

JOB DESCRIPTION

Job Title:	Healthcare Assistant
Team/Directorate:	In-House Care Team
Salary range/pay band:	£23,521.53- £25,717.14 Plus Geographical allowance and enhancements (Band 2/3)
Reports to:	Lead Nurse
Hours:	37.5 hours
Location:	Christopher's, Old Portsmouth Road, Artington, Guildford, GU3 1LP
Job holder:	Vacant

Introduction to Shooting Star Children's Hospices

Shooting Star Children's Hospices

Shooting Star Children's Hospices provides specialist care and support to families who have a baby, child or young person with a life-limiting condition, or who have been bereaved. Rated 'Outstanding' by the Care Quality Commission, we support families across Surrey, north-west London and south-west London from diagnosis to end of life and throughout bereavement with a range of nursing, practical, emotional and medical care.

Our specialist care and support is free of charge to families and available 24 hours a day, 365 days a year. It includes specialist nursing in the community, symptom management and pain relief, overnight respite stays, end-of-life care, specialist bereavement care and a comprehensive range of therapies, groups and clinics for the whole family.

At the heart of what we do are our dedicated staff; their exceptional commitment and professionalism means every family has the opportunity to **make every moment count**.

It costs £10 million a year to run Shooting Star Children's Hospices. Just 30% of our funding comes from the government, so we rely on our supporters' generosity to keep the service running. We employ 175 members of staff, including 98 nursing and medical staff, and support around 700 families.

Introduction to Care Teams

Care Teams: The Care Teams are the heart of our organisation, consisting of dedicated nurses, healthcare assistants, and support staff. They provide compassionate and personalised care to children with life-limiting conditions, focusing on pain management, symptom control, and emotional support for both the child and their family. The Care Teams works closely with medical professionals to ensure holistic care is tailored to each child's needs.

Family Support Team: Our Family Support Team offers emotional, practical, and spiritual support to families navigating the challenges of caring for a seriously ill child. This team includes counsellors, social workers, and volunteers who provide guidance, companionship, and resources to help families cope with the emotional and practical aspects of their journey.

The Strategy and Partnerships Team at Shooting Star Children's Hospices focuses on developing and implementing strategic initiatives to advance the Hospices mission and expand its impact. This team builds and nurtures partnerships with key stakeholders, including healthcare providers, government agencies, corporate sponsors, and community organisation, to enhance service delivery, raise awareness, and secure resources for the hospices. They also analyse market trends, conduct research, and develop long-term plans to ensure the sustainability and growth of Shooting Star Children's Hospices.

Part 1: Job Profile

Main purpose of job

To take a role in creating a welcoming, safe and caring environment in which families can be relieved of all or some of the care needs of their child, working alongside them and supporting them.

Duties and key responsibilities

- To support and assist in providing nursing / palliative care for the children, ensuring that the needs of the children and their families are at the centre of all decisions.
- To participate in the appropriate clinical care of the children.
- Assist with nutrition where applicable (i.e. assisting with menu completion, feeding assistance), working closely with the Nurses.
- Participate equally with all Care Team members in general household duties.
- To behave at all times in a manner that is sensitive to the differing cultural and religious needs of the children / families.
- To ensure that the provision of care is consistent with the policies and philosophy of Shooting Star Children's Hospices.
- To be aware of child protection issues and be able to take the required action. To identify personal training and development needs with the Care Team Leader / Head of Care.
- To attend appropriate in-house training as identified in the personal development plan and to take proactive advantage of the professional support offered by Shooting Star Children's Hospices to meet the demands of working within this challenging field.
- To provide in-house training where appropriate with colleagues.
- To work with the Lead Nurses and the Head of Hospice Services to promote and develop the work of Shooting Star Children's Hospices.
- To ensure the maintenance of effective communication skills with the children and families, within the care team, and with the Shooting Star Children's Hospices Management team.
- To report complaints relating to patient care and inform the Lead Nurses or Head of Hospice Services as soon as possible, to ensure that the complaint is recorded and a report prepared in accordance with the complaints procedure.
- To act in accordance with, and adhere to, all Shooting Star Children's Hospices policies, guidelines, procedures and standards.
- To take reasonable care not to endanger yourself or anyone else by act or omission.
- To take reasonable care of your health and safety and that of other people who may be affected by your acts or omissions at work, and to ensure that statutory regulations, organisational policies, codes of practice and safety rules are adhered to.

Part 2: Main duties and key responsibilities

Professional

- To take responsibility for your personal development in liaison with your line manager.
- To take responsibility for undertaking the four elements of annual mandatory training, i.e. Fire Safety, Safeguarding Children, and Infection Control. Moving and Handling.

Mandatory Criteria

1. Other duties

The post holder will be working in a developing environment, and they will therefore be expected to undertake other appropriate duties as required for the effective operation of Shooting Star Children's Hospices.

2. Professional Codes of Conduct

The post holder will be required to respect professional codes of conduct and practice relevant to their role, as appropriate

3. Health and Safety

Be responsible for health and safety in the area under their control and ensure that they are familiar with Shooting Star Children's Hospices policy on health and safety at work.

4. Mandatory Training

The post holder will attend all mandatory training relevant to their role

5. Our values and behaviours

Shooting Star Children's Hospices is a leading children's hospice charity for babies, children, and young people with life-limiting conditions, and their families. We require that all our staff share our common values and display behaviours that will enable us to achieve our goals.

Professionalism – *we will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.*

Respect – *We will treat each other with the utmost respect.*

Integrity – *We will be open, honest and transparent in all that we do.*

Diversity – *We will respect individuality and ensure inclusion and fairness to all.*

Excellence – *We will strive for excellence in all that we do.*



Behaviour Framework

PRIDE values	Expected behaviours	Aspirational behaviours
 Professionalism We will safeguard our families, each other and our organisation by working to ethical and professional standards at all times.	Maintains high standards, respects confidentiality, demonstrates reliability, actively seeks development, adapts to change and collaborates effectively. Acts as an ambassador for the charity.	Leads by example in professional conduct, supports others and proactively contributes to projects to improve our services.
 Respect We will treat each other with the utmost respect.	Shows empathy and sensitivity, maintains respectful communication, actively listens, responds constructively to feedback and fosters an inclusive environment.	Champions and supports a culture of respect, promotes understanding and inclusivity, takes an active role in initiatives to create a positive workplace environment and actively encourages new ideas and perspectives.
 Integrity We will be honest and transparent in all that we do.	Behaves in an ethical manner, adheres to Shooting Star policies and procedures, demonstrates honesty and transparency, shows moral courage and maintains ethical standards under pressure.	Promotes an environment where concerns can be constructively raised, and takes responsibility and seeks solutions.
 Diversity We will respect individuality and ensure inclusion and fairness to all.	Values and respects diversity, treats everyone fairly, embraces learning and supports inclusive workplace initiatives.	Continuously expands knowledge and expertise, seeks out opportunities to improve organisational inclusivity, and challenges discrimination and shares knowledge.
 Excellence We will strive for excellence in all that we do.	Delivers high-quality work, consistently meets our high standards, seeks improvements, demonstrates initiative and creativity, and participates in organisational development.	Continuously strives for personal, professional and organisational improvement, and is regarded as outstanding.

Shooting Star Children's Hospices is committed to ensuring the welfare and safety of children and young people. All staff members are expected to adhere to our safeguarding policies and procedures. This includes undergoing appropriate training, following reporting protocols for any concerns related to child welfare, and promoting a safe and supportive environment for children and young people. We are committed to equal opportunities and consider all applicants in line with the Rehabilitation of Offenders Act 1974.

Before commencing employment, successful candidates will be required to provide satisfactory references and undergo a Disclosure and Barring Service (DBS) check.

Part 3: Person specification: Qualifications, experience, and skill levels

Essential and desirable skills and experience

	Essential	Desirable
Skills and experience	NVQ Level 2 in relevant field – Health and Social Care, Nursery Nurse Care Certificate – or willingness to undertake	NVQ Level 3 Health and Social Care
Others	<p>Ability to motivate others</p> <p>The ability to work on own initiative and under pressure.</p> <p>The ability to adapt working patterns to provide the flexibility of service required by the families seeking our care.</p> <p>Sound communication skills both written and verbal</p> <p>Basic IT skills</p> <p>Moving and handling children with complex needs</p>	<p>Competent in caring for children and young people who use enteral feeding devices (Gastrostomy tube)</p> <p>Experience of seizure management</p> <p>Experience of children requiring oxygen support</p> <p>Experience of using suction management devices</p>

What we offer

Pension scheme

- NHS Pension Scheme (eligible employees)
- Stakeholder pension scheme
- Employee contribution 3.5%
- Shooting Star Children's Hospices contribution 4.5%
- Additional contributions – we will pay 1% above the contribution up to a limit of 7%

Annual leave

- 35 days including Bank Holidays rising with length of service
- 2 weeks paid sabbatical leave after 5, 10 and 15 years' service

Contractual benefits

- Generous sick pay scheme
- Enhanced maternity, adoption, and paternity leave pay
- Flexible working arrangements
- Death in service benefits
- Reimbursed professional membership fees
- Eye care
- Employee referral scheme
- Blue Light discount card

Health and wellbeing

- Employee Assistance Programme
- Occupational Health
- Mindfulness sessions
- Cycle to work scheme
- Mental Health First Aiders
- Nutritionally balanced meals at Christopher's (free employees)



Until
December
2025

PROUD TO BE
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Equality, diversity and inclusion

Shooting Star Children's Hospice is committed to inclusion and diversity in everything we do. We know that getting things right is critical for us to live our organisation's values: Professionalism, Respect, Integrity, Diversity and Excellence.

We are always trying to improve our way of working to be more inclusive and equal. Our vision is for Shooting Star Children's Hospice to be a place where people of all backgrounds, groups and communities feel welcomed to work and volunteer.



Bronze UK

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We are a committed
Compassionate Employer



Registered Charity No: 1042495.