

Job Description

Job Title:	Community Healthcare Assistant
Band:	3
Responsible to:	Team Leader
Department:	Neighbourhood Team
Directorate:	Older People and Adult Community

Our Values

	Behaviour	How we will demonstrate this behaviour
Professionalism	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
Respect	We will create positive relationships	By being kind, open and collaborative
Innovation	We are forward thinking, research focused and effective	By using evidence to shape the way we work
Dignity	We will treat you as an individual	By taking the time to hear, listen and understand
Empowerment	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

Job Purpose

<ul style="list-style-type: none"> To work within a multi-professional team in a community setting, providing, support, care, and treatment to individuals, within guidelines and protocols identified for the role To assist in the delivery of high standards of health care to patients within their own homes, care homes, inpatient rehabilitation units, the travelling community and in clinics, by following prescribed packages of care. To support qualified staff in the management and execution of clinical practice To carry out duties delegated and supervised by a registered professionals To provide a high standard of care Wherever possible to avoid hospital admission and reduce inpatient length of stay to ensure that patient receive the appropriate care in the most appropriate setting

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HQ Elizabeth House, Fulbourn Hospital, Cambridge CB21 5EF
T 01223 219400 F 01480 398501 www.cpft.nhs.uk



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Key Responsibilities

Clinical / Service Specific

1. To be responsible for day to day care/treatment to patients with specific conditions under the supervision of a qualified practitioner, following a prescribed treatment/care plan.
2. Make basic judgements on patients' response to prescribed treatment/care plans, and report findings to a qualified professional.
3. To assist registered staff, liaise with other health care professionals as required.
4. Overcome barriers to understanding, e.g. patients' with hearing or cognitive impairment.
5. Communicate with patients/carers by exchanging factual information, reassurance, tact and empathy.
6. Establish and maintain appropriate working relationships with colleagues, patients, carers and other health care professionals.
7. Demonstrate dexterity and coordination when undertaking treatment of patients where accuracy is important, e.g. (taking Mid Upper Arm Circumference (MUAC), venepuncture, blood glucose testing),
8. Be responsible for ensuring equipment is used safely, following relevant training, and that it is maintained appropriately.
9. Work predominately independently on specified tasks, with regular clinical support and supervision by a qualified practitioner.
10. Work with qualified practitioners with group work/clinics as required.
11. Demonstrate an awareness and understanding of consent, and gain consent as appropriate following organisational policies.
12. To attend relevant external and internal courses to extend knowledge or gain relevant skills to improve clinical practice as identified in the Personal Development Review (PDR).
13. Will be occasionally be exposed to bodily fluids, infected material, blood products, therefore must utilise universal precautions and adhere to infection control policies.
14. To attend staff meetings and any other relevant meetings as required.
15. To ensuring patients personal care is provided and highlighting areas of concerns such as pressure areas and reporting any changes to professional.
16. To work within the wider disciplinary team and recognise own role within it.
17. To promote patient independence and self-management.
18. To practice the principles and philosophy of individualised patient care in accordance with Trust Policy, procedures and regulatory body's guidelines.
19. To maintain appropriate and timely documentation of each patient contact (ensuring these are recorded on SystmOne within 24hours).
20. Plan and prioritise own visits to delegated patients, (and ensure these are documented on SystmOne)
21. Ensuring patients personal care is provided.
22. Checking pressure areas and highlighting these to professional who has delegated the task.
23. Any data that is taken/shared as part of a phone call or transported, faxed or transferred electronically must be undertaken with regard to the Trust Information Governance and Information Security policies.
24. To take part in routine audits as required.
25. The post holder is required to participate in relevant emergency preparedness process for their team.

Health and Safety

1. To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work
2. To promote the Trust's Health and Safety policy and ensure matters are managed in accordance with it
3. To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
4. Report accidents, incidents and near misses, implementing corrective action where necessary

Infection Control and hand hygiene

1. To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination policy, uniform and work wear code and standard precautions policy to reduce the spread of healthcare-associated infections (HCAIs).
2. Employees with clinical responsibilities must incorporate into their clinical activities up-to-date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps

Confidentiality and Data Security

1. To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy
2. To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (e.g. Caldicott, GMC.) and any code of practice on Confidentiality and Data Protection, as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department
3. To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy
4. To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
5. To raise any matters of concern with your Manager/Director

Safeguarding

1. To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
2. To support the organisation in ensuring service users are protected from abuse, or the risk of abuse and their human rights are respected and upheld.
3. To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
4. To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Human Resources

1. Participate in student training placements by being shadowed.
2. Maintaining own professional development and requirement to take part in KSF

process, including an up to date portfolio.

3. Participate in peer appraisal.

Training & Development

- To participate in regular supervision in accordance with good practice guidelines and Trust policy.
- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.

Quality & Patient Safety

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

General

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
- To comply at all times with the Trust's Information Governance related policies. Staffs are required to respect the confidentiality of information about staff, patients and Trust business and in particular the confidentiality and security of personal identifiable information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

Equality & Diversity

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise

and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

To be noted:

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

Person Specification

Job Title:	Community Healthcare Assistant
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Department:	Neighbourhood Team

Criteria	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> Educated to minimum GCSE level or equivalent grade A-C, including English. RSA/OCR stage II - NVQ Level 3 in health and Social Care. 	<ul style="list-style-type: none"> GCSE or equivalent qualification in Math's, Biology and Food Technology. 'A' level qualification or other post ideally in healthcare or (?)
Experience	<ul style="list-style-type: none"> Experience of working in a health/social care environment 	<ul style="list-style-type: none"> Has worked as a Healthcare Assistant in the past.
Skills & Abilities	<ul style="list-style-type: none"> Able to demonstrate commitment to high quality care and service provision Good communication (verbal, written, non-verbal) skills. Ability to record messages and information in an accurate and concise way. Work flexibly to accommodate patient/service needs. Ability to work well within a team as well as individually. Good organisation skills (e.g. organising activity groups, following a plan of care). Observational skills. Good self/time management skills e.g. manage own workload. Basic computer skills 	<ul style="list-style-type: none"> Proven record of Multidisciplinary working Experience using SystmOne Has a working knowledge of history taking and documentation.

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Personal Qualities	<ul style="list-style-type: none"> • Professional attitude • Caring, approachable and courteous manner. • Punctual and reliable • Maintains confidentiality • Honest • Team Player 	
Physical Requirements	<p>The ability to:</p> <ul style="list-style-type: none"> • Kneel, bend & stoop, and work in cramped environments • Manoeuvre limbs of around 5-6 kg • Manoeuvre patients using handling aids • Able to travel around the county at short notice 	
Other	<ul style="list-style-type: none"> • Able to work shifts and unsocial hours when required. • Recognise people's right to privacy and dignity, treating every person with respect • Willingness to embrace integrated model and new ways of working. • Willingness to be flexible in approach and attitude 	

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.