

Job Description

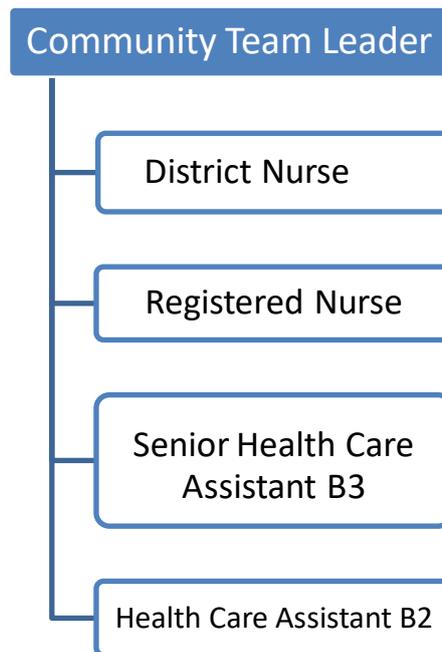
Job Title:	Community Health Care Assistant		
Band:	Agenda for Change Band 2		
Department:	District Nursing		
Care Group:	Care Group 1		
Reports To:	District Nurse		
Accountable To:	Community Team Leader		
Professionally Accountable To:			
Responsible For:			
Main Base/ Site:	Community bases across Selby & York localities		
Contract Status:	<input checked="" type="checkbox"/> Permanent	<input type="checkbox"/> Fixed Term	<input type="checkbox"/> Other:
AfC Reference Number:			



JOB SUMMARY

- To demonstrate care and compassion whilst ensuring that patients' needs are met.
- To carry out nursing and non-nursing duties as delegated by the registered nurse; using own initiative within the level of competence expected for the role.
- To assist and support members of the multi-professional team in order to provide a high standard of patient - centred care; performing duties without the need for constant direct supervision.

ORGANISATIONAL CHART



KEY RELATIONSHIPS

- The Health Care Assistant, under the direction of the Registered Nurse, will work alongside: Patients and their relatives/carers,
- Members of the Primary and Secondary Health Care Team e.g. GP, Specialist Nurses, Physiotherapists, Occupational Therapists, Speech and Language Therapists, Dietitians, Palliative Care Team and other Allied Health Care Professionals who contribute to the delivery of care.

KNOWLEDGE AND SKILLS

1. Communication and Relationship Skills

- Act as an ambassador promoting the corporate image of York & Scarborough Teaching Hospitals NHS Foundation Trust, to all individuals, groups and external organisations, to sustain public confidence and trust
- Act as a positive role model for all Trust employees
- Demonstrate a positive professional working relationship with colleagues and other members of the Trust by promoting open communication, trust and respect
- Contribute to the assessment, implementation and evaluation of care by documenting care given and outcomes and giving feedback to the Registered Nurse

2. Knowledge, Training and Experience

- Following training and assessment contribute to the documentation of patient information. The Health Care Assistant is only responsible for the collection of information; it remains the responsibility of the Registered Nurse to perform the patient's assessment. HCA to undertake risk assessment training
- Report promptly to the Registered Nurse/Registered Professional any change in the patient's condition

AfC Reference:

- To demonstrate own activities to other staff, students and visitors, may provide practical training to other less experienced staff
- Contribute and participate in audit and research i.e. assist in the collection of simple data
- Assist the registered nurse/ midwife to deliver care with privacy and dignity, focusing on respect for the patient and meeting their cultural and spiritual needs.
- **Delegated** duties of care provision may include:
 - Supporting patients to make choices about their care and ensure that those choices are respected.
 - Assisting patients with hygiene needs including care of their skin, mouth, eyes, hair, nails, feet and teeth; encouraging self care when possible.
 - Promote continence and manage incontinence according to the patient's individual assessment and plan of care
 - Support the multidisciplinary team in the prevention and management of damage to patients' skin, ensuring that correct moving and handling techniques and use of pressure relieving aids are used; report any changes in skin condition to the registered nurse/midwife
 - Undertake venepuncture, obtaining blood samples in accordance with the Organisation's standards for sampling, labelling and transportation
 - Following delegation by the Registered nurse/ midwife, undertake agreed clinical activities relevant to the post & clinical area e.g. obtain specimens from patients (urine, faeces, blood, sputum and vomit; screening swabs as required in accordance with Trust policy) and record actions/ findings on the appropriate documentation
 - Following delegation by the Registered nurse/ midwife, undertake simple physiological observations and dressings, record actions/ findings on the appropriate documentation
 - Inform the registered nurse/ midwife of any concerns that you may have regarding the patient so that he / she can assess the patient in a timely manner.
 - Dispose of bodily fluids, soiled linen, spillages etc in accordance with Trust policy and guidelines
 - Perform chaperone duties as directed by the registered nurse /midwife, for patients who are undergoing investigations / treatments/ procedures/ examinations and support patients both physically and psychologically during and after the relevant intervention
 - Assist the registered nurse/ midwife with and support patients through admission, transfer and discharge
 - Assist in caring for patients who are near the end of life and those who have died; providing support to relatives and friends

AfC Reference:

- Provide patients with written and verbal information/ advice under the direction of a registered nurse/ midwife
- Support in assisting in the provision of basic life support skills and other emergency procedures as per Trust policy
- Assist as required in the restocking of supplies and maintenance of equipment, reporting any problems/ concerns to the registered nurse/ midwife
- Carry out assigned clerical tasks as directed by a registered nurse/ midwife
- Inform a registered nurse / midwife if asked to carry out a task which you have not had the training, capacity and /or competence to do
- Adhere to standards and procedures that ensure the effective and efficient use of resources
- Demonstrate an understanding of the importance of consent and ensure this is provided for each procedure.
- To produce accurate labelling on all samples containers using legible handwriting, ensuring strict attention to detail for the purpose of guaranteeing samples are labelled with correct patient details.
- Following delegation by a Registered Nurse carry out basic risk screening with the patient.
- To assist in the induction of new staff as directed by the District Nurse.
- To assist in training of other staff in blood taking, as directed by team leader.
- To participate in Individual Development Review in accordance with Trust Policy. To ensure departmental service improvement objectives are achieved through development of their professional knowledge and skills.
- To participate in training programmes including mandatory training and Continuing Professional Development (CPD) appropriate to the post and in line with agreed Personal Development Plan within the team.

3. Analytical Skills

- Deliver evidence based care, reflecting on own practice and sharing information and experience with colleagues
- Displays analytical and judgement skills within own sphere of practice, related to patient comfort, mobility, nutrition etc. uses initiative when responding to changes in patients condition
- Receive information regarding blood/sample results, demonstrates understanding of normal levels, records results in accordance with the Organisation's standards for documentation and communicates results to the Registered Nurse or clinician

4. Planning and Organisational Skills

- Following delegation by the Registered Nurse, be able to plan, prioritise and organise own workload
- Contribute to the planning of programmes of care for patients with diverse and complex needs
- Assist in the preparation of patients for tests or clinical procedures and support patients throughout the procedure as required. Have an understanding on the process involved so will be able to answer patient questions

Physical Skills

- Car Driver and availability of own car for work purposes and negotiating between office and patient visits in all weathers and situations and/or access to alternate transport if own car out of action.
- Ability to carry out moderate physical effort throughout the day, for example carrying basic nursing equipment to patient's homes and deliver care in a range of environments

RESPONSIBILITIES

5. Responsibilities for Patient/ Client Care

- Demonstrate a courteous, sympathetic, compassionate and helpful approach to patients, relatives and visitors at all times
- Establish and actively maintain clear professional boundaries at all times with patients, and any one close to them e.g. relatives and friends
- Involves patients in decision making process and gains informal patient consent and formal consent to share information regarding plans of care
- Maintains patient confidentiality at all times
- Establish and actively maintain clear professional boundaries at all times with patients, and any one close to them e.g. relatives and friends
- Listens to patients concerns, acts appropriately to patient requests, documenting actions and passes information or issues that they are unable to deal with to the nurse in charge
- To be able to provide after-care advice to patients post procedure
- Chaperone patients in accordance with the Trust policy
- To assist in facilitating the safe discharge of patients from the caseload
- Monitor and record patient's physiological observations (manually and electronically) and report any readings that fall outside of 'normal parameters' to ensure timely assessment by the Registered Nurse or GP
- Identify early recognition of a patient at risk of deterioration, escalating concerns to the Registered Nurse or clinician

6. Responsibilities for Policy and Service Development

- Maintain a portfolio that demonstrates evidence of continued development for annual Personal Development Review

7. Responsibilities for Financial and Physical Resources

AfC Reference:

- To provide appropriate equipment and aids as delegated by clinical staff, or in accordance with standard operating procedures and protocols

8. Responsibilities for Staff/ HR/ Leadership/ Training

- Contributes to achievement of the team objectives and actively contributes and participates in team meetings

9. Responsibilities for Information Resources

- Demonstrates understanding of the fundamental practices related to consent and the prevention of abuse
- Documents all care given clearly and accurately in patient records
- Assist in the assessment of patient satisfaction through the use of comment cards and reviewing informal and formal complaints in collaboration with the nursing team
- To write accurate nursing reports and feedback during nursing handover

10. Responsibilities for Research and Development

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11. Freedom to Act

- Inform the Registered Nurse with professional concerns and promote practice at all times according to the Health Care Assistant, Code of Conduct

EFFORT AND ENVIRONMENT

12. Physical Effort

- A combination of sitting, standing, moving bending and stretching is required.

13. Mental Effort

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14. Emotional Effort

- Understands the importance of the patient as the centre of the health care system. Demonstrates that he/she consults and involves patients in decisions about their care and well-being.

15. Working Conditions

- Assist in the maintenance of a healthy, safe and secure environment for patients and staff, reporting any hazards or faulty equipment to the nurse in charge, ensuring all equipment is cleaned after being returned from repair

AfC Reference:

KEY VALUES

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

- We are **kind**
- We are **open**
- We pursue **excellence**

These values are underpinned by behaviours:

We are **kind**, this means we:

- **Respect** and value each other;
- Treat each other **fairly**;
- Are **helpful**, and seek help when we need it.

We are **open**, this means we:

- **Listen**, making sure we truly understand the point of view of others;
- Work **collaboratively**, to deliver the best possible outcomes;
- Are **inclusive**, demonstrating everyone's voice matters.

We pursue **excellence**, this means we:

- Are **professional** and take pride in our work, always seeking to do our best;
- Demonstrate high **integrity**, always seeking to do the right thing;
- Are **ambitious**, we suggest new ideas and find ways to take them forward, and we support others to do the same.

STANDARD GENERIC ITEMS:

The post holder will uphold and support these values in accordance with the Behavioural Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder.

AfC Reference:

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 as the organisation and services develop and wherever possible change will follow a consultation with the post holder.

JOB AGREEMENT:

Job Holder
(PRINT NAME)

Job Holder
(SIGNATURE)

Date

Recruiting Manager
(PRINT NAME)

Recruiting Manager
(SIGNATURE)

Date



Person Specification

Health Care Assistant

Criteria	Essential	Desirable
Education, Qualifications and Training	<ul style="list-style-type: none"> • Basic numeracy and literacy skills preferably gained through secondary school education • Willingness to undertake training • Car driver and access to a vehicle for work 	<ul style="list-style-type: none"> • NVQ / QCF level 2
Experience and Knowledge Required	<ul style="list-style-type: none"> • Understanding of the role of the HCA • Awareness of what is important to a patient 	<ul style="list-style-type: none"> • Previous experience in a health care setting. Phlebotomy experience
Skills and Attributes	<ul style="list-style-type: none"> • Good command of written and verbal English • Able to communicate with patients and staff effectively • Basic IT skills • Understanding of how to work as part of a team • Have the courage to question and challenge appropriately • Car owner driver 	
Aptitude and Personal Qualities	<ul style="list-style-type: none"> • Flexible & adaptable • Ability to work as a team • Caring • Compassionate • Sympathetic • Patience • Polite and friendly • Approachable • Professional • Honest • Reliable • Ability to cope with emotionally stressful situations 	
Values & Behaviours	<p>Ability to demonstrate our organisational values and behaviours:</p> <ul style="list-style-type: none"> • We are Kind. • We are Open. • We pursue Excellence. 	

AfC Reference:

