With you, we're making the difference.
Together, we can achieve more.

JOB DESCRIPTION AND PERSON SPECIFICATION

Community Palliative HealthCare Assistant

Urgent Care Northampton

For you.
For them.
With us.

For you: we offer a fulfilling career, full of support, compassion, respect, fulfilment, and benefits.

For them: we overcome challenges and achieve more for our patients and their outcomes.

With us: we're united through purpose, teamwork, shared pride and fulfilment. Our values, behaviours and principles.

Our values, behaviours and principles

At DHU, how we work is just as important as what we do. Our Behavioural Framework (below) is rooted in our CARE values and sets out the behaviours we expect from everyone. Together, these behaviours shape a culture where every role and every person matters.

When you become part of DHU, you join an organisation where these values are lived every day by our people, for our patients, and within our communities.

Compassionate
We show kindness, consideration in everything we do

I will:
- Demonstrate kindness and understanding when I interact with colleagues and patients
- Show consideration and treat my colleagues the way I'd like my closest friends to be treated in their workplace
- Be mindful of non-verbal communication and the impact it can have on others
- Look out for and support my colleagues

I will not:
- Use unkind words or actions towards others
- Gossip or talk about people in ways I wouldn't do directly to them
- Bully, discriminate, exclude or turn a blind eye to bullying, discrimination or exclusion
- Deflect responsibility or apportion blame on others unfairly

Accomplished
We are adaptable, professional and provide the best…

I will:
- Be open to others making suggestions and ideas about how things could be done better
- Show courage and respectfully call out behaviour or words that don't align with our values
- Use our procedures supportively, consistently and respectfully.
- Ask for help before things become problematic
- Learn from mistakes

I will not:
- Be dismissive about new ways of working
- Reject ideas or constructive feedback without considering them fully
- Escalate matters inappropriately
- Copy others into emails unless they really need to know
- Delay or avoid a difficult conversation or response to a difficult situation.
- Hold onto expertise, I will share it with others.

Respectful
We recognise the value that individual and team differences bring

I will:
- Be polite and respectful with my tone of voice and choice of words
- Take time to actively listen to others
- Be considerate of others and seek a constructive outcome
- Understand that others' values and opinions may differ from my own; and be respectful of them
- Acknowledge colleagues' contributions and give praise

I will not:
- Act in a way that could humiliate others or diminish their dignity
- Dismiss others' feelings and perceptions
- Judge or look down on people who have different opinions, are vulnerable or unwell.
- Copy others into emails for any reason other than their information
- Forget that others need to be able to communicate with me (so will check my emails/Teams messages)

Encouraging
We believe everyone matters, so we inspire confidence in others

I will:
- Genuinely offer help and support to others
- Encourage those who may not feel able to share or contribute
- Celebrate diversity enabling everyone to feel they 'belong'
- Give constructive feedback directly, respectfully and in a timely way
- Celebrate individual and team successes

I will not:
- View questions or requests for help as a sign of weakness
- Look out just for myself and my own personal interest.
- React negatively when given constructive feedback
- Forget that it takes a team to succeed
- Demonstrate favouritism, exclusion or isolation of other

Job Description and Person Specification

Position:	Community Palliative HealthCare Assistant
Division:	Urgent Care Northampton
Location:	Corby, Lakelands Hospice / Daventry, Danetre Hospital
Reporting to:	Deputy Operations Manager
Band:	DHU Band 2, £24,853 per annum (pro rata)
Last reviewed:	09/26

Purpose of the role

- The Healthcare Assistant will support the delivery of DHU Healthcare's Day and Night-time Palliative and End of Life Care (NPEoL) service by providing safe, compassionate and person-centred care to individuals approaching the end of life within their own homes.
- The post holder will frequently work independently, delivering delegated care within their assessed level of competence and under the direction of a registered healthcare professional. They will be expected to recognise changes or deterioration in an individual's condition and escalate concerns promptly in accordance with established clinical pathways and organisational procedures.
- Responsibilities include the provision of personal and intimate care, repositioning, pressure-area care, and support with nutrition and hydration. Where appropriate, the role may also include care after death. The post holder will provide sensitive reassurance and practical support to patients, their families and carers throughout the care journey.
- All care must be delivered in a manner that promotes dignity, comfort, choice, safety and quality of life. Clinical or patient-specific interventions must only be undertaken where appropriately delegated, within the agreed scope of practice and following completion of the required training and competency assessment.

Performance Measures

- Safe and effective care: Delivers all delegated care safely, consistently and within the agreed scope of practice, with full compliance with care plans, clinical guidance, safeguarding requirements and organisational policies.
- Responsive escalation: Recognises and promptly reports changes or deterioration in a patient's condition, following the appropriate escalation pathway and completing required documentation accurately and within agreed timescales.
- Quality and dignity: Provides compassionate, person-centred care that maintains each patient's dignity, comfort, privacy and choice, evidenced through patient, family and carer feedback and the absence of substantiated concerns.
- Professional standards: Maintains all mandatory training and role-specific competencies within required timescales and actively participates in supervision, appraisal and ongoing learning and development.
- Reliable service delivery: Demonstrates effective lone working, time management and adaptability, attending allocated visits punctually and promptly communicating any delay, concern or change affecting care delivery.
- CARE values and teamwork: Consistently demonstrates DHU's Compassionate, Accomplished, Respectful and Encouraging values through professional conduct, effective communication, collaborative working and a willingness to speak up, learn and support others.

Key areas of accountability and responsibility

Care Delivery:

- Deliver safe, compassionate and person-centred end-of-life care that promotes dignity, comfort, privacy and individual choice.
- Provide personal and intimate care in accordance with the personalised care plan, undertaking delegated activities only within the agreed scope of practice and assessed competence.
- Support with medicines only where authorised, appropriately delegated and permitted under DHU Healthcare policy.
- Provide dignified care after death where this is included within the service model and the post holder's assessed competence.

Communication and Escalation:

- Communicate sensitively and effectively with patients, families, carers and members of the multidisciplinary team, maintaining appropriate professional boundaries.
- Recognise and promptly escalate clinical deterioration, uncontrolled symptoms, safeguarding concerns, environmental risks and concerns regarding a carer's ability to cope.

Safety, Quality and Governance:

- Work safely and professionally within patients' homes, complying with lone-working, infection prevention and control, moving and handling, equipment and personal-safety procedures.
- Maintain accurate, timely and contemporaneous care records and report incidents, risks and concerns in accordance with DHU Healthcare policies.
- Comply with mandatory training, competency, confidentiality, data protection and clinical governance requirements.

Operational Responsibilities:

- Maintain operational readiness by completing vehicle safety checks and ensuring clinical equipment is appropriately stocked, secure and fit for use.
- Maintain contact with the operational base while travelling between visits, in accordance with lone-working and security procedures.

Campaign Delivery & Support:

- Support the creation and delivery of targeted marketing and engagement campaigns across digital and traditional channels.
- Produce engaging, audience-specific content including adverts, social media posts, case studies, flyers, presentations, and internal materials.
- Support with scheduling, publishing, and monitoring campaign content across platforms.

Communication Development:

- Ensure brand guidelines, tone of voice and key messaging are consistently applied across all marketing materials.
- Assist in producing compelling content that reflects DHU's values, culture, and people offer.
- Contribute ideas to creative briefs and provide quality control on visual and written outputs.

The job description may be subject to review over time in discussion with the post-holder.

This job description is not exhaustive, and it is expected that the post holder will be flexible in their approach, and undertake any reasonable duties, commensurate with the post, as requested by Management/Directors.

Person specification

The Person Specification defines the essential and desirable criteria a candidate needs to be successful in the role. It helps ensure fair and transparent recruitment and should align with DHU's values and capability expectations.

Structure your criteria under clear headings, such as these example below:

Experience & Qualifications

- Four GCSEs at grades A–C/4–9, or equivalent, including English and Mathematics, or demonstrable equivalent experience — **Essential** — Application form/certificates
- Level 2 qualification in health or social care, or equivalent relevant qualification or experience — **Essential** — Application form/certificates
- Care Certificate, or willingness to complete it within the required timeframe — **Essential** — Application form/certificates
- Full valid driving licence and ability to meet the travel requirements of the role — **Essential** — Application form/licence checks
- Recent experience of delivering direct personal and intimate care to adults with complex, frail or deteriorating health needs — **Essential** — Application form/interview
- Experience of communicating sensitively with patients and families in distressing or emotionally demanding circumstances — **Essential** — Application form/interview
- Experience of delivering delegated care, recognising changes in condition and escalating concerns appropriately — **Essential** — Application form/interview
- Experience of maintaining accurate written and electronic care records and communicating with a range of services — **Essential** — Application form/interview
- Experience of palliative or end-of-life care in a community or home setting — **Desirable** — Application form/interview

Knowledge & Skills

- Ability to provide personal, intimate and comfort-focused care while maintaining dignity, privacy, consent and individual choice — **Essential** — Application form/interview
- Ability to communicate sensitively and clearly with people approaching the end of life and with families and carers — **Essential** — Application form/interview
- Ability to work safely and independently in patients' homes, follow personalised care plans and recognise the limits of own competence — **Essential** — Application form/interview
- Ability to recognise and promptly escalate deterioration, uncontrolled symptoms, safeguarding concerns and changes in environmental or carer risk — **Essential** — Interview/scenario assessment
- Knowledge of consent, capacity, safeguarding, confidentiality, professional boundaries and person-centred care — **Essential** — Application form/interview
- Competence in moving and handling, infection prevention and the safe use of relevant equipment, or willingness to complete the required training and competency assessment — **Essential** — Application form/interview/competency assessment
- Effective written and verbal communication, organisation, time-management and problem-solving skills — **Essential** — Application form/interview
- Ability to use email, digital systems and electronic care records confidently and securely — **Essential** — Application form/interview

Personal Attributes

- Commitment to compassionate, respectful and person-centred palliative and end-of-life care - **Essential** — Application form/interview
- Emotional maturity and ability to remain calm and professional in sensitive or challenging circumstances — **Essential** — Interview
- Ability to work reliably both independently and as part of a multidisciplinary team, maintaining professional boundaries and seeking support when required — **Essential** — Application form/interview
- Ability and willingness to work nights, weekends and bank holidays, travel between patients and respond flexibly to service and rota requirements — **Essential** — Application form/interview
- Ability to manage the emotional and physical demands of caring for people approaching the end of life and following death — **Essential** — Interview
- Commitment to role-specific training, supervision, reflective practice and competency assessment — **Essential** — Application form/interview

Key policies and what we expect from each other

Belonging: At DHU, we want everyone to feel like they truly belong. We believe our team should be just as diverse as the people and communities we care for. Whoever you are, wherever you're from - you're welcome here. We're all about building a culture where everyone feels seen, heard, and valued.

Diversity: We're proud of the different backgrounds, experiences and perspectives our people bring. That's what makes us strong. We treat everyone fairly and respectfully, and we're committed to creating a workplace that celebrates what makes each of us unique. No one should ever feel left out, left behind, or treated differently.

Safeguarding: Keeping people safe is at the heart of what we do. Whether it's patients or colleagues, children or adults - we all share a responsibility to look out for one another and speak up if something doesn't feel right.

Health & safety: Everyone has a part to play in staying safe at work. Be mindful of how your actions affect others and follow our health and safety guidance. If you see something that's not safe, speak up.

Wellbeing: Look after your own health and wellbeing, and help create a positive, supportive workplace for everyone. Use the resources available, treat colleagues with respect, and speak up if something isn't right. Together, we can make DHU a place where everyone can thrive.

Engagement: Support and promote employee engagement by collaborating effectively, communicating openly, and contributing to a positive team culture.

Infection prevention and control: A clean and safe space is everyone's responsibility. Stick to our infection prevention guidance - it helps protect you, your team, and the people we care for.

Looking after our planet: We all have a part to play in protecting the environment. At DHU, we do our bit by using resources wisely and keeping waste to a minimum. That means recycling and sorting waste properly, switching off lights and equipment when we're not using them, reporting heating or cooling issues as soon as they happen, and cutting down on unnecessary travel. Small actions, big difference - especially when we all do them together.

Teamwork: As part of our DHU team, you might be asked to take on different tasks now and then to help us meet our goals. We all pitch in where we can, support each other, and stay flexible to keep things running smoothly.

Postholder acknowledgement

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

Please Note: If you are unclear of any requirement in this document obtain clarification from your line manager.

First name:	
Surname:	
Signature:	**Date:**

DHU Healthcare is the trading name of DHU Health Care C.I.C., a limited company registered in England and Wales. Registration no. 05834163. Registered office: No:2, Roundhouse Rd, Derby, DE24 8JE.