

JOB DESCRIPTION

OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'

JOB TITLE	Senior Health Care Assistant
BAND	3
RESPONSIBLE TO	Clinical Lead for Frailty in Care Coordination
ACCOUNTABLE TO	Manager Care Coordination (frailty)
BASE	Old Pharmacy, Rochford Hospital
HOURS OF WORK	37.5

ROLE SUMMARY

- Working in a team as well autonomously.
- Promoting health, wellbeing and independence
- Review the patient's home situation and environment and communicate with other professionals in order to create a cohesive, community based support structure for the patient to rely on and there for promote staying independent for longer.
- Complete physical health checks and a variety of assessments such as memory and falls risk.
- Attend multidisciplinary meetings
- To support patients living with frailty.

KEY RESPONSIBILITIES CLINICAL

- Effectively manage telephone and face-to-face enquiries from all staff groups, patients, relatives and carers providing information as required.
- Direct and prioritise queries as appropriate to ensure efficiency and effectiveness of the service delivery.
- Provide support for activities of daily living as and when required
- To maintain efficient systems to ensure that documentation and information is effectively managed and filed with accuracy and sensitivity, maintaining confidentiality at all times
- Ability to work on own initiative, unsupervised and to manage own workload.
- To undertake through individual care plans, personal, practical and rehabilitative duties as set by the care coordinator including assist patients with rehabilitation

WE CARE. WE LEARN. WE EMPOWER.

programmes including but not restricted to personal hygiene, shopping and meal .

- To support patients with their inhaler technique, guiding and teaching where necessary.
- The Senior Health Care Assistant will work without supervision, Assess and review patients, support and co-create a goal based, personalised care plan.
- To perform welfare checks, guided by the personal support plan, work autonomously, using assessment skills to identify any problems the patient is struggling with or expresses, linking back to the care coordinator to create a new goal based personalised support plan for the patient.
- To refer to other services and collaborate with the wider professional community
- To assess and order equipment for the patient's home, such as grab rails.
- Complete at home continence assessment, refer on if necessary.
- To complete Hospital to home assessment to assess wellbeing since attending hospital.
- Preparation and support with daily routines, eating and drinking, skin care and assisting patients with their mobility as necessary.
- To perform joint visits with other professionals as required.
- To support other members of staff, teaching where necessary skills and knowledge which you may have and may be transferable to others in the team.
- To observe, record and report any changes in individual conditions and circumstances and ensure that they are reported to the care coordinator immediately.
- Assist in the risk assessment of the individual and of potential hazards in the patient's home and ensure that any hazards or risks identified are reported immediately.
- To be aware of emergency procedures required for working in the community and how to act accordingly, ensuring that individual staff and patient safety are maintained.
- Observe patient progress against planned goals and report changes in the patients' condition or care needs to a registered nurse in a timely manner e.g. on a routine or urgent basis depending on the priority.
- Carry out safe moving and handling practice, on a daily basis for patients in accordance with planned programmes of care and Trust policies.
- Undertake clinical observations e.g. temperature, blood pressure, urine testing and report result to care coordinator.
- Develop and establish meaningful rapport with patients and their relatives/carers and demonstrate an awareness of individual patient needs.
- Attend service meetings.
- Ensure own approach to patient care respects the patients' privacy and dignity at all times, including a respect for patient choice.
- Communicate effectively with other members of the Care Coordination team and multidisciplinary team, and maintain good working relationships with colleagues. Work positively with health and social care colleagues to maintain effectively working relationships.
- Seek support and advice from more experienced colleagues when faced with matters outside of sphere of responsibility or knowledge.
Accurately and promptly, record patient care delivered and observations, ensuring compliance with Trust policy.

WE CARE. WE LEARN. WE EMPOWER.

- Attend training sessions and staff development activities as deemed necessary by the Team Leader; disseminating information where appropriate to other members of staff.
- Be Open Compassionate Empowering

ADDITIONAL DUTIES

In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures
- To participate in the staff appraisal process and to undertake for any staff you manage
- To keep yourself updated on all matters relating to Trust policy
- To provide management supervision where appropriate

OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

PEOPLE FIRST

OUR PURPOSE

We **care** for people, every day.
What we do **together**, matters.

OUR VALUES

We **CARE**
We **LEARN**
We **EMPOWER**



OUR VISION

To be the **leading** health and wellbeing service in the provision of **mental health** and **community care**.

OUR STRATEGIC OBJECTIVES

We will deliver **safe**, high quality **integrated** care services.

We will **enable** each other to be the **best** that we can.

We will work together with our **partners** to make our services **better**.

We will help our communities **thrive**.

WE CARE. WE LEARN. WE EMPOWER.

ASSURANCE STATEMENT

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

NHS CONSTITUTION

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

DUTY OF CANDOUR

You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

EQUAL OPPORTUNITIES STATEMENT

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

NO SMOKING POLICY

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

INFECTION CONTROL

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

HEALTH AND SAFETY

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

GENERAL DATA PROTECTION REGULATION 2018

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

WE CARE. WE LEARN. WE EMPOWER.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

INFORMATION ASSET OWNERS AND ADMINISTRATORS

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the following responsibilities
- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

WE CARE. WE LEARN. WE EMPOWER.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

“Confidential Information” includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust’s Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called “Whistleblowers Act”).

RISK MANAGEMENT

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

SAFEGUARDING DUTY

“It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role”.

INFORMATION TECHNOLOGY

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

WE CARE. WE LEARN. WE EMPOWER.

CHANGES TO THIS JOB DESCRIPTION

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

Date post holder in receipt of job description

Signature of post holder

Signature of line manager