# Hospice Aide-Hospice House

**Responsible to**   
Hospice House Nurse Manager

**Description**As a member of the interdisciplinary team the Hospice Aide will provide personal care services to the terminally ill patient and perform related tasks in the hospice facility in accordance with the plan of treatment as assigned by the RN team leader.

### JOB DUTIES/KNOWLEDGE (40%)

|  |  |
| --- | --- |
| \_\_\_\_\_\_  \_\_\_\_\_\_  \_\_\_\_\_\_    \_\_\_\_\_\_\_  \_\_\_\_\_\_  \_\_\_\_\_\_  \_\_\_\_\_\_  \_\_\_\_\_\_  \_\_\_\_\_\_  \_\_\_\_\_\_    \_\_\_\_\_  \_\_\_\_\_  \_\_\_\_\_  \_\_\_\_\_  \_\_\_\_\_\_  \_\_\_\_\_\_  \_\_\_\_\_\_  \_\_\_\_\_\_ | 1. Adheres to written and oral instructions for patient care as prepared by the Nurse.  2. Checks temperature of the facility kitchen refrigerator and logs results daily.  3. Assists the patient with all aspects of personal care, ambulation and positioning as  required.  4. Receives food, checks temperatures and logs and prepares meals. Assists with feeding  as required.  5. Performs housekeeping services that are necessary for the health and safety of the  patient/family/caregiver.  6. Cleans toys in playroom every shift as needed.  7. Provides guidance to the family/caregiver regarding personal care of the patient.  8. Attends and participates in, morning report, inservices, department and agency meetings  and other related activities.  9. Follows the guidelines for universal precautions when providing patient care.  10. Maintains records of services performed using documentation guidelines and standards  set forth by the Facility.  11. Answers telephone within three rings, identifies department and self, directs call to  appropriate person or assists caller.  12. Answers patient’s call bell without delay-within thirty seconds.  13. Maintains strict confidentiality of patient/family/caregiver information.    14. Provides for a safe environment for patients, guests, visitors and employees.  15. Adheres to all policies, procedures and regulations regarding patient care, conduct,  safety, fire, security and risk management.  16. Participates in the agency’s Quality Assessment/Pefformance Improvement program.  17. Completes work, care and documentation with accuracy, neatness and within agency  time frames.  18. Adheres to agency infection contriol and safety policies, including education, reporting of  own infections and practices implementation specific to job position. Encourages  families and visitors to participate in infection control practices. |

### MISSION/AGENCY STANDARDS (20%)

**Demonstrates organizational awareness and commitment**

|  |  |
| --- | --- |
| \_\_\_\_\_\_ | 1. Understands and appropriately applies the chain of command in relation to job position and supervision. |
| \_\_\_\_\_\_ | 2. Knows and understands the agency mission in relation to own job position. |
| \_\_\_\_\_\_\_ | 3. Requires minimal supervision and is self-directed. |

**Observes confidentiality policy at all times**

|  |  |
| --- | --- |
| \_\_\_\_\_\_ | 3. Protects and honors customer and coworker confidentiality. |
| \_\_\_\_\_\_ | 4. Respects customers’ and coworkers’ right to privacy. |

**Observes attendance and attire policies**

|  |  |
| --- | --- |
| \_\_\_\_\_\_ | 5. Meets attendance and punctuality expectations. |
| \_\_\_\_\_\_ | 6. Demonstrates cooperation with scheduling requests to meet agency needs. |
| \_\_\_\_\_\_ | 7. Consistently adheres to agency dress code. |

**Complies with all other related policies, procedures and requests**

|  |  |
| --- | --- |
| \_\_\_\_\_\_ | 8. Demonstrates knowledge of policies and procedures applicable to own job position. |
| \_\_\_\_\_\_ | 9. Adheres to policies and procedures. Honors requests of management for interim rules. |

**Conserves agency resources**

|  |  |
| --- | --- |
| \_\_\_\_\_\_ | 10. Maintains agency property, supplies and equipment in a manner that demonstrates ownership and accountability. |
| \_\_\_\_\_\_ | 11. Maintains the work area to reduce the likelihood of safety hazards and to enhance its general appearance. |

### COMMUNICATION SKILLS (20%)

**Demonstrates interpersonal understanding and utilizes effective communication skills**

|  |  |
| --- | --- |
| \_\_\_\_\_\_ | 1. Considers effects of words and actions on others. Uses words that express respect, patience and understanding in interactions with others. |
| \_\_\_\_\_\_ | 2. Utilizes listening skills that indicate understanding and promotes accurate interpretation of others’ concerns, motivations and feelings. Acknowledges others verbally and nonverbally (eye contact, expression, tone of voice) promptly and courteously. Follows appropriate phone etiquette. |
| \_\_\_\_\_\_ | 3. Recognizes the influence of beliefs and cultures on behaviors and accepts strengths and limitations in others. |
| \_\_\_\_\_\_ | 4. Works toward resolution of interpersonal conflicts as they arise. Develops cooperation and collaborative work efforts that generally benefit all involved parties. |
| \_\_\_\_\_\_ | 5 Attends and participates positively in meetings. |
| \_\_\_\_\_\_ | 6. Demonstrates the initiative to meet the needs of the agency by assisting coworkers when work load permits. |

### PERSONAL/PROFESSIONAL DEVELOPMENT (10%)

**Continuing education and personal/professional development responsibilities**

|  |  |
| --- | --- |
| \_\_\_\_\_\_  \_\_\_\_\_\_ | 1. Maintains personal health status requirements in relation to job position-per policy and addressed by Employee Health Nurse.  2. Supports positive practices to maintain own health, physical and mental. Develops good personal boundaries. |
| \_\_\_\_\_\_ | 3. Maintains professional licensure/certification. |
| \_\_\_\_\_\_ | 4 Maintains current personnel file information and provides information to agency in timely manner. |
| \_\_\_\_\_\_ | 5. Sets own development challenges and volunteers to learn. Regularly reads and appropriately applies information to practice. |
| \_\_\_\_\_\_ | 6. Assists with orientation of new personnel. |
| \_\_\_\_\_\_ | 7. Attends agency provided inservice programs to fulfill requirements of position and agency policies. |

**Exhibits adaptability, flexibility, self-control and maturity in work and behavior**

|  |  |
| --- | --- |
| \_\_\_\_\_\_ | 8. Maintains stable performance and emotions when faced with opposition, pressure and/or stressful conditions. |
| \_\_\_\_\_\_ | 9. Recognizes codependency issues in caregiving roles and exercises caution in relationships to maintain objectivity. |
| \_\_\_\_\_\_ | 10. develops work relationships that honor and respect others’ strengths and abilities. |
| \_\_\_\_\_\_ | 11. Demonstrates a positive attitude and working relationship with staff members and others. |
| \_\_\_\_\_\_ | 12. Carries out duties and responsibilities of position in a manner that exemplifies excellent  customer service |
| \_\_\_\_\_\_ | 13. Consistently represents the Facility to all internal and external customers with integrity and  professionalism. |

### PROBLEM SOLVING (10%)

**Exhibits critical thinking abilities and applies them for continuous improvement of services and the agency**

|  |  |
| --- | --- |
| \_\_\_\_\_\_ | 1. Uses own knowledge and experience base and other resources as necessary to make logical decisions and solve problems. |
| \_\_\_\_\_\_ | 2. Continuously analyzes work processes and makes suggestions for improvement. |

### Qualifications

1. Certified in good standing in South Carolina as a Certified Nursing Assistant
2. Successful completion of a nurse aide course that meets federal/state requirements.
3. Successful completion of the written competency exam and the skills demonstration evaluation required for home health aide certification by the agency.
4. Takes oral and written instruction well.
5. Works in a team responsibly and insependently withour direct supervision.
6. Records observations and activities.
7. Good communication skills.
8. Knowledge and Abilities:
9. Demonstrated knowledge and skills necessary to provide care to and communicate with primarily the geriatric and adult population, and to a lesser degree the pediatric population.
10. Demonstrated knowledge of the principles of growth and development over the life span.

### Degree of Travel

Occasional travel to local pharmacy or hospital laboratory.

### Degree of Disruption to Routine, Overtime

Must be able to adapt to client status and needs, as directed. Schedule changes occasionally due to staffing, client condition, new clients, etc. Rare overtime opportunities, voluntary when possible.

### Safety Hazards in Job

Possible infections from clients. Possible auto accident.

## JOB TITLE: Certified Nursing Assistant/Home Health Aide

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| PHYSICAL DEMANDS | NEVER | OCCASIONALLY | FREQUENTLY | CONTINUALLY |
| Sit |  | X |  |  |
| Stand |  |  |  | X |
| Walk |  |  |  | X |
| Bend/Stoop |  |  |  | X |
| Squat |  |  |  | X |
| Crawl |  | X |  |  |
| Climb |  | X | X |  |
| Reach Above Shoulder Level |  |  | X |  |
| Kneel |  |  | X |  |
| Balance |  |  |  | X |
| Lift, Carry, Push, Pull |  |  |  |  |
| Maximum 10 Lbs. |  |  |  | X |
| Maximum 20 Lbs. |  |  |  | X |
| Maximum 50 Lbs. |  |  |  | X |
| Maximum Over 50 Lbs. |  |  |  | X |
| Must Be Able To |  |  |  |  |
| See |  |  |  | X |
| Hear |  |  |  | X |
| Speak |  |  |  | X |
| Use One Hand |  |  |  | X |
| Use Both Hands |  |  |  | X |
|  | | | | |
| Environmental Conditions | NEVER | OCCASIONALLY | FREQUENTLY | CONTINUALLY |
| Involves Being |  |  |  |  |
| Inside |  |  |  | X |
| Outside |  | X |  |  |
| Exposed to Temperatures of |  |  |  |  |
| 32ûF and less |  | X |  |  |
| 100ûF and more |  | X |  |  |
| Wet & Humid Conditions |  | X |  |  |
| Noise, Vibration |  | X |  |  |
| Fumes, Dust |  | X |  |  |
|  | | | | |
| Hazards, Exposure | NEVER | OCCASIONALLY | FREQUENTLY | CONTINUALLY |
| Infectious Wastes |  |  |  | X |
| Toxic Chemicals |  |  | X |  |
| Needles/Body Fluids |  |  |  | X |
| Radiation | X |  |  |  |
| Chemotherapeutics | X |  |  |  |

Occasionally = 1% to 33% of the time Frequently = 34% to 66% of the time

Continually = 67% to 100% of the time

I have read, understand, and agree to abide by this position description.

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_