

JOB DESCRIPTION

JOB DESCRIPTION AND PERSON SPECIFICATION FOR:	Healthcare Assistant (HCA)
AGENDA FOR CHANGE BAND:	Band 2
HOURS AND DURATION:	As specified in the job advertisement and the Contract of Employment
AGENDA FOR CHANGE REFERENCE NUMBER:	2428
DBS LEVEL:	Enhanced DBS with Adults Barred List Check or Enhanced DBS with Children's Barred List Check or Enhanced DBS with Both Barred Lists Check dependent on role
REPORTS TO:	Designated Line Manager
ACCOUNTABLE TO:	Designated Line Manager
LOCATION:	The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements.
JOB SUMMARY:	
<p>The principle role of the Healthcare Assistant is to assist the healthcare team in the provision and delivery of programmes of patient care. This includes:</p> <ul style="list-style-type: none"> • Taking physical measurements from named clients/service users as delegated by the team; • Supporting clients/service users in maintaining their health and wellbeing; • Undertaking specified and delegated clinical and therapeutic activities; • Under the supervision of healthcare professionals assist the healthcare team with the provision of clinical care; • Ensuring high standards are maintained in a safe environment, which promotes equality and sensitivity for all individuals; • Assisting Registered Professionals in the implementation and evaluation of individualised care plans; and <p>Accurately recording patient information.</p>	

1.0 DELIVERY OF EFFECTIVE HEALTH CARE WITHIN THE ORGANISATION

- 1.1. Promote patient focused care.
- 1.2. Assist the patient in activities of daily living, promoting patient comfort.
- 1.3. To contribute to the assessment planning, implementation and evaluation of patient care.
- 1.4. Maintain a clean and safe environment for clients/service users.
- 1.5. Assist other clinical areas within the Trust as the clinical situation and staffing levels require.
- 1.6. Responding to urgent and emergency situations in accordance with Trust Policy.
- 1.7. Ensure that fully accurate, complete and contemporaneous patient records are recorded and maintained for each patient in accordance with agreed policy.
- 1.8. Establish and maintain effective communication with clients/service users and relatives / carers.
- 1.9. Within the scope of the role, work collaboratively with the multi-disciplinary team.
- 1.10. Undertake specific organisational and administration duties as required,

2.0 ESTABLISHING EFFECTIVE LEADERSHIP AND COMMUNICATION

- 2.1 Participate with, contribute to and support orientation and induction of new staff, students and other individuals on placement.
- 2.2 Work with and support new staff, students and other individuals on placement, to deliver safe and effective care.
- 2.3 Act in a professional manner and adhere to the LPT Uniform policy at all times.
- 2.4 Acts as a professional and clinical role model to all staff, clients/service users and carers and the public at all times.
- 2.5 To create and maintain professional supportive relationships with clients/service users to enhance wellbeing.

3.0 CONTINUING EDUCATION, PROFESSIONAL AND PERSONAL DEVELOPMENT

- 3.1 Undertake the Trust's corporate and local induction, and maintain your learning and compliance with training requirements for your role.
- 3.2 Participate in supervision via agreed review and appraisal mechanisms
- 3.3 It is mandatory for all professionally qualified staff and clinical support staff to

actively participate in clinical supervision as an integral part of their professional development.

- 3.4 Ensure own compliance with regard to mandatory training.
- 3.5 Responsible for maintaining own skills, knowledge and competence for the role.
- 3.6 May act as a link/champion for a specific area of practice.

4.0 CLINICAL GOVERNANCE, REDUCTION OF RISK, AUDIT AND RESEARCH

- 4.1 Ensure that the delivery of care to clients/service users meets the standards required by Trust Policy.
- 4.2 Adheres to Trust policies, procedures and clinical guidelines and ensures compliance of others, escalating any issues of concern to the line manager.
- 4.3 Promote and practice the highest standards of prevention and control of infection at all times as per Trust policy.
- 4.4 Contribute to continually monitor standards of nursing care and contribute to improvement of care, through benchmarking, audit and research.
- 4.5 Participate in and contribute to patient and public involvement activities.
- 4.6 Promote patient dignity, equality, diversity and human rights.
- 4.7 Maintain professional boundaries and appropriately declare any conflicts of interest.

5.0 MANAGEMENT AND USE OF RESOURCES AND INFORMATION

- 5.1 All records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner
- 5.2 Contributes to the effective and efficient use of Clinical, physical and financial resources.
- 5.3 Use health related information only for the purposes of what it is intended for and in accordance with the Data Protection Act.
- 5.4 Ensure confidentiality is maintained at all times and information relating to patient / users and personnel is used only in connection with authorised duties.

6. MAINTAINING A SAFE ENVIRONMENT AND QUALITY

- 6.1. Take responsibility for maintaining own and others Health and Safety and Security.
- 6.2. Ensure own actions assist with maintaining best practice and regulatory standards.
- 6.3. Ensure that you take action as appropriate, report in line with the Trust Incident

Reporting Policy, escalate any concerns regarding patient safety and clinical risk to the line manager

6.4. Participate in and cooperate with concerns, complaints and investigations as required.

6.5. Carry out duties in accordance with the Health and Safety at work Act 1971.

6.6. Move and handle clients/service users and goods in ways that promote the health of the patient and care team and are consistent with legislation.

6.7. Responsible for the maintenance of a clean and safe environment adhering to infection control policies procedures and best practice.

6.8. Assist and maintain safe and hazard free area of work.

COMMUNICATION AND WORKING RELATIONSHIPS:

To communicate complex and sensitive patient information where there is a requirement for tact, persuasion and there may be barriers to understanding.

Sister / Charge Nurse and staff; the wider multidisciplinary team;
And any other agency/ stakeholders involved in the care of the patient.

ENVIRONMENTAL FACTORS- DEPENDING ON ENVIRONMENT

PHYSICAL EFFORT:

- There may be a requirement for sitting and standing in a restricted position, i.e. driving to patient's homes/ other Trust site
- There may be a required to be participate in MAPA

MENTAL EFFORT:

- Frequent requirement for concentration where work pattern is unpredictable

EMOTIONAL EFFORT:

- Frequent requirement to deal with distressing or emotional circumstances
- There may be a requirement to deal with highly distressing or emotional circumstances, i.e. child abuse etc.

WORKING CONDITIONS:

- Frequent exposure to unpleasant working conditions
- There may be a requirement to deal with highly unpleasant working conditions
- In some areas there may be a required to carry a panic alarm

ADDITIONAL INFORMATION:

The NHS is in a period of continuing change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder

will be expected to co-operate with changes, subject to consultation, at any time throughout the duration of their contract.

MOBILITY:

The person specification for the role will detail the mobility requirements of the post. However, employees may be required to work at any of the other sites within the organisation subject to consultation.

POLICIES AND PROCEDURES:

All staff should comply with the Trust's Policies and Procedures. It is the employee's responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements.

SAFEGUARDING CHILDREN AND ADULTS:

The Trust takes the issues of Safeguarding Children and Adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by adhering to all relevant national and local policies, procedures, practice guidance and professional codes; promptly reporting any concerns to the appropriate authority in line with safeguarding policy and guidance; attending mandatory training on Safeguarding children and adults; being familiar with individual and the Trust's requirements under relevant legislation.

MENTAL CAPACITY ACT:

All clinical staff will be aware of their responsibilities under the Mental capacity Act and will ensure that assessment for Deprivation of Liberty Safeguards is in place for any patient that is deemed to lack capacity to consent to their care and treatment.

MAKING EVERY CONTACT COUNT:

All staff are positively encouraged to contribute to improving health for themselves, their patients, service users and colleagues. This happens when, in everyday contact, the opportunity is taken to raise the subject of choosing better health by stopping smoking, reducing alcohol intake, eating more healthily and becoming more active. The Trust's Making Every Contact Count programme has further information.

HEALTH AND SAFETY:

It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times.

Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description.

All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.

- To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.

- To co-operate with their employer as far as is necessary to meet the requirement of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare

These duties apply to all staff whenever and wherever they are engaged on Trust business.

DATA PROTECTION:

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and Access to Health Records and know how to deal with a request for personal information.

The post holder must be familiar with and comply with the Eight Data Protection Principles contained within the Data Protection Act 1998.

Personal Data must be:

- Processed fairly and lawfully
- Processed for specified purposes
- Adequate, relevant and not excessive
- Accurate and kept up-to-date
- Not kept for longer than necessary
- Processed in accordance with the rights of data subjects
- Protected by appropriate security
- Not transferred outside the EEA without adequate protection

CONFIDENTIALITY:

The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis.

Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and individual staff records. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. In addition, staff must not access personal information unless authorised to do so as part of their role.

Due to the importance that the organisation attaches to confidentiality disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

With the increased use of information technology and e-communications, staff should also be aware that safe guards are in place to protect the privacy of individuals when

using these mechanism, both inside and outside of work. This includes the use of social media i.e. Facebook, Twitter, Snapchat etc. Where privacy is breached disciplinary action will be considered.

All employees should be mindful of the six Caldicott principles when dealing with person identifiable information.

1. Justify the purposes of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need to know basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law
7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

EQUALITY AND DIVERSITY:

We aim to design and provide services and employment practices that meet the diverse needs of our service users and staff, ensuring that none are placed at a disadvantage over others. You will be expected to take into account the provisions of the Equality Act 2010 to advancing equal opportunity. You must to act in your role to ensure that no one receives less favourable treatment due to their protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

In carrying out its functions, you must have due regard to the different needs of different protected equality groups in their area.

INFECTION CONTROL:

All employees have a responsibility to protect from infection themselves and other people, whether they be clients/service users, other staff or visitors, as well as making all reasonable effort to reduce or prevent the risk of infection in their working environment. All staff have a duty to make themselves familiar with and comply with Infection Prevention and Control Policies and Procedures, carry out duties required by legislation such as the Health and social care Act 2008 (updated 2015) (and subsequent legislation), and to attend mandatory training relating to infection prevention and control.

COUNTER FRAUD:

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on **0800 028 40 60**.

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.

SMOKING AT WORK:

The Trust has a “Smoke Free Policy”, which applies to:

- All persons present in or on any of the Trust grounds and premises
- All persons travelling in Trust owned vehicles (including lease cars) whilst on official business.
- Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business.
- When wearing an NHS uniform.

ELECTRONIC ROSTERING

‘Our Electronic Rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively; all LPT staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role’.

PERSON SPECIFICATION

JOB TITLE: Healthcare Assistant

AFC REF NO: 2428

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Applic at-ion form	Intervi -ew	Test	Prese n-tation
<p>Demonstrates a commitment to the Trust's Values</p> <p>1.1. Compassion 1.2. Trust 1.3. Respect 1.4. Integrity</p>	<p>3 3 3 3</p>		<p>√ √ √ √</p>		
<p>Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated)</p> <p>2.1. Level 2 qualification in functional skills Maths and English or required to successfully complete within six months 2.2. NVQ/QCF Level 2 or Level 3 in Care 2.3. Care Certificate or Required to successfully complete within 12 weeks</p>	<p>3 1 3</p>	<p>√ √ √</p>			

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Applic at-ion form	Intervi -ew	Test	Prese n-tation
Knowledge and Skills					
3.1. Demonstrates skills in literacy, written, verbal and an ability to effectively use electronic information and computer technology.	3	√	√		
3.2. Demonstrates an understanding of the importance of quality of care	3		√		
3.3. Demonstrates an understanding of the role of a Healthcare Assistant	3		√		
3.4. Able to work under the direction of a qualified practitioner	3		√		
3.5. Ability to work efficiently, effectively and professionally in a multi-disciplinary team	3		√		
Experience (both work and 'life' related)					
4.1. Experience of working in a healthcare environment	3	√			
Personal Attributes					
5.1. Physically capable for performing the role and responsibilities expect of the post holder, i.e. manual handling of clients/service users	3		√		
5.2. Willingness to undertake further training and ongoing development	3		√		
5.3. Ability to recognise own limitation and to effectively utilise supervision and support systems to ensure safe and effective delivery of services	3		√		
5.4. Demonstrates an ability to act calmly in emergencies	3		√		

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		Applic at-ion form	Intervi -ew	Test	Prese n- tation
and to respond in a professional manner in occasionally stressful and challenging situations. 5.5. Willingness to be flexible and part of a team	3		√		
Standard Requirements					
Commitment to Equality & Valuing Diversity Principles	3	√	√		
Understanding of Confidentiality & Data Protection	3	√	√		
Understanding of the service users of the Trust (which could include lived experience of conditions the Trust deals with or of receiving services relevant to those the Trust provides)	3	√	√		
Mobility		You must demonstrate how you would meet the stated mobility requirement on your application form			
This will depend on role. This will be specified in the job advertisement.					