

JOB DESCRIPTION FOR		
HEALTH CARE ASSISTANT KEY WORKER (HCAKW)		
VERSION No	4	
REVIEWED BY	Mariana Philipova	
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JOB TITLE	Health Care Assistant (HCA) Key Worker (KW)	
RESPONSIBLE TO / REPORTS TO	RGN Key Worker / Nurse in Charge	
ACCOUNTABLE TO	Registered Manager	
LOCATION	Bendigo Nursing Home	

1. Policy Statement

This organisation provides continuity of care, builds working relationships based on trust and facilitates advocacy for each individual through the work of the Key Worker.

Every person using our service will be assigned an HCA and a RGN key workers. The function of the key worker is to take a social interest in the individual, developing opportunities and activities for them, and in conjunction with the RGN (Registered General Nurse) Key Worker, take part in care plan development with the individual. The Key worker will not be left to come up with care plans on their own, but their advice and ideas will be actively sought. The intention is to provide a focal point for the individual among the number of staff, or those who may visit them within the community, as well as defining a member of staff to take responsibility for the individual. When the appointed key worker is not available other staff will take on the responsibilities

2. Policy Aim

Wherever possible the individual chooses their Key worker and staff should actively encourage this choice. In reality, changes in the staff situation can dictate the circumstances and the Manager may have to make a decision based on compatibility, staff experience, etc.

The Key worker does not work exclusively with the individual, but would be the member of staff who should be preferably allocated. However, an HCA will be a key worker to three or four residents.

3. Roles and Responsibilities of the key worker

- a) on admission, support and welcome the individual into the home and give the necessary information such as; meals / show menu, notices in rooms, toilets, equipment, following admission procedure
- b) to support the individual by participating and assisting the RGN key worker in care planning and risk assessments, discussing with the individual (and representative were appropriate) any issues, ensuring that agreement is reached and consent gained
- c) create an environment where the individual feels able to discuss any areas of concern / issues and be confident that appropriate action will take place as necessary and ensure that the individual is aware of these opportunities to sit and chat to promote wellbeing and build working relationships
- d) promote access to various activities both within the organisation and externally taking into account the individual's preferences
- e) encourage to maintain were appropriate their normal activities again both external and internal whenever possible especially were someone is local., encouraging hobbies, pastimes and care plan as appropriate
- f) ensure that appropriate spiritual needs are met by accessing local faiths

- g) support diversity and ensure that any needs and preferences (wherever possible) are highlighted and inform the RGN key worker to include in the care planning acknowledging and respecting the person's wishes
- h) enabling the individual to be independent and create their own friendships as appropriate and encourage, support and promote the individual to develop their own potential
- i) to support the individual with the following health requirements where appropriate e.g. dietary, to enable the continuation of the individual's wellbeing and independence ensuring that the person takes an active part in their care, as appropriate
- j) liaise with the senior team should any issues arise
- k) organise the cleaning of personal equipment e.g. wheelchairs, zimmer frames etc. on a daily and / or weekly basis as appropriate, to limit the risk to the individual of cross infection and so that any unsuitable equipment can be reported to the deputy manager or the manager for repair or replacement.
- l) with regards to day to day routines the key worker should support the individual with their laundry, repair of clothes, tidying of their room, wardrobe, draws should they wish, staff should promote the individual to take the lead in this and be as independent as possible
- m) promote the concepts of privacy, dignity, respect, diversity, rights, responsibilities and enable the individual to meet their goals and aspirations to enable the individual to maintain and develop their self-worth and individuality a key worker has the right to bring up any concerns and issues regarding the suitability of the relationship between themselves and the person using the service being provided e.g. clash of personalities within supervision or to their supervisor or senior team and reassigned where appropriate
- n) Check with the resident if he/she has any wishes and requirements and record in the client's file in the section 'To Do List' and follow it through that it is done.
- o) Record and discuss any problems and/or anything unusual with the RGN key worker and or Manager.
- p) Do the residents' nails on a weekly basis.
- q) Liaising with relatives etc re: birthdays, anniversaries, mothers' day, etc.
- r) Liaising with hairdresser chiropody.
- s) Measure residents' weight one a month unless in cases where the resident is at risk of malnutrition or overweight and more detailed and frequent observations are required, which are to be reflected in the residents' care and review plan. Discuss it further with the residents' RGN Key Worker and relatives and friends
- t) Liaising with chef regarding special diets (especially for diabetic residents).
- u) Dealing with personal items of shopping: the deputy manager or the manager will provide funds for the shopping. The HCA key worker must keep a receipt and give it to the admin assistant.
- v) Identify any maintenance work required in the room and record in maintenance book.
- w) Get to know your residents. Talk to them and their relatives about their likes and dislikes.

This job description is a 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

4. Training

All staff with the role of key worker will receive training and mentoring. Regular supervision will be given to support them in this role

Related Policies

Admission

Continuity of Care or Support Workers

Dignity and Respect

Meeting Needs

Person Centred Planning