



POST:	HEALTHCARE ASSISTANT
REPORTING TO:	Registered Nurses
ACCOUNTABLE TO:	Director of Nursing & Operations (Matron)
KEY RELATIONSHIPS:	Residents, relatives and carers, Registered Nurses, Healthcare Supervisor and Healthcare Assistants, Multi-disciplinary team members, Social and Recreational Services

Introduction

The competencies listed below are those that the jobholder is expected to demonstrate immediately on taking up the post. They constitute the minimum standards of performance. They are not intended to be exhaustive and the jobholder will be expected to constantly enhance and add to their competence. The jobholder's progress will be monitored and assessed against these competencies, and any further outcomes derived from key targets and performance indicators.

Job purpose and description

As part of the nursing team and under the direct supervision of Healthcare Assistant Supervisors and registered nurses, the Health Care Assistant provides direct high quality care to residents.

Key responsibilities

- Assist registered nurses and fellow HCAs in the delivery of direct care to residents.
- Promote communication within the multidisciplinary team.
- Assist residents to participate in activities of daily living in accordance with care plans.
- Assist residents to articulate their personal needs and respond to these effectively, bearing in mind communication difficulties or barriers.
- Facilitate and participate in residents' social and recreational activities.
- Accompany residents on outings when required.
- Follow agreed care plans kept in residents' rooms and complete all documentation as required.
- Act as key worker to residents as agreed with line manager.
- Respond to calls quickly and efficiently.
- Maintain routine stock replenishment and care of equipment.
- Comply with all Care for Veterans policies and procedures and keep mandatory training and professional knowledge up to date.

Demands of Role

The role of Healthcare Assistant can be physically, mentally and emotionally demanding and involves the following activities:

- Hoisting residents using standing and overhead hoists
- Pushing heavy residents in wheelchairs
- Pushing wheelchairs up and downhill or over rough ground during outings
- Pushing or lifting equipment, beds and food trollies.
- Bending or kneeling
- Remembering specific care needs i.e. food allergies in order to minimise clinical risks
- Multi-tasking under pressure
- Making detailed and objective clinical observations
- Managing the emotional impact of end-of-life care with regards to self, colleagues, residents and relatives
- Managing challenging behaviour in adults

Personal specification

Essential

- NVQ/QCF Level 2/Level 3 Diploma in Health and Social Care or Care Certificate
- First-class communication skills with a wide variety of residents, relatives and professional colleagues
- Empathetic towards the needs of others; promotes a positive approach to the care of people with a neuro/physical-disability
- Professional – must remain calm under pressure; preserve resident and organisation confidentiality; display a positive view of individuals' unique needs and abilities.
- Proactive – able to predict the needs of residents and colleagues and respond effectively to these
- Resilient – able to cope well with a variety of clinical scenarios and conditions
- Reliable – must show high levels of personal commitment to the role, to residents, and to team members
- Accountability – must display awareness for own actions and accountability for them
- Procedural – must display knowledge and commitment to Care for Veterans policies and procedures
- Flexible – to respond positively to the operational needs of Care for Veterans by accepting deployment on a variety of wards as and when required.
- Satisfactory Enhanced DBS and Adult Barred List check.

Desirable

- Ideally hold NVQ/QCF Level 3 Diploma in Health and Social Care and be willing to work towards higher levels of vocational qualifications if required.

Organisational competencies

The following organisational competencies are applicable to all employees working at Care for Veterans.

1 Budget Management and Resource Control

- * Use available resources appropriately
- * Identify and report shortages
- * Suggest measures which would make more effective, efficient and economical use of resources

2 Developing teams, individuals and self

- * Identify individual learning needs and undertake required development plan
- * Actively participate in the appraisal (IPR) process
- * Provide feedback to Line Managers where there are difficulties
- * Build effective working relationships; motivate appropriately
- * Strives to work in partnership with colleagues

3 Planning, Allocating and Evaluating work

- * Undertake agreed activities in line with departmental objectives
- * Contribute to the review process by providing feedback on work activities
- * Make timely effective decisions involving the right colleagues at the right time.

4 Recruitment and Selection

- * Contribute to the orientation of new staff

5 Managing Change

- * Remain open and receptive to change
- * Work with others to implement change
- * Take part in the evaluation of change

6 Data Protection

- * Adhere to legislative requirements by ensuring the compliance of oneself and others

7 Health and Safety

- * Adhere with legislative requirements and best practice by ensuring the compliance of self and others

8 Disability Awareness

- * Acknowledge and value the contributions of all residents
- * Display an understanding of the needs of individuals with a disability
- * Respect the privacy and dignity of all residents at all times

9 Communication

- * Ensure that all written documentation is legible and accurate
- * Ensure that verbal explanations are clear and accurate
- * Present in a friendly and helpful manner in all communications and interactions
- * Actively participate in the team briefing process
- * Minimise jargon and abbreviations
- * Actively listen to others views before expressing own views
- * Share relevant information with appropriate colleagues

10 Organisational awareness

- * Promote good practice to achieve the aims and objectives of the organisation
- * Uphold the organisation's vision
- * Attend all mandatory training as stipulated by the organisation
- * Display a passion for exceeding customer expectations
- * Adhere to all organisational policies and procedures

11 Personal awareness

- * Demonstrate appropriate behaviour in stressful and difficult situations
- * Display an awareness of own capabilities and areas for improvement
- * Initiate and participating in the change management processes

12 Teamwork

- * Recognise and value individual team members
- * Display sensitivity to others' feelings and needs
- * Acknowledge and uphold equal opportunities for all team members

This job description and person specification represents an outline of the major components of the job and is not intended to be exhaustive. It may with consultation be subject to additions and amendments from time to time as the need arises and therefore, in addition to the duties and responsibilities listed, the job holder is required to perform such other duties as might be reasonably required.

I have read, understood and accepted the duties and responsibilities outlined in the above.

Signed: _____

Print name: _____

Date: _____