

Agenda for Change Job Description Tracking Form

Post Title:	Senior HCA
Manager:	
Manager Contact Number:	
HR Manager:	Sandra Goodley
Date approved by Recruitment Scrutiny panel:	
Date Job Logged on Access:	
RXJ Number:	2159
2 Copies included?	Yes/No
Uploaded to IJES?	Yes/No
Date Submitted to Matching:	
Suggested Match:	
Evaluation Outcome:	Band: Score:
Existing job description grade:	
New Post:	Yes/No
Name of Post holder (if an existing posts):	
Panel Members:	<p>Sue Martin</p> <p>Laurie Hudson</p> <p>L. Hudson</p> <p>G. Cook <i>[Signature]</i></p>

Comments:

Job Title Senior Healthcare Assistant

Local Job Reference 2159

Score 269

Band 3

Status Matched [Band Matched]

Matched to Clinical Support Worker Higher Level Nursing (Mental Health)

Job Details

The Senior Healthcare Assistant is a key member of the multidisciplinary care team and will have continuing responsibility to:

- Deliver an effective and competent level of care under the guidance and supervision of the Multi-Disciplinary Team (MDT) and as determined by the patient's care plan.
- Be fully aware of the needs of patients over a 24 hour span of care.
- Monitor, report and maintain a healthy, safe and secure workplace by knowing and taking account of: Health and Safety at Work Act (1974), Reporting of injuries, diseases and dangerous occurrences regulations (1985), Control of substance Hazardous to Health (1985), European H&S Regulations (1992)-Numbers 1-6, Food Act (1996), Adhere to Trust policies and local service protocols.

Relevant Job Information	National Profile	Profile	Factor Status	JE Score
1. Communication & Relationship Skills barriers to understanding Exchanges factual information with patients using persuasion, reassurance. tact, empathy; may overcome barriers to understanding, e g. patient has physical or mental disabilities	3(a)	3	Matched	21
2. Knowledge, Training & Experience NVQ3 or equivalent experience	3	3	Matched	60
3. Analytical & Judgemental Skills some requiring analysis Assess patient's condition	2	2	Matched	15
4. Planning & Organisational Skills Organise own day to day work tasks or activities Plans own work activities	1	1	Matched	6
5. Physical Skills PMVA training	2-3(a)(b)	3	Matched	27
6. Responsibility for Patient/ Client Care Implement clinical care, care packages	4(a)	4	Matched	22
7. Responsibility for Policy/ Service Development Follow policies in own role, may be required to comment Follows policies, may participate in discussions on proposed changes to procedures	1	1	Matched	5
8. Responsibility for Financial & Physical Resources handle cash, valuables; maintain stock control Careful use of equipment* handles patients personal possessions	1-2(a)(c)	2	Matched	12
9. Responsibility for Human Resources facilitates assessment of care certificate	1	2	Variation	12

10. Responsibility for Information Resources

Record personally generated information Contributes to updating patients records

1 1 Matched 4

11. Responsibility for Research & Development

Undertake surveys or audits

1 1 Matched 5

12. Freedom to ActStandard operating procedures, someone available for reference
Acts on own initiative when delivering patient care, supervision available

2 2 Matched 12

13. Physical Effort

Frequent moderate effort for several short/long periods Turns, manoeuvres patients for toileting, bathing, using aids

3 (c)/4 (b) 4 Matched 18

14. Mental Effort

Concentration required for clinical and personal care procedures, predictable-' unpredictable work pattern depending on the area of work

2 (a)/3 (a) 2 Matched 7

15. Emotional Effort

dealing with challenging patient behaviour

3 (a)/3 (b) 4 Matched 25

16. Working Conditions

Some exposure to hazards/ frequent highly unpleasant conditions Physically aggressive behaviour; body fluids

4 (a)/4 (b) 4 Matched 18

Job Description

JOB HOLDER:

**JOB TITLE: Senior Healthcare
Assistant**

ACCOUNTABLE TO:

JOB PURPOSE:

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KEY RESULT AREAS:

- Consistently delivering a patient focused service, which promotes optimum independence.
- Providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts.
- Offering appropriate support and advice to patients and their carers.
- Awareness of different challenging situations where communication needs to be adapted to the needs of the individual.
- Enabling patients to maintain and improve their independence by promoting and facilitating therapeutic activity.
- Giving physical health checks and physical health care as required or instructed documenting the physical health checks on the early warning scoring system (MEWS), chart and reporting changes to the nurse/healthcare professional in charge.
- Undertaking day to day tasks as allocated by Nurse/healthcare professional in Charge.
- Undertaking all relevant training as directed and participating in regular management/clinical supervision and appraisal.

RESPONSIBILITY:

- Recording and reporting accurately any changes related to the patient's current behaviour and/or risks to Nurse/healthcare professional in Charge in a timely manner.

- Recording care given and reporting omissions accurately and in a timely manner.
- Supporting and carrying out therapeutic observations as required and instructed.
- To make recommendations to the care plan process
- Promoting a healthy, safe and secure environment by adhering to Trust statutory health and safety requirements and maintaining confidentiality of information at all times in compliance with Trust policies, procedures, protocols and guidance.
- Acting as a role model and supporting new team members through demonstration and explanation of tasks and techniques.
- Facilitating the assessment of staff undergoing the Care Certificate.
- Demonstrating a professional approach to work, and abide by the Trust values.
- To provide comfort, compassion, empathy and time to patients and their carers, family and loved ones.
- Undertake and maintain all essential training to role.
- Working confidently in a variety of environments which present different challenges whilst continuing to act in a professional manner.
- Balancing all aspects of the job role across the 7 day working pattern.
- Being flexible and responsive to competing demands

ENVIRONMENT:

- Promoting patient's self care and supporting with activities of daily living with reference to the care plan.
- Maintaining a clean and healthy caring environment and assisting patients in all aspects of daily living skills as required.
- Escorting patients as required as part of their care and treatment plan.
- Driving unit vehicles as per needs of the service and as individual capabilities allow.
- Serving food/assisting with cooking and promoting self-catering as required to meet individual care plan needs.
- Working a full range of shifts as per the requirements of the service. May also be required, at times, to work at other Trust units and/or sites.
- Physically fit and able to carry out all duties following successful completion of physical interventions training (PMVA) as required.

KNOWLEDGE TRAINING AND EXPERIENCE:

- An interest in working in mental health services.
- To have a theoretical and conceptual understanding of mental health conditions and using this to inform practice appropriate to the setting.
- Ability to communicate clearly both verbally and in writing.
- Care certificate or ability to work towards.
- Level 3 qualification in health and social care or equivalent level of knowledge.
- Ability to travel between Trust sites in a timely manner.
- Computer literate.
- Able to demonstrate respect, openness and accountability.

JOB SUMMARY:

Job holders must be able to work confidently in a challenging environment and be able to react to changing care demands whilst demonstrating the highest levels of care and empathy towards patients. This is across all aspects of the role in a flexible manner demonstrating the trust values.

COMMUNICATIONS AND WORKING RELATIONSHIPS:

Multi Disciplinary Team

Patients

Carers

STANDARDS OF BUSINESS CONDUCT:

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

HEALTH AND SAFETY:

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

SAFEGUARDING:

All staff have a duty to identify, report and record incidents of potential or actual abuse. This statement applies whether the victim is an adult or child. All queries will be addressed by the Trust Safeguarding Team.

PERFORMANCE REVIEW:

This job description will be used as a basis for individual performance review between the post holder and the Manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

CONTINUOUS IMPROVEMENT:

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

THE TRUST'S MISSION STATEMENT:

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

STATEMENT OF THE TRUST'S AIMS AND VALUES:

- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.
- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

CONFIDENTIALITY:

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

ORGANISATION CHART:

Must show 2 levels above and below post (if possible)

JOB DESCRIPTION AGREEMENT:

Job Holder's Signature:

Date:

Manager's Signature:

Date: