

JOB DESCRIPTION AND PERSON SPECIFICATION FOR:

- ✓ **HEALTH CARE ASSISTANT (HCA) and**
- ✓ **SENIOR HEALTH CARE ASSISTANT (SHCA)**

VERSION No	4	
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NUMBER OF PAGES	5	

JOB TITLE	Health Care Assistant (HCA)
RESPONSIBLE TO / REPORTS TO	Senior Health Care Assistant / Nurse in Charge
ACCOUNTABLE TO	Registered Manager / Deputy Manager
LOCATION	Bendigo Nursing Home
HOURS OF WORK	As Per Off Duty Roster devised by the manager, including nights, weekends, Bank Holidays and other official holidays, usually on two weekly basis
JOB PURPOSE / OBJECTIVE	<p>The HCA is a member of a team who supports the other team members and a Nurse in Charge (RGN) in the delivery of person – centred care and support to people who reside at the home. The HCA undertakes a broad range of care and support activities in collaboration and under the supervision of the RGN. The HCA also works closely and under the direct supervision of a Senior HCA.</p> <p>To share with other staff in meeting the personal care needs of service users in a way that respects the dignity of the individual and promotes independence. Care provided by care assistants is expected to include care that would reasonably be given by members of the service user’s own family and will not include tasks that would normally be undertaken by a trained nurse. Only when trained to do so would care workers undertake any specialist tasks.</p> <ul style="list-style-type: none"> ✓ To look after the physical, emotional, cultural and social needs of the Service Users using a person-centred approach ✓ To observe and promote the Service Users’ choice, independence, dignity, privacy, fulfilment, empowerment and other rights ✓ To create and maintain good professional relationships with Service Users, their family and friends and other stakeholders and professionals

All HCA and SHCA staff must ensure that they have read and understood the Skills for Care Code of Conduct as well as the Kindcare Code of Conduct

1. HCA AND SHCA SKILLS AND PERSON SPECIFICATION

To be a healthcare assistant, you should:

- 🕒 Be kind, caring, friendly and compassionate

- ☞ Willing to be hands-on with service users
- ☞ Willing to do personal care tasks (washing, toileting, etc)
- ☞ Able to follow instructions and procedures
- ☞ Able to work in a team but use own initiative
- ☞ Have organisation skills
- ☞ Have observational skills
- ☞ Be committed to support the delivery of the best possible service
- ☞ Have ability to communicate clearly and effectively both verbally and in writing
- ☞ Have ability to listen
- ☞ Have a friendly and approachable manner, with good people skills, showing care and empathy. ability to cope with occasional exposure to challenging behaviour, distressing circumstances or emotional events.
- ☞ Have ability to work positively as a member of a busy team.
- ☞ Have a conscientious approach and the commitment to working in an adaptable and flexible manner. willingness and ability to undertake any training required to carry out the role effectively and safely.
- ☞ *Be committed to update and continually improve practice by a mutually agreed method which may include mandatory, additional and specialised training, attendance at staff meetings, learning support briefings and one-to-one supervision.*

2. JOB RESPONSIBILITIES

a) *Care provision:*

- ⚠ To provide personal care and support to Service users with a wide range of needs, illnesses and disabilities
- ⚠ To know and understand the care and support of individual Service user
- ⚠ To undertake the tasks detailed in the Service user's care and support plan using a person-centred approach and in the least intrusive way
- ⚠ To encourage the independence and motivation of the Service user and not foster dependent behaviour To provide input into the care and support plans of Service users by regularly feeding back to the nurse in charge and during handovers and staff meetings
- ⚠ To assist Service users with personal hygiene
- ⚠ To assist Service users to wash, bath and shower
- ⚠ To assist Service users to dress and undress
- ⚠ To assist Service users to look after their skin, teeth, hair and nails
- ⚠ To assist Service users with toileting and continence management
- ⚠ To use manual handling equipment safely and correctly
- ⚠ To maintain good communication and develop effective working relationships with Service users
- ⚠ To provide companionship to the Service user, actively talking and listening to them about their interests and wishes
- ⚠ To engage in the promotion of mental and physical well-being of service users through talking to them, taking them out, sharing with them in activities such as reading, writing, hobbies and recreations To help the Service user to maintain contact with their family and friends
- ⚠ To accompany the Service user on trips into the community or for medical appointments from time to time
- ⚠ To ensure as safe as possible the living environment for the Service user, whilst respecting the Service user's choice and rights
- ⚠ To support and care for service users who are dying with dignity, respect and empathy, including for those close to them
- ⚠ To observe all health and safety rules and take reasonable care to promote health and safety of self and others

b) *Recording and Reporting:*

- ⚠ To maintain detailed and timely / prompt accurate records
- ⚠ To regularly read care and support plans, acknowledging changes
- ⚠ To protect the confidentiality of all information relating to the Service user and not divulge information to anyone who is not authorised to receive it
- ⚠ To promptly report to the nurse in charge any issues concerning the care, support, wellbeing or behaviour of the Service user
- ⚠ To continue to monitor where concerns have been reported and recorded
- ⚠ To recognise the signs of abuse and immediately report abuse or suspected abuse to a Manager
- ⚠ To report any complaints to the nurse in charge, the manager or deputy manager, no matter how small they may be

c) *Communication and Working Relationships:*

- ⚠ To build professional rapport with service users and their families, communicate with them in a way that respects their views, autonomy and culture.
- ⚠ To communicate effectively with all professionals concerned with the service user's care.
- ⚠ To ensure service user confidentiality is maintained at all times.
- ⚠ To report effectively to the team on service user's progress and performance in relation to the service user goals.
- ⚠ To ensure that up to date written records and activity data are maintained
- ⚠ To demonstrate sensitive communication styles to ensure service users are fully informed and consent to care and support.
- ⚠ Communicate effectively with service users and carers, recognising their needs for alternative methods of communication.
- ⚠ Provide and receive sensitive information.
- ⚠ To understand and follow the requirements of confidentiality (including the Data Protection Act and practice policy) and the Freedom of Information Act and to refer on any queries as appropriate. Participation in handovers and staff meetings

d) *Team working:*

- ⚠ Understand own role and scope in the organisation.
- ⚠ Work as an effective and responsible team member, supporting others.
- ⚠ Accept delegation from Nursing and Senior HCA staff, prioritise own workload and ensure effective time management strategies are embedded in own practice.
- ⚠ Ensure participation in team activities, such as handover and staff meetings, that create opportunities to improve service user care.

e) *Organisation / Quality*

- ⚠ To follow the company's policies, including Health and Safety, Security, Confidentiality and Information Governance.
- ⚠ To practice in accordance with agreed standards of care.
- ⚠ To ensure that own actions are consistent with training and best practice and bring to the attention of more senior staff any specific risk situations.
- ⚠ To manage own time effectively.
- ⚠ Understand the requirement of the New Fundamental Standard Regulations 9 – 20, in relation to the Care Quality Commission Inspect regime and its importance to your workplace practice.
- ⚠ To support and work towards the achievement of national standards
- ⚠ To support the aims and objectives of the Home and contribute to the ongoing development of the service
- ⚠ To assist and contribute to any regulatory body inspection or monitoring visit.

f) *Equality and diversity*

- ⚠ To act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures.

- ⚠ To respect the privacy, dignity and beliefs of service users, carers, visitors and co-workers. They must be treated equally, irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc. Promote good practice and be vigilant in recognising and reporting practice which does not meet the defined standard.
- ⚠ To act at all times, to safeguard service users from any form of abuse and to report such concerns immediately.
- ⚠ Be familiar and uphold statutory procedures, local guidance and home's procedures regarding protection of vulnerable adults. To follow the policy and procedure on safeguarding and take action in an appropriate manner.

g) **Health, safety and security**

- ⚠ Use of proper infection control procedures, cleanliness and handwashing
- ⚠ Use the personal security systems within the home.
- ⚠ Follow Health and Safety Policies and guidelines, including fire procedures. Use safe working procedures and report incidents using the Home's incident reporting system.
- ⚠ Ensure the decontamination of individual and home's equipment as per policy and procedure and decontamination schedule, including prompt and accurate recording

h) **Training / Personal development**

- 👉 To undergo regular appraisal, supervision and training (mandatory, relevant and specialised) as necessary to update skills and knowledge.
- 👉 Take responsibility in conjunction with line manager for identifying further learning.
- 👉 Be aware of requirements regarding codes of practice and relevant codes of conduct where appropriate issued by professional bodies.
- 👉 To take responsibility for maintaining a record of own personal development.
- 👉 To provide training to other staff in work relevant to this post.
- 👉 To participate in the induction of new staff.
- 👉 Review and reflect on your own practice through regular participation in professional supervision and appraisal.

i) **Other**

- ✔ Good and regular attendance and punctuality
- ✔ To maintain a tidy and organised work area.
- ✔ Any other duty appropriate to the role.

This job description is subject to periodic review and amendment in consultation with the post-holder in the light of changing circumstances (i.e. legislation, guidance, best practice, etc.).

The above list is not exhaustive

SHCA Job Description: next page

JOB TITLE	Senior Health Care Assistant (SHCA)
RESPONSIBLE TO / REPORTS TO	Nurse in Charge
ACCOUNTABLE TO	Registered Manager / Deputy Manager
LOCATION	Bendigo Nursing Home
HOURS OF WORK	As Per Off Duty Roster devised by the manager, including nights, weekends, Bank Holidays and other official holidays, usually on two weekly basis
JOB PURPOSE / OBJECTIVE	<p>A SHCA is a member of staff who has the experience, knowledge, skills and training that enable the SHCA to carry out successfully additional responsibilities which an HCA normally would not. That is discussed and agreed with the manager during an appraisal.</p> <p>In addition to the job description for HCA, A SHCA must also:</p>

KEY RESPONSIBILITIES

1. Assist with the informal supervision of HCA staff.
2. Training and support staff and specifically, newly employed staff. To assist with the induction, training and support of new staff members.
3. Assist the deputy manager and the manager to identify and address the training needs of other HCA staff.
4. Participate in the training of other healthcare assistants.
5. Professional development: To undertake relevant activities to meet the training objectives identified with your supervisor.
6. Undertake relevant and specialised training as agreed with the manager
7. To register and participate in the relevant modules in order to attain relevant qualification.
8. To keep a record of your training and clinical development activities.
9. Clinical governance: Participate in clinical governance and quality improvement projects as allocated by your manager, for example Decontamination Lead
10. Personal management: To exercise good personal time management, punctuality and consistent reliable attendance.
11. Research and development: As part of the team, incorporate up-to-date techniques and evidence based practice into your work and ensure other staff follow those.
12. To participate in audit and evaluation of the service as requested by your manager

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The above list is not exhaustive