and colleagues are safe 		A&I
Criteria – Physical Skills		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> • Ability to sustain concentration and attention to detail over the course of numerous visits to different people with varying needs 		
Criteria - Autonomy		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> • Proven commitment to putting the needs of patients and families first • Ability to work on own initiative safely • Judgement to be able to ask for help and direction • Keen to develop self within role 	<ul style="list-style-type: none"> • Proven understanding and use of supervision to maintain personal resilience and therefore the quality of care you deliver 	A&I
Criteria – Financial and Physical Resources		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> • A positive problem solver with a solution focussed approach 		A&I
Criteria - Other		
Essential	Desirable	Assessment
<ul style="list-style-type: none"> • Commitment the Hospice aims, ethos & values • Commitment to ensure own knowledge and skills is up to date • Ability to cross cover effectively for colleagues • Ability to work flexibly to meet the needs of patients and the service 		I



Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients, staff and volunteers. Post holders may only use such information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosures will be investigated and may lead to disciplinary action and possible dismissal.

These obligations are in line with common law duty, the Caldecott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply to both during employment and after the termination of employment.

Safeguarding Children and Adults

The Hospice as an organisation and its employees are committed to safeguarding and promoting the welfare of children and vulnerable adults and meeting our statutory obligations in line with Section 11 of the Children Act 2014.

The Hospice meets all statutory requirements in relation to Disclosure and Barring Service (DBS) checks and the process of pre-employment checks is managed through a robust centralised process. All employees are expected to know how to respond when there are concerns for the safety of a child, young person or vulnerable adult.

Health and Safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following the recognised codes of practice and Hospice policies on health and safety.

The Hospice of St Francis Diversity Position Statement

The Hospice of St Francis view equality and diversity as a creative opportunity to embrace respond and be relevant to its local community. We recognise that we need to create an environment where all patients, carers and their families feel they are treated equally as individuals and enable our staff and volunteers to thrive and achieve their full potential.

Diversity is about understanding, recognising, valuing and respecting difference in the broadest sense. It's about creating a working culture through the implementation of practices that harness difference for the benefit of its patients, carers and families and its workforce.

Smoking Policy

Our policy is to ensure a safe and pleasant working environment for everyone. Smoking presents possible hazards related to fire risks, an unpleasant working environment, and the health risks to nonsmokers associated with passive smoking. The Hospice has obligations under health and safety legislation to ensure a safe working environment for all employees, volunteers, patients and visitors. Smoking is therefore not permitted on the Hospices premises or in any external areas that are enclosed (e.g. porches). Smoking is also not permitted in the Hospices vehicles, or in vehicles that are being used on business where non-smokers are also present.

The person specification incorporates the Hospice of St Francis Values. They define the behaviours which support our culture, help us deliver results and underpin the Hospice Values. Recognising that



people in different jobs in the organisation will be expected to reflect and support the Values in different ways, the competencies are described for different populations: team members; specialists; people managers and strategic leaders.

Interview questions will cover the requirements outlined in the Person Specification & the Hospice Values.

The Hospice of St Francis Values		We show this through the following behaviours:
Respectful Relationships	We create a caring and compassionate environment: demonstrating appreciation and respect in all our interactions, and taking account of individual’s needs and circumstances.	Team work/cooperation The way we deal with others *Respect for diversity
		Integrity
Constructive Communication	We encourage open, clear and honest communication, where everyone can be heard.	Listening & responding Two way communication Understanding the audience Diplomacy
Excellence through Innovation	We strive for excellence in everything we do; encouraging innovation, maximising opportunities and exploring fresh ideas in order to see continuous improvement.	Adapting to change Innovation Creative problem solving
Encouraging Learning	We educate and develop to enhance knowledge and skills, improve performance and help people to reach their potential.	Developing others Giving and receiving feedback Self-development
Sustainable Service	We work hard to provide a professional and sustainable service which is fair, efficient and coordinated.	Delivering against objectives Planning and prioritising Managing resources Monitoring and evaluating
Community Engagement	We involve and engage with our community, building mutually supportive relationships which maximise our contribution.	Representing the organisation Being service oriented Understanding our community
Integrity & Trust	*This Value does not lend itself to being defined in behavioural competency terms – there are not levels or degrees of integrity and it may not lend itself to development in an organisational context. However, it is clearly an important value, and has therefore been included as a common statement across all levels under the competency Respectful Relationship	

