

JOB DESCRIPTION

JOB TITLE:	Senior Health Care Assistant
BAND:	Band 3
REPORTS TO:	Deputy Manager – Residential Rehabilitation Unit
RESPONSIBLE TO:	Registered Manager – Residential Rehabilitation Unit
LOCATION:	Highfield Residential Unit (other residential units as required)

JOB PURPOSE

- To assist the deputy manager of the Residential Rehabilitation Unit and Intermediate Care qualified nurses to deliver the prescribed care as indicated in the patient's care plan.
- To lead, co-ordinate and supervise a team of health care assistants to ensure delivery of high quality person centred care by promoting best practice within the Intermediate Care Service.
- To assist and deputise for the Deputy Care Manager of the Residential Rehabilitation unit in maintaining efficient and effective day to day operation of the home in their absence.

DUTIES & RESPONSIBILITIES

- To organise and prepare for admission and discharge of patients to and from the Residential rehabilitation unit
- To promote and safeguard the welfare of vulnerable adults within the residential rehabilitation unit following and implementing safeguarding procedures as appropriate.
- To assist in the development and implementation of risk assessments relating to individuals care and rehabilitation pertinent to their individual scope of practice and competencies taking in to account the physical and emotional needs of the patient.
- To oversee and monitor the completion of an integrated care and support plan including completion of any summary reports and reviews.
- To ensure that medication is administered as prescribed by the medical practitioner and appropriate records are accurately maintained by other residential health care assistants. Orders and maintains stock control of medication
- To complete formal supervision of residential health care assistants and manage when appropriate a group of staff and range of resources.

- To be responsible for allocating, organising and prioritising of tasks relevant to day to day care and support of patients and efficient running of the home including rota management.
- To be responsible for the induction and development of staff, undertaking formal supervision and appraisals including maintaining up-to-date records of supervision and reviews and demonstrate adherence to relevant policies and procedures.
- To complete accurate records relating to accidents/incidents, complaints and safeguarding, to ensure that relevant investigations/immediate actions are carried out and reported to deputy manager/registered manager and other relevant agencies as appropriate.
- To work flexibly to meet the needs of the service this may include night shifts cover and working weekends and bank holidays

Communication

- To communicate efficiently and effectively to assist patients and carers to maximise rehabilitation potential and ensure understanding of their condition /needs. This should include appropriate use of motivational techniques, explanation and gaining informed consent.

When gaining informed consent barriers to effective communication will regularly be evident (e.g. Loss of hearing, altered perception, expressive and receptive dysphasia, pain and fear). Appropriate solutions to address the issues should be explored.

- To communicate effectively and work collaboratively with medical, nursing, social services and other therapy colleagues to ensure delivery of a co-ordinated multidisciplinary service. This could include case conferences, ward rounds, MDT meetings and discharge planning.
- To maintain accurate and up to date documentation, in line with legal and service requirements. To communicate using a variety of communication methods efficiently and effectively. Eg; e-mail, letters, telephone etc.
- To establish and maintain rapport with patients/clients and carers
- To establish and maintain productive working relationships with other members of the multi-disciplinary team.
- To develop a range of approaches in order to motivate patients, carers and support staff.

Analytical Tasks

- To evaluate the patients' understanding in order to gain valid informed consent and have the ability to work within a legal framework with patients who lack capacity to consent to treatment.

- To be able to analyse and interpret information from a range of sources and make recommendations for other professional intervention if required.
- To work on their own within the residential unit and/or patient's home, the Health Care Assistant will need to assess patient's comfort, exercise judgement in dealing with patient care, seeking appropriate help and advice as needed

Planning and Organisational Skills

- To prioritise and manage a large and complex work load and delegate responsibilities to junior staff as appropriate.
- To accept responsibility for a designated workload/ shift and to organise this effectively and efficiently with regard to clinical & non-clinical priorities and use of time.
- To work closely with other professionals by participating in discharge planning and MDT meetings and provide appropriate feedback to facilitate discharge.
- To monitor, plan and organise for own training and development needs and attend all statutory and mandatory training in a timely manner in compliance with the training matrix.

Physical Skills

- To be able to move and handle patients in a safe and effective manner using skills and techniques learned via training
- To maintain up to date training and knowledge of moving and handling and basic life support skills.
- To be responsible for safe use and transport of equipment when carrying out duties. To adhere to service policy including competence to use equipment.

The Health Care Assistant will need to be able to act in a responsible and professional manner at all times to:

- Be able to work effectively outside 'normal' working hours
- Demonstrate a flexible approach to duties and willing to respond to short notice requests at work
- Be physically capable of carrying out a range of basic nursing and care duties including hygiene/comfort/pressure area cares

Responsibility for Patient Care

- To undertake duties as part of the plan of care prescribed by the Multi-disciplinary team members

- To deliver effective, basic nursing care, and therapy interventions, ensuring patient comfort, safety and dignity at all times
- To communicate effectively and sensitively to patients and carers

Policy and Service Development Implementation

- To follow the policies and guidance of City Health Care Partnership
- To maintain confidentiality at all times
- Staff must be aware of and adhere to the provisions of the Health and Safety at Work Act and to ensure their own safety and the safety of colleagues and patients. Staff must also be aware of the action to be taken in the event of fire and must attend a fire lecture annually.

Responsibilities for Financial and Physical Resources

- To ensure that equipment used for patient care is treated in a responsible and professional manner, reporting any concerns directly to the line manager and or members of the multi-disciplinary team

Responsibilities for Human Resources

- Be willing to demonstrate own skills and knowledge to new members of staff

Responsibilities for Information Resources

- To record patient care in the care plan and electronic care record
- To complete data collection as required
- To maintain accurate and contemporaneous records at all times
- To complete monthly time sheet/travel expenses and other necessary administrative paperwork

Responsibilities for Research and Development

- To keep own knowledge and skills up to date and undertake training and education which is relevant to the role
- Undertake surveys/audit under the guidance of the Integrated Team Leader

Freedom to Act

- Adhere to the plan of care as prescribed by the case load holder and Allied Health Professionals involved in individual patient care.
- Undertake basic patient cares duties as the patient's condition determines

STANDARD PARAGRAPHS

1. City Health Care Partnership CIC is embedding a culture of restorative practice (RP) throughout the organisation. This is known as the CHCP way. All staff are expected to embrace RP which embodies a set of values and principles and a way of working with people that provides a common language and approach that enables collaborative working and respect for each other within the organisation.
2. City Health Care Partnership CIC is committed to providing high quality care within all services and therefore expects all employees to follow the nationally recognised seven values – care, compassion, courage, communication, competence, commitment and candour. These values, known as the Seven C's, are embedded within the culture and working practices of all services regardless of whether the service provides direct patient care or not.
3. It is the responsibility of each member of staff to maintain confidentiality at all times and abide by the CHCP policies and procedures.
4. Staff must be aware of and adhere to the provisions of the Health and Safety at Work Act and any associated legislation in order to ensure their own safety and that of colleagues, patients and visitors. Staff must also be aware of the action to be taken in the event of fire and must complete Fire Awareness Training on an annual basis.
5. Basic moving and handling training must be attended on induction. Staff who are required to move patients are also required to attend further training in addition to this, and will be required to refresh at this level bi-annually. Other mandatory training requirements that are relevant to the post must be decided during Personal Development Review and a training plan developed.
6. Staff should be aware of their individual responsibilities under the Equality Policy and ensure that they comply to the policy which requires that all colleagues and service users are treated with respect.
7. CHCP CIC is committed to a policy of zero tolerance of abuse. The organisation recognises its responsibility to prevent the abuse of vulnerable adults at risk and all employees have a duty of care to safeguard those in their care. Staff should ensure that their actions support the aims of the organisation and ensure that all children up to the age of 18 are protected from significant harm, abuse and neglect within the framework of multi-agency Child Protection services established in the Guidelines and Procedures issued by the Local Safeguarding Children Board and must comply with the responsibilities identified in Section 11, Children Act 2004. All staff have a duty to contribute to the detection, reporting and prevention of abuse and to safeguard those in our care. Safeguarding is everybody's business and is core business for CHCP CIC.
8. **Infection Control (these paragraphs relate to clinical staff)**
Maintain and enhance standards of patient care, through the implementation of continuous quality improvement initiatives such as NICE Guideline 139 and associated quality standards to

support the prevention of Health Care Associated Infections and compliance with the Health & Social Care Act 2008 Code of Practice for health and adult social care on the prevention and control of infections and related guidance July 2015.

Ensure high standards of environmental cleanliness are maintained across the Organisation through involvement in audit and regular feedback through service governance frameworks and liaison with the Domestic contact Monitoring Officer.

9. Infection Control (this paragraph relates to both clinical and non-clinical staff)

Infection Prevention and Control is everybody's responsibility. All staff, both clinical and non-clinical are required to adhere to CHCP's Infection Control policies and make every effort to maintain high standards of infection control at all times, thereby reducing the burden of Health Care Associated Infections. Staff have a responsibility to ensure they attend mandatory infection control training provided by CHCP.

10. This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the post holder.

EFFORT AND ENVIRONMENT

Effort criteria – the frequency with which the post holder is expected to deal with the following areas should be indicated e.g. average over a day, a week, a month or a year

Physical Effort

- Using a keyboard.
- Moving and Handling patients
- Handling clinical and non-clinical waste.

Mental Effort

- Normal levels of concentration.
- Direct interaction with patients

Emotional Effort

- Frequent contact with patients exhibiting anxious behavior due to fear, stress or impatience.

Working Conditions

- Use of VDU can be lengthy when inputting patient information and data.
- Expectation to work shift patterns in line with the service opening hours/long days/weekends and change at short notice

PERSON SPECIFICATION

SENIOR HEALTH CARE ASSISTANT

	Essential	Desirable	How assessed
Qualifications			
NVQ Level 3 Health and Social Care or equivalent level of knowledge and skills	X		Application Form and Interview
First aid at Work	X		
Basic Food Hygiene	X		
Working towards (OR Willingness to) NVQ level 4		X	

	Essential	Desirable	How assessed
Knowledge			
Demonstrate the understanding of the role of the senior healthcare assistant.	X		Application Form and Interview
Understanding of medication techniques and procedures	X		
Working knowledge of different feeding techniques	X		
Working knowledge of supervision /appraisal techniques/procedures	X		
Working knowledge of admission/discharge process	X		
Caring for older people.		X	
Ageing process.		X	
Multi-disciplinary working		X	

	Essential	Desirable	How assessed
Experience			
Experience of leading, motivating and working as part of a team	X		Application Form and Interview

Multi-Disciplinary team working	X		
Demonstrable experience working with specific client groups. E.g.; physical disability, memory impairment, injury/illness	X		
Basic IT Skills	X		
Care of older people		X	
Venepuncture		X	
Basic wound/skin care		X	
Basic health and safety awareness		X	

	Essential	Desirable	How assessed
Personal Attributes			
Ability to communicate at all levels. Both written form and verbally	X		Interview and References
Ability to work as part of a diverse team	X		
Flexible approach to duties	X		
Willingness to continue to learn and develop	X		
Able to seek advice and assistance where appropriate	X		

	Essential	Desirable	How assessed
Personal Circumstances			
Ability to work flexibly including Bank Holidays, night shifts and Weekends	X		Interview

Job Holder Signature Date