

JOB DESCRIPTION

Post Title:	Health Care Assistant – Primary Care Home
Band:	3
Reports to:	Integrated Care Lead/ Nurse Lead Primary Care Home
Accountable to:	Locality Lead

DEPARTMENT STRUCTURE



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    A[Lead Nurse/ Integrated Care Lead] --- B[Health Care Assistant]
  
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Lead Nurse/ Integrated Care Lead

Health Care Assistant

KEY WORKING RELATIONSHIPS

- Patients, relatives and carers
- ECCH Multidisciplinary teams (including Specialist nursing teams, community therapy teams, Podiatry, Musculoskeletal teams)
- Primary and Secondary care
- Out of Hours GP Service
- Social services
- Voluntary agencies
- Care home staff

JOB SUMMARY

The Health Care Assistant will work with other members of the Primary Care Home to provide proactive and reactive community services.

The post holder will be part of a team trained in a range of skills, to deliver clinical interventions for patients with a wide range of health care needs in a variety of community settings.

SPECIFIC DUTIES AND RESPONSIBILITIES

- Contribute to, support and promote ECCH's, strategic direction, values and culture in relation to proactive and reactive services.
- Communicate effectively with patients, relatives and carers, respecting patient confidentiality with privacy and respect for diverse cultural backgrounds and requirements.
- Communicate routine information to patients, relatives or carers, using skills of persuasion, reassurance, tact and empathy as required.
- To support relatives at all times and be aware of the effects of illness on the family.
- Enable individuals and their families to express their needs and preferences and take appropriate action to overcome barriers to communication.
- To promote confidence in the patient by means of appropriate standards of appearance, behaviour and attitudes
- To safeguard the confidentiality of all personally sensitive information.
- Plan and organise a range of delegated clinical activities which might include phlebotomy, in a wide range of settings to ensure best practice is delivered.
- Contribute to the clinical governance agenda through participation in clinical audit.
- Create an environment conducive to effective working, respecting and supporting staff to deliver high quality clinical services.
- Work as part of the multidisciplinary Primary Care Home to deliver proactive and reactive services.
- Work collaboratively with residential home colleagues to promote high standards of healthcare.
- Work with patients towards self-care and independence.
- Participate in caring for patients at the end of life when appropriate.
- To implement the care as planned taking into account own competencies.
- To deliver safe patient centred care within a variety of settings.
- Take, record and report blood pressure, respiration, pulse rate, oxygen saturation levels. Be able to recognise the deteriorating condition of a patient
- Undertake and record MUST and Waterlow assessments and take appropriate action
- Be able to participate in wound care, skin tear pathway, venepuncture, collection of specimens or diabetic foot assessment as required.
- To report any concerns / changes in the patient's condition to a registered nurse or appropriate Health care Professional without delay.
- Ensure a high standard of record keeping is achieved in line with ECCH standards.
- Engage in personal development, maintain competence, knowledge and skills commensurate with role
- Take responsibility for the safe use of clinical equipment,
- Contribute to the effective use of resources.
- Report any concerns/ changes in a patient's condition to a registered health care professional without delay.

PERSONAL RESPONSIBILITIES

All of the above activities are governed by the operational policies, standing financial instructions, policies and procedures and standards of ECCH as well as legislation and professional standards and guidelines.

You are also responsible for ensuring the following:

- The requirements of ECCH's statutory responsibilities in relation to codes of conduct, corporate and clinical governance are disseminated, acted upon and achieved.
- Compliance with the General Data Protection Regulations and Information Governance – the post-holder is not entitled to use for their own benefit or gain, or to divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to ECCH or its subsidiary companies relating to the organisations affairs or dealings which may come to their knowledge during employment.
- Compliance with the Health & Safety at Work Act 1974 – the post-holder is required to fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.
- Compliance with all mandatory training requirements as set by ECCH for your role.
- Protect yourself and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by ECCH.
- Act in such a way that at all times your actions safeguards the health and well-being of children and vulnerable adults. Familiarisation with and adherence to ECCH's Safeguarding Children and Adult policies is an essential requirement for all employees as is the participation in related mandatory/statutory safeguarding training.
- Post-holders are required to contribute to the organisation's performance against those aspects of the Assurance and Regulatory Frameworks pertaining to their role and to supply evidence of compliance with standards/targets.

ECCH is a learning organisation and an established placement provider for pre-registration learners; we support and value development of our existing workforce and the future workforce and as such everyone that works in ECCH is required to actively engage in supporting the learning environment.

ECCH believes that it has an ethical obligation to protect the environment. We recognise that our activities may have an impact on the environment and are committed to minimising our negative impact. Within ECCH we operate an environmental management system which meets the legislative requirements.

We involve our employees and contractors in our environmental programmes and make sure they have the necessary skills and information to carry out their roles effectively and have the minimum negative impact on the environment.

We are committed to continual improvement of our environment by setting objectives and targets and reviewing our performance via our non-clinical audit.

Directors and Senior Managers (defined as Band 8 and above) will have the following additional explicit responsibilities:

- For the delivery of actions and the collection of associated evidence to ensure compliance with all aspects of the Assurance and Regulatory Frameworks governing the organisation's

work, including Core Standards within the Annual Health Check and national priority target areas and risk management appropriate to their areas of responsibility.

- For ensuring that all relevant evidence is made available through ECCH's Performance Management systems.
- Where evidence is insufficient or unavailable, for ensuring the necessary actions are delivered by the end of the financial year in which the gap in performance is identified.

NOTES – to all employees:

As a term of your employment with ECCH, you can be required to undertake such other duties commensurate with your band and/or hours of work at your initial place of work or at any other of the organisations establishments, as may reasonably be required of you.

This is a description of the job as it is at present constituted. As part of your Appraisal Review your job description will be reviewed with you and updated accordingly.

PERSON SPECIFICATION		
Post Title:	Healthcare Assistant	
Band:	3	
QUALIFICATIONS		ASSESSMENT METHOD
ESSENTIAL	DESIRABLE	Application Form Qualification Certificates seen at Interview
<ul style="list-style-type: none"> NVQ Level 3 in Health and Social Care (working towards) or equivalent experience in community setting. Care certificate 	<ul style="list-style-type: none"> Training in communication skills Evidence of personal development 	
EXPERIENCE		ASSESSMENT METHOD
ESSENTIAL	DESIRABLE	Application Form Interview
<ul style="list-style-type: none"> Previous experience of NHS/ Social Care/ Voluntary organisation Ability to work without direct supervision Ability to prioritise workload. Awareness of needs of older people 	<ul style="list-style-type: none"> Previous experience of working in community setting Experience of multidisciplinary team work 	
SKILLS AND KNOWLEDGE		ASSESSMENT METHOD
ESSENTIAL	DESIRABLE	Application Form Interview Practical Assessment
<ul style="list-style-type: none"> Good interpersonal skills Good verbal communication skills Good ability to listen Excellent time management skills Good IT skills Good written skills 		

PERSONAL ATTRIBUTES		ASSESSMENT METHOD
ESSENTIAL	DESIRABLE	
<ul style="list-style-type: none"> • Willingness and ability to work across different sites. • The ability to travel around the community. • Willing and able to work without direct supervision. • Awareness of requirements for confidentiality. • Approachable. • Reliable. • Understands limitations and can work within boundaries. • Ability to embrace our Culture, Values and Signature Behaviours: (Compassion - We Listen, We Learn, We Lead Action - My Accountability, My Responsibility Respect - Respect Our Resources: People, Time and Money Everyone - Work Together, Achieve Together). • Willingness and ability to work across different sites and travel to alternative sites and across the community as required. 	<ul style="list-style-type: none"> • Willingness to learn new skills 	Interview Practical Assessment