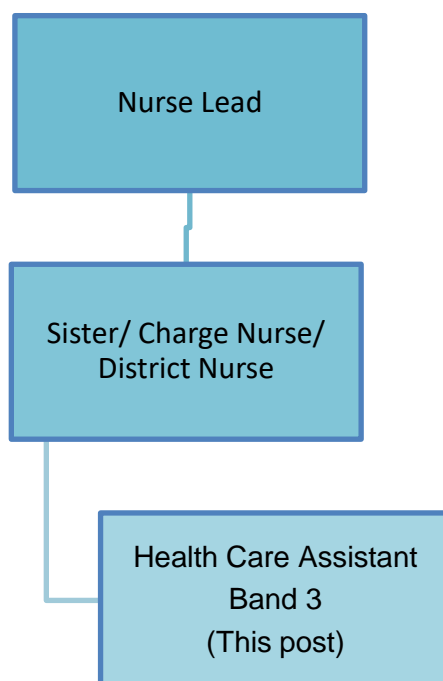


JOB DESCRIPTION

Post Title:	Health Care Assistant – Primary Care Homes
Band:	3 NAX/HCAPCN07072019 (£19,737 to £21,142 pa)
Reports to:	Integrated Care Lead/ Nurse Lead Primary Care Home
Accountable to:	Locality Lead – Primary Care Home

DEPARTMENT STRUCTURE



KEY WORKING RELATIONSHIPS

- Patients, relatives and carers
- ECCH Multidisciplinary teams (including Specialist nursing teams, community therapy teams, Podiatry, Musculoskeletal teams)
- Primary and Secondary care
- Out of Hours GP Service
- Social services
- Voluntary agencies
- Care home staff

JOB SUMMARY

The Health Care Assistant will work with other members of the Primary Care Home to provide proactive and reactive community services.

The post holder will be part of a team trained in a range of skills, to deliver clinical interventions for patients with a wide range of health care needs in a variety of community settings.

SPECIFIC DUTIES AND RESPONSIBILITIES

We Listen, We Learn, We Lead

- Contribute to, support and promote ECCH's, strategic direction, values and culture in relation to proactive and reactive services.
- Communicate effectively with patients, relatives and carers, respecting patient confidentiality with privacy and respect for diverse cultural backgrounds and requirements.
- Communicate routine information to patients, relatives or carers, using skills of persuasion, reassurance, tact and empathy as required.
- On occasion at night the post holder may be required to provide telephone triage in the absence of a registered nurse. Providing basic advice and sign posting to patients, their relatives or carers
- To support relatives at all times and be aware of the effects of illness on the family.
- Enable individuals and their families to express their needs and preferences and take appropriate action to overcome barriers to communication.
- To promote confidence in the patient by means of appropriate standards of appearance, behaviour and attitudes
- To safeguard the confidentiality of all personally sensitive information.
- Plan and organise a range of delegated clinical activities which might include phlebotomy, in a wide range of settings to ensure best practice is delivered.
- Contribute to the clinical governance agenda through participation in clinical audit.
- Create an environment conducive to effective working, respecting and supporting staff to deliver high quality clinical services.

Work Together, Achieve Together

- Work as part of the multidisciplinary Primary Care Home to deliver proactive and reactive services.
- Work collaboratively with residential home colleagues to promote high standards of healthcare.
- Work with patients towards self-care and independence.
- Supporting the registered nurse visiting patients who require reactive care during the night for urgent treatment of continence issues or symptom management for patients who may be terminally ill.
- Participate in caring for patients at the end of life when appropriate.

My Responsibility, My Accountability

- To implement the care as planned taking into account own competencies.
- To deliver safe patient centred care within a variety of settings.
- Take, record and report blood pressure, respiration, pulse rate, oxygen saturation levels. Be able to recognise the deteriorating condition of a patient
- Undertake and record MUST and Waterlow assessments and take appropriate action
- Be able to participate in wound care, skin tear pathway, venepuncture, collection of specimens or diabetic foot assessment as required.
- To report any concerns / changes in the patient's condition to a registered nurse or appropriate Health care Professional without delay.
- Ensure a high standard of record keeping is achieved in line with ECCH standards.
- Engage in personal development, maintain competence, knowledge and skills commensurate with role

Be Cost Conscious, Respect Our Resources

- Take responsibility for the safe use of clinical equipment,
- Contribute to the effective use of resources.
- Report any concerns/ changes in a patient's condition to a registered health care professional without delay.

All roles within East Coast Community Healthcare CIC (ECCH) require staff to demonstrate our ABCD Commitments and Signature Behaviours in the care they provide to patients, service users, stakeholders and colleagues. All members of staff should consider these behaviours, which are detailed in the pages below, an essential part of their job role.

PERSONAL RESPONSIBILITIES

All of the above activities are governed by the operational policies, standing financial instructions, policies and procedures and standards of ECCH as well as legislation and professional standards and guidelines.

You are also responsible for ensuring the following:

- The requirements of the organisation's statutory responsibilities in relation to codes of conduct, corporate and clinical governance are disseminated, acted upon and achieved.
- Compliance with the Data Protection Act 2018 and Information Governance – the post-holder is not entitled to use for their own benefit or gain, or to divulge to any persons, firm or other organisation whatsoever, any confidential information belonging to the organisation or relating to the organisations affairs or dealings which may come to their knowledge during employment.
- Compliance with the Health & Safety at Work Act 1974 – the post-holder is required to fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.
- Compliance with all mandatory training requirements as set by ECCH for your role.
- You protect yourself and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by ECCH.
- You act in such a way that at all times your actions safeguards the health and well-being of children and vulnerable adults. Familiarisation with and adherence to ECCH's Safeguarding Children and Adult policies is an essential requirement for all employees as is the participation in related mandatory/statutory safeguarding training.
- Post-holders are required to contribute to the organisation's performance against those aspects of the Assurance and Regulatory Frameworks pertaining to their role and to supply evidence of compliance with standards/targets.

ECCH is a learning organisation and an established placement provider for pre-registration learners; we support and value development of our existing workforce and the future workforce and as such everyone that works in ECCH is required to actively engage in supporting the learning environment.

Directors and Senior Managers (defined as Band 8 and above) will have the following additional explicit responsibilities:

- Directors and Designated Senior Managers will be responsible for the delivery of actions and the collection of associated evidence to ensure compliance with all aspects of the Assurance and Regulatory Frameworks governing the Company's work, including Core Standards within the Annual Health Check and national priority target areas and risk management appropriate to their areas of responsibility.
- They will be responsible for ensuring that all relevant evidence is made available through ECCH's Performance Management systems.
- Where evidence is insufficient or unavailable, responsible Directors and Designated Senior Managers will ensure the necessary actions are delivered by the end of the financial year in which the gap in performance is identified.

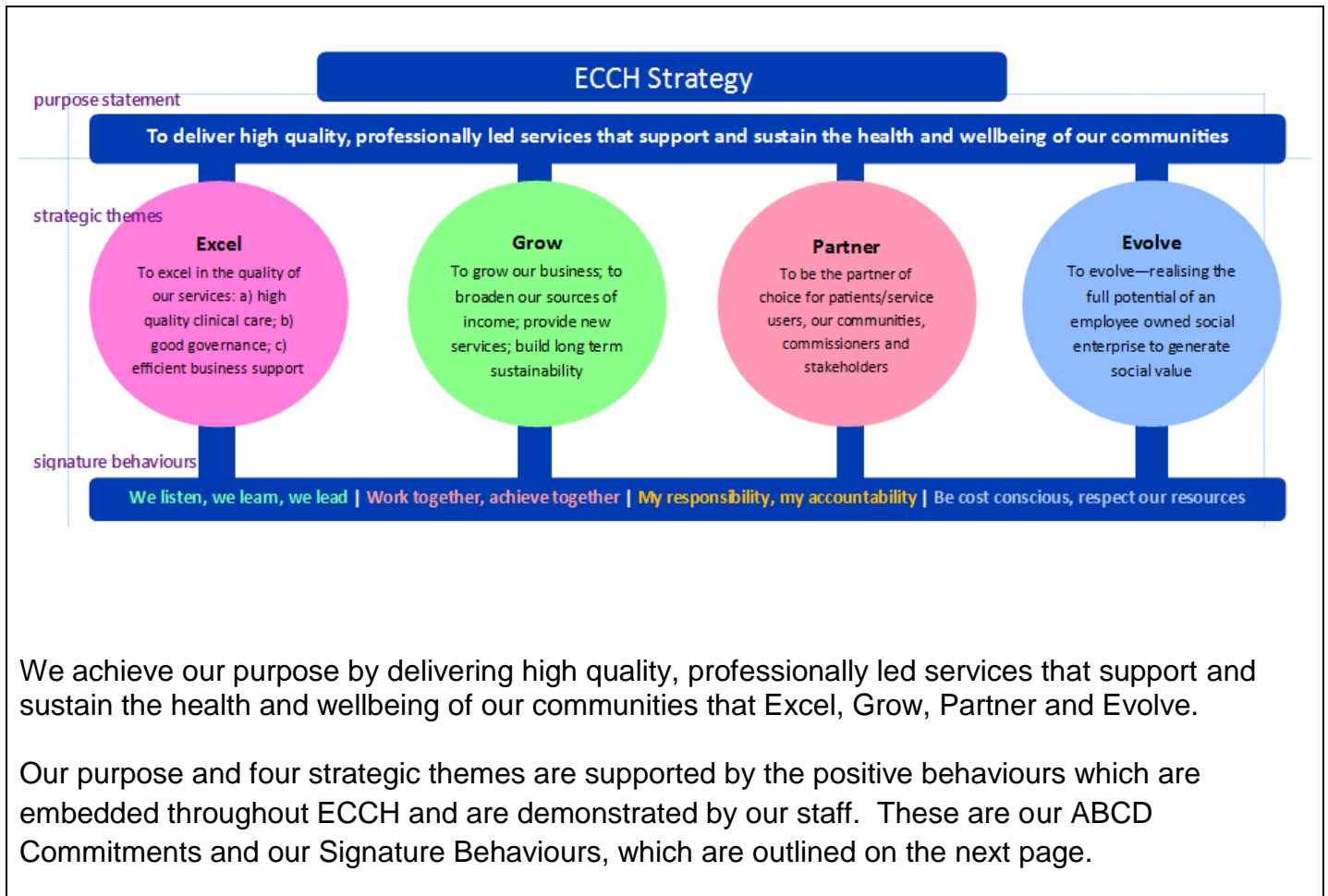
NOTES – to all employees:

As a term of your employment with the organisation, you can be required to undertake such other duties commensurate with your grade and/or hours of work at your initial place of work or at any other of the organisations establishments, as may reasonably be required of you.

This is a description of the job as it is at present constituted. It is the practice of this organisation regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager and those working directly to him or her. You will, therefore, be expected to participate fully in such discussions and, in connection with them, to re-write your job description to bring it up-to-date if this is considered necessary or desirable. It is the organisation's aim to reach agreement on reasonable changes, but if agreement is not possible the organisation reserves the right to insist on changes to your job description after consultation with you.

ABOUT US

ECCH is a social enterprise which provides NHS community health services across Norfolk and Suffolk. As a social enterprise, ECCH is owned by its staff and uses any surplus resources for the benefit of communities in Norfolk and Suffolk.



ABCD COMMITMENTS

As a staff owned organisation it is important to embed and sustain a culture in which all staff feel valued and supported. Our staff helped to create the below commitments which we believe set out the standards that we can expect from one another. Essentially these commitments are intended to outline the type of culture we are seeking to promote within ECCH by defining the components; Attitude, Behaviour, Competence, Delivery. We expect all staff to take ownership of these commitments and to demonstrate them in every aspect of their role.

Attitudes	Behaviours
<ul style="list-style-type: none"> • Be Positive • Give and receive constructive feedback • Embrace challenge and change • Spend time listening • Build Strong Relationships with colleagues and stakeholders • Be open, honest, flexible and reliable 	<ul style="list-style-type: none"> • Lead by example • Be open, honest and transparent • Constructively address behaviours and attitudes that compromise a positive team environment • Demonstrate entrepreneurial spirit • Treat everyone equally and with respect • Take ownership and get things done • Always act as an ambassador for ECCH • Be proactive with personal desire to succeed and make a difference
Competence	Delivery
<ul style="list-style-type: none"> • Aim to deliver a high quality service every time, every day • Look after our own wellbeing and support others • Expand knowledge, share and develop ideas to continually improve and enhance our services • Support the delivery of our strategic objectives • Make the most of every opportunity that arises in the interest of our company 	<ul style="list-style-type: none"> • Aspire for excellence in all that we do • Be professional at all times • Be accountable for decisions • Contribute to the development of our staff owned organisation • Take personal responsibility for reading, responding to and sharing communications

SIGNATURE BEHAVIOURS

We are building an 'intentional culture' with the Evolve programme that will help us meet our future challenges. Our four signature behaviours underpin how we want to do things in ECCH. All staff will be able to relate to these behaviours and all staff will be expected to positively demonstrate them in the workplace.

<p>We Listen, We Learn, We Lead</p> <ul style="list-style-type: none"> • We convert ideas and feedback into action • We lead every day in many different ways (including following) • We take the time to hear what people say, not what we want to hear • We believe lifelong learning improves the wellbeing of all 	<p>Work Together, Achieve Together</p> <ul style="list-style-type: none"> • When the team wins, we all win • We are part of our community and a system of care (no person is an island) • To do what I do, I need you (My team needs your team for ECCH to succeed) • Wellbeing is Key – Comfortable, Healthy, Happy
<p>My Responsibility, My Accountability</p> <ul style="list-style-type: none"> • We do what we say we will do • We are part of the solution, not the problem • We are positive: where blame is present, accountability is absent • Our Evolve behaviours are our responsibility 	<p>Be Cost Conscious, Respect Our Resources</p> <ul style="list-style-type: none"> • We understand that every pound wasted is a need left unmet • We all share in ECCH's success • We innovate to grow our success • Saving 0.5% of our budget generates £175,000 – What could we achieve?

PERSON SPECIFICATION		
Post Title:	Health Care Assistant- Primary Care Home	
Band:	3	
QUALIFICATIONS		ASSESSMENT METHOD
ESSENTIAL	<ul style="list-style-type: none"> NVQ Level 3 in Health and Social Care (working towards) or equivalent experience in community setting. Care certificate 	Application Form Qualification Certificates Interview
DESIRABLE	<ul style="list-style-type: none"> Training in communication skills Evidence of personal development 	Application Form Qualification Certificates Interview
EXPERIENCE		ASSESSMENT METHOD
ESSENTIAL	<ul style="list-style-type: none"> Previous experience of NHS/ Social Care/ Voluntary organisation Ability to work without direct supervision Ability to prioritise workload. Awareness of needs of older people 	Application Form Interview
DESIRABLE	<ul style="list-style-type: none"> Previous experience of working in community setting Experience of multidisciplinary team work 	Application Form Interview
SKILLS AND KNOWLEDGE		ASSESSMENT METHOD
ESSENTIAL	<ul style="list-style-type: none"> Good interpersonal skills Good verbal communication skills Good ability to listen Excellent time management skills Good IT skills Good written skills 	Application Form Interview Practical Assessment
DESIRABLE		Application Form Interview Practical Assessment
PERSONAL ATTRIBUTES		ASSESSMENT

		METHOD
ESSENTIAL	<ul style="list-style-type: none"> • Willingness and ability to work across different sites • The ability to travel around the community • Willing and able to work without direct supervision • Awareness of requirements for confidentiality • Approachable • Reliable • Understands limitations and can work within boundaries 	Interview Practical Assessment
DESIRABLE	<ul style="list-style-type: none"> • Willingness to learn new skills 	Interview Practical Assessment