

JOB DESCRIPTION

JOB TITLE:	Clinical Assessment and Treatment Service - Health Care Assistant
PAY BAND:	Band 3
DIRECTORATE:	Integrated Urgent Care Service
LOCATION:	IUCS Hub – St Leonards
ACCOUNTABLE TO:	IUCS Service Manager
LINE MANAGER:	Clinical Assessment Service Clinical Team Leader
KEY RELATIONSHIPS:	Professionals, patients and service users, and the wider public
HOURS OF WORK:	Night working – Full or Part Time considered – 7 day working, including weekends, bank holidays.

JOB SUMMARY:	<p>Dorset Integrated Urgent Care Services (DIUCS) provides streamlines urgent care pathway across the county, to help patients access the advice or treatment they need more quickly and make better use of local NHS resources.</p> <p>DIUCS is delivered by Dorset HealthCare through a partnership approach with primary care and Dorset's NHS Foundation Trusts, within an arrangement of directly managed services, sub-contracted services and a memorandum of understanding.</p> <p>DIUCS brings together NHS 111, the Clinical Assessment and Treatment Service, a single point of access for professionals, urgent treatment centres and minor injuries units Integrating these elements, which are provided by a range of partners, presents the opportunity for more people to receive seamless urgent advice and/or care, and reduce the strain on primary care, our EDs and the 999 service.</p> <p>To support and assist the trained nursing team during overnight mobile visits to patients in their own home.</p> <p>To carry out assigned tasks involving direct personal care and clinical interventions routine to the care setting, in support of registered nursing staff.</p>
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To support with Lone working within the team office and to work as a Lone worker under the Trust Policy and procedure.

To support Trained Staff with patient calls as required within the team office, undertaking clerical and IT duties as required.

To drive the IUCS vehicles, covering all of Dorset. To be flexible as required to support other IUCS visiting services.

Liaison with internal and external agencies.

SECTION A: MAIN DUTIES AND RESPONSIBILITIES

1. WITH SUPERVISION AND SUPPORT FROM REGISTERED NURSING STAFF

- 1.1 To assist registered staff in the assessment of health needs, planning, delivery and evaluation of care, for a number of individuals or groups of patients, including clinical risk assessment.
- 1.2 To exercise a reasonable and agreed degree of autonomy and make judgements and decisions in order to satisfy the expectations and demands of the job.
- 1.3 To undertake Clinical work and related tasks as delegated by registered nursing staff, following appropriate training and assessment of competency.
- 1.4 To undertake clinical supervision in line with Trust policy, to further develop competence and clinical practice.
- 1.5 To liaise effectively with all stakeholders in the care process.
- 1.6 To maintain timely, accurate, legible written and electronic records of care based upon the care plan, incorporating all relevant communication and liaison.
- 1.7 Responsible for clerical support, office filing, photocopying, stock and supply orders.
- 1.8 To assist and participate in team responsibilities for student nurses and other learners.
- 1.9 Notify District nurse of any changes in patient conditions and contact OOH's Dr in case of emergency.
- 1.10 Participate in research/audit evaluation activity.
- 1.11 To provide care in the patients home setting.
- 1.12 To take phone calls made to Community Night Nursing office, advise appropriately. Record and discuss with trained staff.

1.13 Maintaining and monitoring stock control.

2. CLINICAL WORK

Specific tasks may include:

2.1 Health Care Tasks

2.2 Pressure area care

2.3 Skin Care

2.4 Assistance with handling medication under direct instruction of registered nurse.

2.5 Care of minor wounds

2.6 Emotional Support

2.7 Bowel Care (under the direction of Staff Nurse/DN)

2.8 Continence Care – to include assisting the trained nurse while undertaking male and female urethral catheterisation.

2.9 Monitoring and reporting and liaising with registered practitioners

2.10 Supporting family members

2.11 Falls management

2.12 Advice re use of equipment

2.13 Fitting equipment

3. Social Care Tasks

3.1 Personal care; washing, bathing, oral hygiene, hair care etc.

3.2 Toileting

3.3 Mobility and transfers.

3.4 Meal preparation, assistance with feeding and drinking.

4. COMMUNICATION AND WORKING RELATIONSHIPS

4.1 Communicates regularly with all members of the Community Health Services both within the office and the community face to face, by phone and electronically.

4.2 Communicates regularly with patients, companies, other health departments and agencies outside of health.

- 4.3 Will require well developed negotiating skills.
- 4.4 Communicates with clarity and confidence in a variety of situations which may be demanding and difficult.
- 4.5 Receives sensitive information concerning patient's medical condition and health needs. Required persuasive, reassurance skills.
- 4.6 Establishes local, regional and national networking influences. Facilitates, persuades and promotes on-going team development in achieving all local and emergent strategies.
- 4.7 Communicates with patients, families/carers, Trust staff, Nursing Homes, general public, Social Care and Health, other agencies. Communications take place face to face, by phone and electronically. These communications may take place in the patient's home, Trust premises, Base, GP's surgery or anywhere (meet carer in street).

5. CONFIDENTIALITY AND DATA PROTECTION

- 5.1 Confidential and personal information related to staff, patients and the Trust must not be disclosed within or outside the place of work, except in the proper discharge of duties. It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998, as outlined in the Trust Policy and Procedure.

6. CLINICAL OBLIGATIONS

- 6.1 If Statutory/Professional Registration is a requirement of this role it must be maintained at all times.
- 6.2 Responsibility to maintain continuous professional development in order to meet requirements of professional registration.
- 6.3 To work within the boundaries of your relevant Professional Code of Conduct.
- 6.4 Adherence to national guidelines and best practice evidence on **infection control**.
- 6.5 Compliance with the Trust's clinical policies and those adopted by the Trust.
- 6.6 Participation in the Trust's Clinical Governance Work Programmes.

7. TRUST IDENTITY BADGES

- 7.1 Trust ID badges must be worn at all times while on duty.

8. MAJOR INCIDENTS

- 8.1 On limited occasions, the Trust may be asked to respond to a major incident, called by the Emergency Services. All staff will be expected to respond to a Major Incident if required and this may include arriving for work when asked or remaining at work until relieved.

9. TERMS & CONDITIONS OF SERVICE

- 9.1 The Trust has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies and procedures. The post holder is expected to be aware of all policies which apply to them and to observe their provisions at all times. Copies of all Trust policies can be found on the Intranet or obtained from the line manager or the Human Resources Department.
- 9.1 Employment in this post is subject to Criminal Records Bureau Disclosure. The post holder may be required to undertake a Disclosure at any time during employment.
- 9.2 Staff are not permitted to smoke on Trust premises, either inside or outside, or inside Trust vehicles.
- 9.3 Staff are expected to undertake all mandatory training and refresher training appropriate to their role, which may include Physical Intervention, Breakaway and Cardio-Pulmonary Resuscitation. If in doubt about which mandatory training applies to this post, advice should be sought from the line manager.
- 9.4 All clinical and hotel services staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety (General Food Hygiene) Regulations 1995. Relevant staff are issued with a 'Food Handlers: Fitness to Work' document on commencement of employment.
- 9.5 The Trust is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of and comply with their roles and responsibilities in relation to safeguarding vulnerable groups.
- 9.6 Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, service users/carers and others in the course of their duties.

10. CORE ATTRIBUTES

- 10.1 Staff are expected to adhere to and demonstrate Dorset HealthCare's Core Values:

Respect and dignity: We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

Commitment to quality of care: We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.

Compassion and kindness: We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.

Improving lives: We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

Working together for patients: We put patients first in everything we do by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

Everyone counts: We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

10.2 CHANGES

This document represents a description of the job at the date of issue. The Trust will periodically review this job description to ensure that it continues to meet service needs and will involve the post holder in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, the Trust reserves the right to insist on reasonable changes following consultation with the post holder.

**PERSON SPECIFICATION
COMMUNITY NIGHTS HCA, BAND 3**

CATEGORY	CRITERIA	ESSENTIAL	DESIRABLE
EDUCATION, QUALIFICATIONS & TRAINING	Care Certificate / equivalent NVC Level 3 or ability to work toward	YES	
	Numerate and literate	YES	
	Ability to achieve a pass mark (75%) in the ICT Basic Skills test	YES	
	Car driver is essential requirement of the post	Yes	
EXPERIENCE	Previous Community or similar care environment	YES	
	Working with adults of all ages		YES
SKILLS, ABILITIES & KNOWLEDGE	➤ Able to communicate clearly and effectively (to understand and be understood)	Yes	
	➤ Reliable	Yes	
	➤ Flexible in attitude to work	Yes	
	➤ Able to work as part of a team, or on own and manage own time	Yes	
	➤ Shows respect for all patients/clients	Yes	
	➤ Able to observe and record physical and social changes in patients	Yes	
	➤ Able to identify when to report to trained nurse	Yes	
	➤ Able to act alone in an emergency situation	Yes	
	➤ Able to work alone with patients within an agreed care plan.	Yes	
	➤ Willingness to acquire and utilise other skills for the development of the service.	Yes	
	➤ Awareness of NHS Services in the community	Yes	

	➤ An appreciation of dealing with people in their own homes	Yes	
	➤ Able to maintain patient confidentiality	Yes	
	➤ Treats all patients with respect and understanding	Yes	
	➤ Ensures that own actions support equality, diversity, rights and maintain quality	Yes	
	➤ Understanding or working with other agencies/multidisciplinary working	Yes	
	➤ Able to move and handle patients	Yes	
	➤ Has respect for the difference values, cultures and beliefs of the patients	Yes	

***Essential / desirable car user definitions**

Level 1 - (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year.
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel, including duties performed during the visits.
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.

Level 2 - (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 - (Desirable) non-car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably made by public transport.