

JOB DESCRIPTION

JOB TITLE:	Health and Social Care Assistant
GRADE:	Band 2
DEPARTMENT:	Various
RESPONSIBLE TO:	Clinical Team Leader/Operations Manager
LOCATION:	Various Sites across Hull & East Riding

JOB PURPOSE/OVERVIEW

To provide domiciliary care, including personal care, meal preparation and ensuring medication has been taken for patients in the Hull and East Riding Area.

DUTIES & RESPONSIBILITIES

Communication

- Establish and maintain effective communication with patients, carers and staff, empathising and being understanding, where there may be barriers to understanding.
- Provide appropriate levels of advice to patients and carers, where tact and persuasive skills may be required to encourage patients to accept services and to take prescribed medicines.
- To participate in team meetings, multi-disciplinary working relationships liaising with all agencies internal and external relevant to the patients care
- May be required to receive and provide straightforward information both on the telephone and in person.

Analytical Tasks

- Assessing requirements and requesting support when appropriate.
- Make straightforward decisions within own remit based on patient conditions and determine the best course of action within own remit; notify line manager of any changes in patients condition.

Planning and organisational skills

- With the direction and support from line manager; plan, organise and implement tasks, activities and care programmes for identified patients.
- Plan and organise own designated tasks.

Physical Skills

- Practices safe moving and handling procedures with the use of hoists and a range of domestic equipment.
- Inputting patient data electronically.

Responsibility for Patient Care

- Provides personal care to patients and assist patients with tasks such as washing, dressing, feeding and meal preparation ensuring that all care within the patients individual care plan is provided, and that individual patient needs are met.
- Where patients have prescribed medication, ensure this is taken and report any problems to line manager.
- Provide basic advice and support to patients and families within agreed competency framework.

Policy and Service Development Implementation

- To follow organisational policies, ensuring own knowledge is kept up to date in regards to organisational policy.
- Work with supervisor/line manager to identify improvements to the service and how these can be implemented as and when requested.

Responsibilities for Financial and Physical Resources

- Maintain stock control of supplies as and when requested.
- Handle patient's cash and valuables.
- Responsible for the safe use of equipment e.g. moving and handling equipment, and ensure that equipment is safe to use and within service requirements prior to each use.
- Booking of interpreters where appropriate in line with policy.

Responsibilities for Human Resources

- Demonstrate own role to new starters.
- Recognises and understands the roles of others and supports new and less experienced staff under the direction of line manager.
- To contribute to the processes involved in improving quality of care and the service by participation in team meetings, supervision and personal development reviews.

Responsibilities for Information Resources

- Responsible for own data entry on patient electronic record.
- Accurate recording and processing of patient information and patient care.
- Assist with administration including filing, photocopying and telephone answering where required.
- Responsible for recording own information on employee online and e-expenses system.
- Ensures information regarding procedures is recorded in a timely and understandable manner.

Responsibilities for Research and Development

- Undertakes surveys or audits as necessary to own work.

Freedom to Act

- Acts on own initiative when providing personal care in the community, supervisor available for advice.
- Is guided by standard operating procedures and policies but escalates enquiries to supervisor or line manager.

- Have a clear responsibility to seek guidance from senior colleagues and other appropriate persons as required.

EFFORT AND ENVIRONMENT

Effort criteria – the frequency with which the post holder is expected to deal with the following areas should be indicated e.g. average over a day, a week, a month or a year

Physical Effort

- Frequent moderate physical effort required whilst operating hoists, carrying domestic equipment and assisting immobile patients to dress and/or bathe.
- Frequent keyboard and computer use.

Mental Effort

- Frequent requirement for concentration, where the work pattern is predictable e.g. following pre-determined care procedures and routines.

Emotional Effort

- Frequent exposure to emotional and/or distressing circumstances e.g. patients with challenging behaviour, terminally ill patients or patients who may be emotional and/or distressed.

Working Conditions

- Frequent exposure to highly unpleasant working conditions including exposure to bodily fluids, fouled linen and verbal aggression.
- Frequent use of VDU when inputting patient information and data.

**PERSON SPECIFICATION
DOMICILIARY CARE SUPPORT WORKER**

	Essential	Desirable	How assessed
<i>Education / Qualifications and Relevant Experience</i>			
NVQ Level 2 in Health and Social Care or equivalent level of experience in Health and/or Social Care	X		Application Form/ Certificate
Care Certificate or willingness to complete this within a 6 month induction period	X		Application Form/ Certificate

	Essential	Desirable	How assessed
<i>Knowledge and Experience</i>			
Experience of working in a health and/ or care environment	X		Application Form
Experience of prioritising own work load	X		Application Form/ Interview
Good understanding of basic IT skills	X		Interview/Work Basket

	Essential	Desirable	How assessed
<i>Skills and Abilities</i>			
Effective interpersonal skills to work one-to-one with patients	X		Application Form
Ability to communicate with healthcare professionals and patients	X		Application Form
Ability to deal with potentially challenging and distressed people	X		Application Form
Effective verbal and non-verbal communication skills in dealing with face-to-face contact	X		Interview
Good telephone manner and communication skills	X		Interview
Ability to work within a team and independently	X		Application Form/ Interview
Able to plan own time effectively	X		Application Form/ Interview

	Essential	Desirable	How assessed
<i>Other Requirements</i>			
Able to work flexibly which includes working unsocial hours, bank holidays and weekends and unpredictable shift patterns	X		Application Form
Approachable, tactful and caring	X		Interview
Ability to commute between various sites within the community	X		Application Form/Interview

Job Description agreed by:

Name:

Signature:

Date: