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Job Description

Flexibank Children's Care Assistant

ellenor.org



01474 320007

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Job Title: Flexibank Childrens Health Care Assistant

Department: Children's Service

Contract Terms: Flexibank 0 hours - Shifts to be offered as required for the service

Salary: £12.21 to £12.77 Per Hour

Location: **ellenor** Hospice, Coldharbour Road, Gravesend, Kent.

Responsible To: Director of Care

Accountable To: Operational Lead Children's Service

Manages: N/A

About

Us: The organisation operates an in-patient ward located at the Hospice in Northfleet, comprehensive community services for adults and children, and a variety of outpatient and Wellbeing services. All services are supported and delivered through a multidisciplinary team (MDT).

The adult in-patient ward currently accommodates 7 beds. The Medical Service provides dedicated support to adult inpatients and outpatients, including ward rounds, admissions, home visits, and participation in MDT meetings.

The Adult Wellbeing Service offers outpatient clinics along with Physiotherapy, Occupational Therapy, and Wellbeing Services. These include Complementary Therapy, Counseling, Bereavement Support, Family and Carer Support, and Chaplaincy.

The Community Service comprises the Adult Hospice at Home Team and the Care Home Support Team. The Medical Team supports these services by reviewing patients in clinics, at home, and in nursing homes.

This service provides specialist nursing care and hands-on support, as well as short breaks for children with cancer or life-limiting care needs in their own homes. Medical support for the Children's Team is delivered by the young person's GP and consultants from tertiary centres in London.

The core area of service includes Dartford, Gravesham, and Swanley, covering a population of approximately 270,000 people, including over 45,000 adults aged 65 and above.



Scope and Job Purpose:

The post holder will be a key member of the Respite Team, working in direct partnership with Specialist Children's Nurses to deliver high-quality 1:1 care for children and young people with life-limiting or life-threatening conditions. Care will be provided within the child's own home or in appropriate community settings, tailored to individual needs and circumstances.

The role is designed to support both the medical and emotional well-being of children and young people aged 0-19, ensuring that each child receives compassionate, person-centred care that enhances their quality of life. The post holder will provide personal care and, where necessary, be supported and trained to carry out tasks related to complex healthcare needs.

In addition to individual care, the post holder will contribute to the planning, development, and delivery of structured group activities for children, young people, and their families. These sessions aim to promote engagement, social interaction, and enjoyment in a safe and supportive environment.

Working in close partnership with families, the post holder will adopt a sensitive and professional approach, ensuring the needs and preferences of both the child and family are at the heart of all care delivered.



Main Duties and Responsibilities:

- Work as a member of the Respite Team in direct partnership with the Specialist Children's Nursing team to provide holistic care to children and young people in their own homes.
- Provide basic and routine care to patients and undertake a designated range of clinical interventions as delegated and supervised by a Registered Nurse.
- Achieve and maintain high standards of nursing care at all times.
- Preserve and promote patient and family dignity and self-esteem.
- Assist in promoting patient independence and choice.
- Maintain a respectful, non-judgmental, and caring attitude towards all patients and their families.
- Recognise and report any changes in the condition of the patient and family.
- Assist in ensuring that patients are nursed in a safe, friendly, clean, comfortable, and welcoming environment.
- Promote an environment where relatives may participate appropriately as partners in a caring team.
- Assist with the assessment of patients' nutritional needs and the ordering of patients' meals.
- Assist patients at mealtimes, including feeding patients if required.
- Assist with and encourage the use of diversional and leisure activities, including the Therapeutic Activity Group (TAG) and Complementary Therapies.
- Develop, plan and deliver structured group activities for children and young people aged 0–19 and their families.
- Communicate relevant information about patients to the ward team at shift handover reports and other relevant meetings.
- Listen and talk with patients, relatives, and friends, and report any relevant information to the registered nurse.
- Assist with relevant documentation involving the admission/discharge of patients utilising electronic reporting systems.
- Participate in risk assessments, e.g., manual handling, mouth care, and pressure ulcer prevention.
- Participate in bereavement support initiatives, e.g., bereavement teas.

Management and Professional Accountability

- Demonstrate the ability to work effectively and reliably within a multi-professional team of staff and volunteers.
- Demonstrate the ability to attend to patients' personal care requirements, always ensuring dignity and respect.
- Demonstrate the ability to manage your workload whilst prioritising and communicating effectively.
- Recognise and work within budgetary constraints.
- Ensure the economic use of resources, assisting in ordering supplies and maintaining appropriate stock levels.
Report any defects in equipment to the sister/Operational lead or, in her absence, the nurse in charge.
- Participate in agreed "off-duty" planning methods and annual leave booking arrangements.



- Be aware of and comply with all Hospice and statutory policies and procedures as appropriate.
- Ensure accurate recording of written and verbal communications

Education, Training, and Personal Development

- Always maintain personal and professional boundaries.
 - Participate in the induction, supervision, ongoing training and support of newly recruited nursing assistants and volunteers.
 - Participate in the ongoing education programme of the Hospice by attending appropriate in-house study days/sessions and courses
 - Keep up to date with current legislation, practice issues and relevant developments in palliative and bereavement care.
 - Be responsible for a delegated area of special responsibility and interest.
 - Participate as an active member of in-house working parties/project teams under the direction of a Registered Nurse.
 - Identify learning needs and participate in the planning, development and implementation of a personal development plan.
 - Achieve competencies appropriate to the role of the Nursing Assistant in palliative care.
- Promote the work of **ellenor** and behave as a fit representative upholding its policies and procedures and reflecting its values.

Health and Safety

The post holder has the responsibility to take reasonable care of self and others regarding managing risk, health and safety and will be required to work within appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department or role.

General:

- Adapts and develops in line with the changing needs of the role,
- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level, as required,
- To maintain up-to-date mandatory and essential role training
- Works flexibly across sites and departments from time to time as may be requested by their managers,
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers,
- To follow all policies and procedures,
- Work within own professional Code of Conduct at all times
- To be aware of the staff values of the ellenor and to behave as a fit representative.

Person Specification:

(All criteria are essential unless stated otherwise)

Education / Qualifications:

- NVQ level 2/3 in Health & Social Care
- Nursery Nurse qualification or equivalent (Desirable)
- Hold a full UK driving licence

Experience:

- Experience of working with children and young people
- Experience in undertaking basic personal care tasks
- Understanding of the impact that living with a life-limiting illness has on children and families
- Ability to work in a compassionate way
- Experience in working with children and young people in a care, community, or education setting. (Desirable)
- Evidence of providing total care for children and young people with complex needs or disabilities. (Desirable)

Knowledge, Skills and Attributes:

- Understand the concept of confidentiality
- Ability to work without direct supervision and use own initiative
- Up-to-date clinical nursing skills
- Excellent communication skills
- Team player
- Ability to work in stressful and emotive situations
- Good understanding of the needs of patients and relatives during end-of-life care.

