

## **Job Description – Health Care Assistant**

**Report To:** Directors and Registered Manager

**Location:** Newcastle, North Tyneside ,Tyne & Wear

### **Job Summary:**

- The post holder will work with Customers and their families in the Person's own home. The Customer may have a life Limiting Condition, Palliative Care and End of Life and will need practical and emotional support to continue to live their lives in a meaningful way.
- The post holder is expected to respect confidentiality at all times.
- The post holder will be required to work on a rota system.
- In addition to these functions employees are required to carry out such duties as may reasonably be required.
- To maintain care skills at the level required for compliance, and undertake such training and development as may from time to time be required to maintain practice to meet regulatory and legislative requirements.
- To provide leadership to the care functions of Inspired Care.
- To provide care in accordance with current best practice, according to policy and procedures, agreed standards, legislative requirements, relevant regulations under the direction of the Directors and Registered Manager.

### **General:**

Inspired Care Ltd is registered with the Care Quality Commission offering Domiciliary Care to People in their own homes. We support People with Life Limiting Conditions, Palliative Care and End of Life needs. Inspired Care is an established but ambitious Company with High Standards for quality, and we will continuously develop our Services to meet the needs and wishes of People we support.

### **Key Tasks:**

- To maintain high standards of holistic care within a community setting.
- To work as a member of the Inspired Team alongside the Person's Family, Friends, and Significant others, Community Nursing Teams, Specialist Nursing and Case Management to meet the Person's Physical, Psychological and Spiritual needs.
- To assist with devising and implementing the Person's Care Plan and risk assessments.
- Evaluate Care Plans weekly.
- To ensure the Care Plan is a working document and is updated when required and support the named Manager in the Person's review.
- To recognise changes in symptoms and the Person's condition, and duly notify other Healthcare Professionals involved as necessary.
- To work in accordance with the Community Nursing Team instruction, observing and reporting changes in the person's condition and circumstances.
- To administer prescribed medication and manage any regimes and therapies in accordance with the clinical directive including ordering supplies.
- To ensure compliance with Manual Handling, Infection Control and Health & Safety Policies.
- To keep accurate and legible records in accordance with existing practice and procedures of Inspired Care. To be aware of the legal requirements associated with keeping records.

- Contact necessary clinicians or emergency services in an emergency situation to gain appropriate assistance, support or guidance.
- Whilst in the home, to be prepared to undertake light domestic chores i.e. washing up, changing beds, preparing drinks and food.
- To have the highest regard for the principles of confidentiality and at no time disclose confidential information inappropriately.
- To take personal responsibility for written and verbal communication to other carers involved.
- Participate in the development of Inspired Care Policies and Procedures.

### **General Responsibilities:**

- To ensure that your practice is in accordance with Inspired Care policy at all times.
- To be aware of Inspired Care's code of conduct and abide by the General Skill Council.
- To ensure compliance with Manual handling and Health & Safety policies relating to your activities.
- To be aware of the procedure to follow in the event of fire and other emergencies.
- To report to your Line Manager any hazards or accidents that may occur in your working environment and ensure compliance with the terms of the Health & Safety at Work Act.
- To ensure that all equipment used by you in the course of your duties is used appropriately and any faults or breakages is reported immediately.
- To report any complaint or grievance from the Person being supported is reported to your Line Manager immediately.
- To participate in the agreed method of "Off Duty" planning and annual leave planning, to enable provision of a comprehensive service to the Person and their families.
- To participate in the ongoing system of appraisal and supervision.
- Assist the implementation and maintenance of the standards required by legislation related to the registration of Inspired Care with the Care Quality Commission.
- Be involved in the implementation and maintenance of Inspired Care quality assurance programme.

### **Person/Professional:**

- To maintain and improve professional competence by attending training courses as appropriate to meet the Person's needs, and assist Inspired Care in continuous quality improvement of service provision and quality standards.
- Participate in Annual Appraisal and personal development planning meetings.
- Attend relevant team meetings.
- Support an open, positive and inclusive culture.
- Represent Inspired care in a positive professional manner at all times via appropriate personal and professional conduct.

### **Health & Safety:**

- Take all measures to ensure the safety of staff, the Person, volunteers and visitors in accordance with the Company's Health & Safety Policy.
- Have an understanding of fire regulations and action to be taken in the event of fire.
- Report any accidents or incidents, recording adverse incidents as appropriate.
- Employees must be aware that preventing healthcare acquired infections and infection control is the responsibility of all staff. Infection control policies and guidance must be followed by all staff.
- All staff must adhere to Safeguarding Policies and Procedures.
- Work in a cost-effective manner.

**Additional Information:**

It is the nature of Inspired Care Service Provision that tasks and responsibilities are in many circumstances variable and unpredictable. All staff are therefore expected to work in flexible ways when the occasion arises, so that tasks which are not specifically covered in their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in a Person's needs.

Disclosure Barring Service (DBS) Disclosure will be required for this role.

The post holder will carry out his/her duties in according to the philosophy of Inspired Care, acting at all times in such a manner as to justify public trust and confidence and to safeguard the interests and confidentiality of the Individual and their families.

This job description reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendments in consultation with the post holder. The post is subject to six months probationary period.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education, Training &amp; Qualifications</b>		
Must have or be willing to work towards Common Induction Standards (CIS).	✓	
All mandatory training and instruction up to date and relevant.		✓
QCF (NVQ) level 2 (or equivalent).		✓
Willingness to increase to QCF (NVQ) level 3 (or equivalent).	✓	
<b>Experience</b>		
Knowledge of Palliative Care.		✓
Previous experience in a care setting.	✓	
Relevant experience of supporting People with Personal Care tasks.	✓	
Proven experience of working effectively in a team.	✓	
Ability to assess a Person change in their condition.	✓	
Knowledge of working with Healthcare Professionals.	✓	
Complex Care experience i.e. Enteral feeding, tracheotomy, stoma catheter.		✓
Dementia Awareness.		✓
Ability to support Adults who may present behaviours which are challenging, in a non-discriminatory approach.		✓
<b>Knowledge and Skills</b>		
Basic computer skills.		✓
Good written and verbal communication.	✓	
Good organisational skills.	✓	
Good decision making skills.	✓	
Ability to work effectively in an emotionally demanding environment.	✓	
Maintaining links with outside agencies.	✓	
Understanding of quality assurance and continuous quality improvement.		✓
Understanding of Care Quality Commission role in monitoring Inspired Care.		✓
Understanding of H & S legislation.	✓	
Knowledge of Safeguarding.	✓	
Equality and Diversity and Equal opportunities knowledge,	✓	
<b>Personal Qualities/Other</b>		
Drive and enthusiasm.	✓	
Good team player.	✓	
Caring and empathetic approach.	✓	
Good interpersonal skills.	✓	
Flexible and adaptable to a variety of tasks.	✓	
Flexible working to meet business needs.	✓	
Commitment to Inspired Care's Mission and Aims.	✓	

Ability to main confidentiality.	✓	
Car owner and driver.	✓	
Satisfactory Criminal Bureaus Check (CRB).	✓	