



Job title:	IPU Health Care Assistant	Reporting to:	Senior Nursing team
Department/Group:	Clinical	Job code/Req no.:	
Location:	Spring Garden Lane	Travel required:	no
Band	3	Position type:	Permanent

Main Duties & Responsibilities

- To work predominantly within the in patient unit (IPU) with flexibility to work across community as service requires.
- To work as a part of the Hospice multidisciplinary team to provide exceptional standards of individualised, holistic care to patients on IPU under the guidance and direction of the registered nurse.
- When required to support guests in the Respite for Good beds, assisting with care and social needs as necessary.
- Maintain accurate record keeping and clear handover to colleagues, recognising when to escalate concerns to nursing team.
- Flexibility to work within a variable staff roster, working 12.5 hr day and night shifts, covering a 365 days a week service.
- Work closely with Hospice volunteers, supporting their valuable role within the IPU.

Qualifications, Skills, Experience, Knowledge & Approach

- Compassionate and caring attitude with excellent listening skills.
- Experienced HCA with ideally 1 year or more experience in a similar role either in healthcare setting or community.
- Experience of working in a hospice or palliative care setting ideal but not essential.
- Willingness to deliver direct and intimate personal care.
- Flexibility to support patients in the community as required.
- A willingness to develop and learn new skills within the role.
- Care certificate / NVQ qualified to level 2.
- Able to follow direction and guidance from nursing team and other Hospice colleagues.
- Work well as a part of a team, supportive of colleagues and willing to support and guide new team members and visitors to the Hospice.
- Experience of working with volunteers ideal but not essential.
- IT skills, ability to email, complete digitalised patient records.
- Able to work under pressure, prioritising and organising your work within your delegated authority.
- Ability to work within an emotionally demanding environment.

Communication

- Empathetic with good communication skills; able to listen and respond in a sensitive and appropriate manner.
- You will be sensitive in your approach and care for patients with a life limiting illness and their families
- Resilience to deal with difficult and emotional patients and families in complex situations.

Decision Making

- Ability to recognise concern and escalate as appropriate.
- A pro active approach to work and problem solving.
- Competent to understand your role boundaries and limits of knowledge and experience and work within these.
- Able to work under own initiative.

Mental & Physical Consideration

- The role includes the frequent moving and handling of patients within the guidelines of the Hospice's moving and handling policy.
- The post holder will come into contact with recently bereaved families.
- Ability to focus and concentrate for long periods, over the course of long day shifts and long nights.
- The role requires you to be on your feet for long periods of time.

Working Conditions & Environment

- The post holder may be required to work within other departments within the Hospice as directed by their manager to ensure consistent provision of care.

Health & Safety

- Understand and comply with all Health and Safety, Fire and Infection Control regulations
- Complete all mandatory training and ensure compliance of direct reports and contractors
- Report any accidents or incidents as per policy, escalating to nurse in charge.
- Adhere to standards required with regard to infection prevention and control.

Safeguarding

- Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis.
- Adhere to the Hospice's safeguarding of adults and children policy, escalating all concerns as identified on safeguarding flow chart.
- Keep up to date with the Hospice's mandatory safeguarding training.

Last updated by:	Caroline Wheeldon	Date:	13/2/26
------------------	-------------------	-------	---------