

Working for St Ann's

We're proud to care
We're proud to work together
We're proud to make a difference



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

All of our team members will role model our core values...

People matter

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



Brave and bold

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



Lead and learn

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



Together we are stronger

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



Job Role Profile

Outpatient Assistant Practitioner

Salary

Hospice Band 4
£26,541 - £29,114 pro rata
Competency Based Framework (levels 1-3)

Location

Heald Green/Little Hulton/Off-site
Part of a cross site team

Responsible to

BYC Team Leader

Core Purpose

To assist with the delivery of personalised rehabilitative specialist palliative care outpatient and outreach services.

Job summary

The Outpatient Assistant Practitioner is a non-occupational specific role developed to support the delivery of high-quality specialist palliative care to patients accessing outpatient and outreach services.

The Outpatient Assistant Practitioner does not require daily supervision and should be able to take responsibility for their work within pathways of care and that of others within a broad competency framework.

The Outpatient Assistant Practitioner will be an integral part of the multidisciplinary team developing and maintaining strong working relationships with internal colleagues and external referrers/stakeholders to support timely and efficient access to, outpatient service provision and discharge from outpatient services.

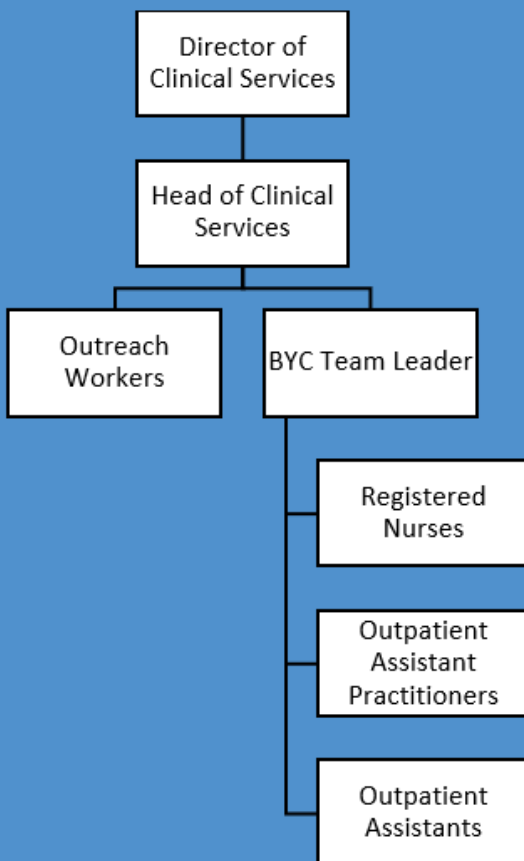
The post holder will work autonomously within the clearly defined boundaries and carry out specific delegated clinical tasks and responsibilities that may cross professional demarcations of care.

The post holder will be able to maintain confidentiality & data protection regarding all personal information and hospice activity, operating within current legislation.

Work as an effective & responsible cross site team member, organising, managing and prioritising own workload supporting other areas of the team as needed

St Ann's delivers a service across a number of sites. Whilst you will have a specific base, there may be occasions where you are required to provide cross-site/service cover.

There will be an element of lone working, remote working without direct supervision, teaching and involvement with the development of the outpatient and outreach services, therefore work could take place in a range of community/health and social care environments.



Responsibilities

The Outpatient Assistant Practitioner will –

- ✓ Be a point of contact for patients, carers & other agencies/disciplines, communicating where there could be barriers to understanding
- ✓ Attend meetings and feedback relevant information
- ✓ Be able to manage own workload effectively and efficiently.
- ✓ Support clinical staff with facilitating timely and effective access to and discharge from outpatient and outreach services
- ✓ Ensure accurate record keeping in accordance with the organisations policy
- ✓ Enable and empower patients to develop self-management skills, promoting individuals to set realistic goals.
- ✓ Identify, act and minimize risk to patients and carers
- ✓ Ensure that care and support is consistent with the principles of the mental capacity act
- ✓ Contribute to the holistic assessment and support of the specialist needs of patients accessing the specialist palliative care service
- ✓ Provide physical, psychological and spiritual support and advice to patients, their families or those close to them
- ✓ Support the training and development of new staff, pre-registration students, those undertaking workplace training, formal and informal carers
- ✓ Work without direct supervision of the registered practitioner in the implementation of programmes of care appropriate to outpatient and outreach settings, and evaluate the effectiveness of interventions and feedback effectively

Requirements

The Outpatient Assistant Practitioner will have –

- ✓ Assistant Practitioner Qualification
- ✓ Excellent communication skills, completion of communication skills training would be an advantage
- ✓ Experience of delivering health/social care in a similar role

The Outpatient Assistant Practitioner will be able to –

- ✓ Demonstrate excellent verbal and written communication skills
- ✓ Use their initiative and effectively manage their time and workload
- ✓ Demonstrate basic IT skills E.g. Word, Outlook, Teams
- ✓ Identify own development needs and show evidence of continued professional development
- ✓ Demonstrate an understanding of specialist palliative care
- ✓ Prioritise competing tasks effectively
- ✓ Work single handed
- ✓ Work as a team player
- ✓ Demonstrate a working knowledge of Electronic Medical Record/patient database (e.g. EMIS Web), and have an understanding of updating care records
- ✓ Maintain strict confidentiality
- ✓ Work with patients with a kind, empathetic and person centred rehabilitative approach in line with the clinical strategy

Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.

Terms and conditions for the Outpatient Assistant Practitioner

Contract	Permanent
Work Pattern	30 hours per week (Monday – Friday)
Location	Part of a Cross site Team- Heald Green, Little Hulton, and outreach settings.
Free Parking	Free parking at our Heald Green, Little Hulton and Neil Cliffe Centre hospice sites.
Holiday	35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.
Pension	Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contribution's into the scheme in the previous 12 months).
Life Cover	All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by St Ann's Hospice.
Health Cash Plan	We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.
Employee Assistance Programme	Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.
Probation	Six months.
Notice	Four weeks.



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

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