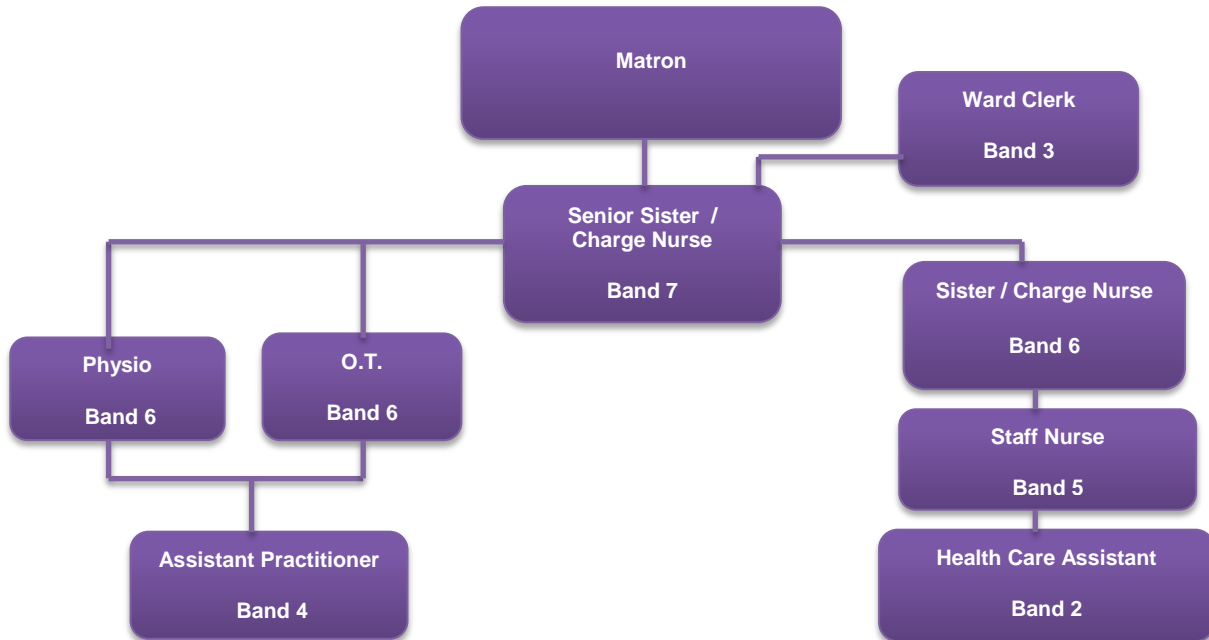


ROLE PROFILE

Post Title:	Health Care Assistant (HCA) – Intermediate Care Centre
Band:	2 (£18,005 to £19,337 pa)
Reports to:	Senior Sister / Senior Charge Nurse
Accountable to:	Director of Quality and Development

INTERMEDIATE CARE STRUCTURE



KEY WORKING RELATIONSHIPS

Multidisciplinary team, patients, carers and relatives.

JOB SUMMARY

To deliver patient care and aid rehabilitation, under the supervision of nurses and other members of the multidisciplinary team.

The post holder will be responsible for supporting the delivery of an Intermediate Care service for patients with highly complex needs. The emphasis of the service will be re-enablement of patients in order to promote:

- Faster recovery from illness
- Prevention of unnecessary acute hospital admissions
- Prevention of premature admission to long term residential care
- Support for a timely discharge from hospital
- Maximize independent living.

SPECIFIC DUTIES AND RESPONSIBILITIES

Patient Care

- To provide direct patient care, ensuring the highest quality of patient centred, goal directed care at all times, and with appropriate involvement and support of relatives and carers, under the direction of nurses and other members of the multidisciplinary team

- To assist the patient to be as independent as possible and to aid rehabilitation
- To discuss individuals' care plans and their health and wellbeing needs with the care team and understand his/her own role in delivering care to meet those needs
- To be constantly observant and to promptly report any changes in the patient's condition and circumstances
- To complete clinical documentation and electronic data entry to a high professional standard and in accordance with East Coast Community Healthcare (ECCH) policies
- To work effectively with members of the multi-disciplinary team, ensuring a coordinated approach to patient care
- Promote confidence in the patient by means of appropriate standards of appearance, behaviour and attitudes
- Safeguard the confidentiality of all information regarding the patient and their family
- To attend to housekeeping, stock control and other duties as delegated by other staff
- To assist the registered nurse/therapists, under their supervision in an emergency situation where there is concern for the health and well-being of the patient.

Clinical Governance

- To participate fully in the appraisal/PDP process
- To participate fully in any clinical audit processes as required and directed
- Take responsibility and ownership for ensuring all mandatory training is completed and attend other training as required

Communication/ Interpersonal Relationships

- Maintain all patient related records and communications using the appropriate SystemOne and case management software
- Uses ECCH IT systems (e.g. emails, online learning and ESR self-service records) to ensure that knowledge is current and appropriate communication is shared and maintained
- Competent with Information Technology (IT), system one or generic case management software and able to manage own emails and online training. Good communication skills. and achieved where needed.

Other Responsibilities

- The post holder will be expected to participate in a rota system of shift working and to travel between ECCH sites for meetings and training

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.

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 staff are responsible for protecting themselves 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.

All employees are required to act in such a way that at all times their actions safeguards the health and well-being of children and vulnerable adults. Familiarisation with and adherence to East Coast Community Healthcare CIC's Safeguarding Children and Adult policies is an essential requirement for all employees as is the participation in related mandatory/statutory safeguarding training.

As a term of your employment with the organisation, you can be required to undertake such other duties commensurate with your band 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.

NOTE: 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 organisations 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

Our three core strategic objectives as an Organisation are to;

Improve Patient Experience - Our goal is that every patient and service user for whom we care feels respected, supported and treated with dignity. We will make a positive contribution to their health and well-being, and no-one will suffer harm from our care.

Be a Great Place to Work - Our goal is to be a great place to work as happy, motivated and well-organised staff deliver better quality care which improves the experience of patients and service user

Grow our Enterprise - Our goal is to ensure we remain a viable business that provides outstanding community health and social care that is valued by patients, commissioners, other service providers and our community.

We aim to do this a number of ways but mainly we will achieve these by demonstrating and living by the values as set out in our 4 core commitments of Attitude, Behaviour, Competency and Delivery.

ECCH 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

PERSON SPECIFICATION		
Post Title:	Health Care Assistant – Intermediate Care Centre	
Band:	2	
QUALIFICATIONS		ASSESSMENT METHOD
ESSENTIAL	<ul style="list-style-type: none"> Ability to demonstrate a good level of numeracy and literacy through formal educational qualifications or by evidencing relevant experience 	Application Form Qualification Certificates Interview
DESIRABLE	<ul style="list-style-type: none"> NVQ level 2/3 qualification or equivalent in health and/or care setting Willingness to undertake NVQ level 2/3 health/social care qualification/ training. 	Application Form Qualification Certificates Interview
EXPERIENCE		ASSESSMENT METHOD
ESSENTIAL	<ul style="list-style-type: none"> Evidence of making and maintaining contact with a variety of people Evidence of working in a patient/client care setting 	Application Form Interview
DESIRABLE	<ul style="list-style-type: none"> Evidence of experience of working in a hospital environment 	Application Form Interview
SKILLS AND KNOWLEDGE		ASSESSMENT METHOD
ESSENTIAL	<ul style="list-style-type: none"> Common sense and practical problem solving approach Observant Good written and verbal communication skills Able to accept direction and to work as part of a team but also ability to work independently without direct supervision Ability to communicate with all members of the multi-disciplinary team and with patients with communication difficulties Ability to demonstrate an understanding of the rights of the older person Ability to demonstrate how to maintain the dignity of an older person Use of email & basic information technology skills Ability/Willingness to complete/undertake System one training in order to comply with the record keeping requirements of the 	Application Form Interview Practical Assessment

	role <ul style="list-style-type: none"> • Use of a computer to access emails, use of internet 	
DESIRABLE	<ul style="list-style-type: none"> • Phlebotomy skills 	Application Form Interview Practical Assessment
PERSONAL ATTRIBUTES		ASSESSMENT METHOD
ESSENTIAL	<ul style="list-style-type: none"> • Must be willing to work flexible hours / location to include internal rotation (days, nights, weekends and Bank Holidays) • To be able to demonstrate empathy towards the patients • Ability to travel between ECCH locations and in accordance with the performance of the role 	Interview Practical Assessment
DESIRABLE		Interview Practical Assessment

Staff Members Name: _____

Staff Members Signature: _____

Date: _____

Managers Name _____

Managers Signature _____

Date: _____