

## JOB DESCRIPTION

|                        |  |
|------------------------|--|
| <b>JOB TITLE:</b>      | <b>Health Care Assistant</b>                         |
| <b>BAND:</b>           | <b>Band 2</b>  |
| <b>REPORTS TO:</b>     | Deputy Manager – Residential Rehabilitation Unit     |
| <b>RESPONSIBLE TO:</b> | Registered Manager – Residential Rehabilitation Unit |
| <b>LOCATION:</b>       | Highfield Residential Unit                           |

### JOB PURPOSE

To assist the Care Leader of the Residential Rehabilitation Unit and Intermediate Care qualified nurses to deliver the prescribed care as indicated in the patient's care plan.

To work alongside other health care assistants to ensure delivery of high-quality person-centred care by promoting best practice within the Intermediate Care Service

To enable the patient to enjoy a fulfilling quality of life based on their individual care and support plan.

To respectfully provide a safe and caring environment that enhances the patient's life through support and encouragement.

To ensure what is important to the patient and how best to support them is achieved through person centred practice.

### DUTIES & RESPONSIBILITIES

#### Communication

- Establish and maintain effective communication with patients, carers and staff, empathising and being understanding where there may be barriers to understanding.
- Provide appropriate levels of advice to patients and carers
- To participate in team meetings, multi-disciplinary working relationships liaising with all agencies internal and external relevant to the patients care
- May be required to receive and provide straightforward information both on the telephone and in person.

#### Analytical Tasks

- Assessing requirements and requesting support when appropriate
- Make straightforward decisions within own level of competence based on patient conditions and determine the best course of action in consultation with the Registered Nurse

### **Planning and organisational skills**

- To contribute to the processes involved in improving quality of care and the service by participation in team meetings, supervision and personal self review appraisal/annual update form
- Ensure rooms and clinical equipment are prepared for use in a timely manner
- Assists with maintaining stock levels of equipment within the clinical rooms and storage areas
- Able to manage own time effectively
- Plan and organise own designated tasks

### **Physical Skills**

- Practices safe moving and handling procedures
- Inputting patient data electronically
- Use of tools and equipment for basic patient metrics e.g. height, weight and blood pressure monitoring

### **Responsibility for Patient Care**

- The post holder will have direct patient contact when delivering care/procedures according to patient care plans
- Procedures may include, testing urine samples, chaperoning, blood pressure monitoring, blood glucose testing, pulse-oximetry, phlebotomy and gathering baseline observations according to clinical competencies.
- To ensure all samples/specimens are recorded/labelled correctly and transported in a timely and appropriate manner according to service policies and report discrepancies to senior members of staff

### **Policy and Service Development Implementation**

- To follow organisational policies, ensuring own knowledge is kept up to date in regard to organisational policy
- Work with supervisor/line manager to identify improvements to the service and how these can be implemented as and when requested

### **Responsibilities for Financial and Physical Resources**

- Maintain stock control of supplies as and when requested
- Ensure adequate and relevant equipment is available.
- Booking of interpreters where appropriate in line with policy

### **Responsibilities for Human Resources**

- Demonstrate own role to new starters and students.
- Recognises and understands the roles of others and supports new and less experienced staff and students under the direction of a registered health professional

### **Responsibilities for Information Resources**

- Responsible for own data entry on patient electronic record
- Accurate recording and processing of patient information and patient care
- Assist with administration including filing, photocopying and telephone answering
- Responsible for recording own information on employee online and e-expenses system when appropriate
- Ensures information regarding procedures is recorded in a timely and understandable manner

### **Responsibilities for Research and Development**

- Undertakes surveys or audits as necessary to own work.

### **Freedom to Act**

- Is guided by policies and procedures and is able to escalate enquiries.
- Have a clear responsibility to seek guidance from senior colleagues and other appropriate persons as required.

## **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**

- Frequent requirement for concentration
- Work pattern is often unpredictable

### **Working Conditions**

- Frequent use of VDU when inputting patient information and data.
- Occasional exposure to unpleasant working conditions including bodily fluids

### **Emotional Effort**

- Frequent contact with patients who may occasionally be distressed or emotional

**CANDIDATES WILL BE EVALUATED AGAINST THE BELOW CRITERIA ON THE CHCP TRAC RECRUITMENT SYSTEM  
(CANDIDATES MUST MEET ALL ESSENTIAL CRITERIA)**

**PERSON SPECIFICATION  
HEALTH CARE ASSISTANT**

|   | Essential | Desirable | How assessed                     |
|---|-----------|-----------|----------------------------------|
| <b>Qualifications</b>   |           |           |                                  |
| Level 2 qualification or equivalent level of experience in Adult Health and Social Care | X         |           | Application Form/<br>Certificate |
| Hold Care Certificate or willingness to complete within induction period.               | X         |           |                                  |

|   | Essential | Desirable | How assessed                                   |
|---|-----------|-----------|--|
| <b>Knowledge</b>                                  |           |           |  |
| Knowledge of working in a health care environment | X         |           | Application Form/<br>Interview/<br>Work Basket |
| Good understanding of basic IT skills             |           | X         |  |

|   | Essential | Desirable | How assessed                                   |
|---|-----------|-----------|--|
| <b>Experience</b>   |           |           |  |
| Recent experience of working with patients in a healthcare, homecare or care home setting | X         |           | Application Form/<br>Interview/<br>Work Basket |
| Experience of prioritising own workload   | X         |           |  |

|                            | Essential | Desirable | How assessed |
|----------------------------|-----------|-----------|--------------|
| <b>Personal Attributes</b> |           |           |              |

|   |   |  |                            |
|---|---|--|----------------------------|
| Effective interpersonal skills to work one-to-one with patients.                          | X |  | Application Form/Interview |
| Ability to communicate with healthcare professionals and patients.                        | X |  |                            |
| Ability to deal with potentially challenging and distressed people                        | X |  |                            |
| Effective verbal and non-verbal communication skills in dealing with face-to-face contact | X |  |                            |
| Good telephone manner and communication skills  | X |  |                            |
| Ability to work within a team and independently   | X |  |                            |

|   | Essential | Desirable | How assessed               |
|---|-----------|-----------|----------------------------|
| Personal Circumstances  |           |           |                            |
| Able to work within a shift system which includes working unsocial hours, bank holidays and weekends. | X         |           | Application Form/Interview |
| Approachable, tactful and caring  | X         |           |                            |
| Ability to commute between sites may be necessary.  |           | X         |                            |

Job Holder Signature ..... Date .....

***CHCP is an equal opportunities employer and we will consider reasonable adjustments to the requirements set out above if you are unable to fulfil the requirements because of a disability or other protected characteristic.***