



Senior Healthcare Assistant/Outreach Worker
Child and Adolescent Mental Health Service
Job Information



**MANX CARE
MENTAL HEALTH SERVICE
JOB DESCRIPTION**

Job Title:	Senior Health Care Assistant
Location:	Rehabilitation and Recovery Service, Geddyn Reesht
Accountable to:	Clinical general Manager
Reports to:	Senior Practitioner
Pay Band:	4
Job Evaluation Reference No:	0283v3/JE/16
Organisation Chart: (attached)	See Page 12

ROLE

The post holder will support the Registered nurse by acting as a key worker to a group of patients , undertaking assessments of daily living skills and rehabilitation programmes .The post holder will work as a member of the Multi- disciplinary team assisting with the delivery of high quality patient centred physical and emotional care. The post holder is required to work without the direct supervision of a registered practitioner, providing support and guidance to health care assistants. As a result of lone working the post holder will be expected to make decisions regarding the delivery of care, with regard to risk, volatile and untoward situations.

KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

The post holder:-

- Must have a minimum of relevant experience of working in a health care setting.
- Must have a good command of the English language, written and oral.
- Must have evidence of a good general education and have the following abilities: to work with people, to work as part of a team as well as on own initiative, have empathy towards their client group, to follow clear instruction and give feedback to senior staff and recognise when to seek advice and assistance.
- Will be able to communicate accurately and concisely to patients, family members and all members of the multi professional team. To be friendly, non judgemental and at all times approachable.
- Must show willingness and enthusiasm in working within the speciality, needs to be pro active



about delivering high quality nursing care and be able to work without direct supervision. They must be an active contributor of the multi- disciplinary team and participate in quality initiatives as directed by the registered practitioner and demonstrate that they can be flexible in assisting and meeting the needs of the service.

- Must attend local and corporate induction training and the components of the mandatory training programme that are necessary to fulfil the role of Health Care Assistant, including updates, and maintain an on going record of attainment.
- Must have attained National Vocational Qualification level 2 in health and social care
- Will be expected to attain National Vocational Qualification Level 3 in health and social care
- Will be able to meet the physical demands of the area.
- Will be prepared to work shifts over a 24 hour period, including night duty, weekend and bank holiday periods.
- Evidence of continued professional development.
- Will, in view of the client group, be able to adapt and be calm in challenging and stressful situations.
- Will have an understanding and awareness of the management of clinical risk
- Will have an understanding and awareness of common side effects linked to prescribed medication.
- Will have knowledge and experience of observing behaviour and symptoms exhibited by patients with an associated ability to act on judgement as required.
- Will have an awareness of issues associated with lone working, including the ability to analyse presenting situations and make associated decisions.
- Will attain and develop knowledge and awareness of diverse range of mental health conditions, including those related to psychosis and neurosis and organic disorders.
- Will have knowledge of community care policies and procedures.

MAIN DUTIES & RESPONSIBILITIES

The post holder:-

- Must have the ability to develop and maintain a therapeutic relationship with challenging patients and remain non- judgemental in their approach. All interactions with patients should be goal orientated and patient focused.
- Will be expected to assist in the implementation and monitoring of new initiatives for improving patient care in consultation with the multidisciplinary team.
- Will be expected to organise and coordinate activities for patients within the community without direct supervision.
- Will act as a key worker for individual patients directed by the registered nurse but without



supervision (as an associate worker within the care plan, responsible for carrying out specific actions.)

- Will carry out rehabilitation programmes with the patient within the patients' home without direct supervision.
- Will be perceptive and exercise judgement into the level of input required, when care needs change regarding the degree of risk present and the level of supervision required.
- Will support, educate and participate in promoting independence for the patient within the rehabilitation programme. This is governed by their ability and understanding of their condition and needs, using realistic time frames.
- Will work with nursing and medical colleagues, allied health professionals and other statutory and voluntary organisations.
- Will understand and implement all Manx Care policies including Health and Safety, Equal Opportunities and Confidentiality on information. Report any breaches or oversights, with regard to the implementation of policies and guidelines, to the appropriate authority (ies) immediately.
- Will carry out all prescribed observations as per policy and ensure these functions are conducted in a sensitive and empathic manner, respecting the patient's privacy and dignity.
- Will perform delegated duties autonomously, without direct supervision from qualified staff.
- Will promote the patient's active involvement in their daily rehabilitation activities in the community under qualified nurses' direction but without supervision.
- Will ensure effective communication, both verbal and written, is maintained. Written entries should be legible, objective and contemporaneous (signed, timed and dated) and a registered nurse must countersign them within a 24 hour period.
- Will participate in monthly supervision and annual appraisal.
- Will attend courses deemed necessary to gain the appropriate knowledge and skills of psychiatry.
- Will report any complaints to the Nurse in Charge in accordance with Manx Care's complaints procedure.
- Will work with the direction of the qualified nurse, to ensure that the requirements of Manx Mental Health Act 1998 are observed, adhered to and implemented.
- Will have a basic knowledge of various forms of mental disorder and their treatments
- Will have a working knowledge of Local, Divisional Policies Legislation which govern current service provision.
- Will be required to assist the registered practitioner in the delivery of care to all clients to support activities of daily living and if necessary, carry out tasks for those individuals who are unable to do so for themselves. Addressing the following areas-
 - Maintaining a safe environment
 - Working and Playing
 - Breathing
 - Eating and Drinking
 - Elimination
 - Communication



- Mobility
- Cleansing and dressing
- Controlling body temperature.
- Expressing sexuality
- Sleeping

- Will be responsible for the care that has been directed to them by the registered practitioner, to meet, and empower the physical, practical, emotional, spiritual and social needs. They will report observations regarding client's condition accurately in both verbal and written reports as required.
- Will perform as a Key Worker to a number of patients ensuring individualised care is delivered as per care plan.
- Will perform interventions according to each individual care plan, respecting and understanding the patient's right to dignity, privacy and choice.
- Will encourage and assist patients to maintain personal hygiene and appearance.

CLINICAL

The post holder will:-

- Assist qualified nurses in the assessment, planning, implementation and evaluation of care required for a client/group.
- Have responsibility to carry out home suitability assessments without supervision but under the direction of the registered nurse.
- Have responsibility to carry out home skills assessments of daily living without supervision but under the direction of the registered nurse.
- Have responsibility for carrying out shopping and budgeting assessments on patients, offering education and training where the need has been identified.
- Administer medication to patients according to the local policy on self administering of medication and maintain safe custody of medicines as per DSC medicines policy. Have responsibility for the ordering of medication.
- Have a responsibility to report to Registered Nurse and record any changes in presentation regarding the client's mental/emotional/physical state.
- Undertake clinical work and related tasks as delegated by qualified nursing staff following appropriate training and assessment of competencies e.g. urine testing.
- Be involved in all aspects of care delivery including Occupational Therapy activities which may include craft, creative, social, physical and recreational activities.
- Encourage patients to maintain their independence and individuality, by doing with rather than doing for.
- Accompany patients as required to appointments, interviews and consultations within the community, advocating on their behalf where required.
- Facilitate attendance at a variety of community support services for example Day centres,



training Centres, Job centre, DH benefits department.

- Introduce the patient to other support services both statutory and voluntary, for example, Praxis, debt counsellor.
- Facilitating the cashing and delivery of prescriptions and medidos, monitoring compliance, prompting to take medication, ensuring all effects and observations are reported to the care coordinator or the registered nurse.
- Contribute to the care planning process via participation in multi disciplinary team meetings, section 115 mental health act reviews, case conferences and discharge meetings.
- Be able to record and report patient's basic clinical observations to include blood pressure, pulse, respiratory rate, temperature, weight and height of patients.
- Be able to measure and record fluid balance charts to include input and output.
- Be able to carry out assessment of weight and height, utilising accepted assessment tool and record and report findings.
- Following approved training, assist in the safe moving and handling of patients, utilising appropriate aids.
- Observe and report changes in physical presentation, including skin, hair, teeth, nails to a registered nurse.
- Be able to obtain sterile specimens of urine for sending to laboratory, completing request documentation.
- Undertake ward urinalysis tests (lab stick) and drug testing and record in care plan and report findings to registered nurse.
- Will be able to identify distinguishing marks, bruises, lumps etc on a patient's body, recording on individual body plans and report to registered nurse.
- Be responsible for receiving/ recording patient's property on admission and throughout the patients stay.
- Respond to physical emergencies, violent incidences, fire etc in accordance with national and local policies.
- If the situation arises, be subject to intense physical effort for short or long periods assisting with the management of potential aggressive or violent incidents.
- Participate with the preparation, delivery and assistance where required in patients dietary and nutritional needs.
- Communicate with medical staff documenting outcome as per policy and relaying information to all parties concerned with caring for the patient.

PROFESSIONAL

The post holder will :-

- As an individual, be required to understand their responsibility for respecting and promoting issues of spirituality, equality, diversity and patients rights in accordance with good practise and



legislation.

- Establish and maintain good working relationships with all members of the multi professional team.
- Be responsible for acting in a professional manner towards patients, carers, colleagues and the public.
- Be expected to conform to dress code in accordance with local policy.
- Be aware of Health and Safety Policy within the area and apply this to practice
- Report any complaints, accidents, incidents or concerns from patients, carers or staff immediately to senior staff.
- Demonstrate an awareness of the area philosophy which underpins the practise and contribute to its periodic review.
- Be aware of signs and evidence of abuse and report any findings to the registered nurse.

TRAINING, EDUCATION & RESEARCH

The post holder will:-

- Attend Local and Corporate induction sessions.
- Work towards attaining National Vocational Qualification Level 3 in Health and social Care.
- Attend mandatory training as appropriate and attend up dates in line with Manx Care and organisational policies.
- Participate in the orientation process of new health care assistants to the area
- Through performance and development review process and clinical supervision, identify own training needs and future development in consultation with line manager.
- Participate in, and contribute to any developments, research, promotions or educational initiatives.
- Be actively involved in own and team objectives.

PLANNING & ORGANISATIONAL SKILLS

The post holder will:-

- Plan time efficiently in order to meet the needs of patients.
- Organise outings and activities for the patients in liaison with the registered nurse, taking into account risk assessment, patient's needs and resources.
- Contribute to the safe, hygienic and therapeutic environment of the area.
- Be responsible for reading, understanding and complying with all relevant service and statutory policies and procedures.
- Handle patients' cash/property in accordance with financial regulations and local guidelines and be aware of the financial restraints of unit and service budgets.



- Use resources such as water & electricity economically thus ensuring no unnecessary waste.
- Plan own time efficiently in order to meet the needs of the patients in their care, and is easily able to adapt to changing situations.

COMMUNICATION

The post holder will:-

- Maintain good relationships and an empathic approach to patients, carers, and relatives and refer them to the Registered Practitioner for any questions they may have on the patient's condition or for any suggestions or complaints that they wish to raise.
- Demonstrate good communication skills and will be able to relay information regarding patient's condition, treatments and interventions to the Registered Practitioner.
- Maintain accurate, contemporaneous written records of interventions and care given, ensuring they are signed, dated and timed (using the 24 hour clock) and countersigned by the Registered Nurse within a 24 hour period.
- Adhere to DSC record keeping policy
- Maintain patient confidentiality and is discrete when speaking with carers, family or friends.
- Ensure that patient consent is sought wherever possible, prior to carrying out any interventions.
- Be responsible for ensuring that they clearly communicate with patients and carers, actively listening to establish an understanding of the needs
- Where communication is difficult due to sensory deprivation or illness process which may be enhanced by use of communication aids, ensure that these are used and working efficiently. If necessary liaise with multi professional staff to acquire the most appropriate aids, demonstrate a basic working knowledge of the aids e.g. hearing or walking aids.
- Be aware of the need to maintain verbal and non verbal communication even when there is no apparent response from the resident, and demonstrate the ability to understand non verbal responses from patients.
- Attend and participate in Ward/Department/Unit meetings.
- Be responsible for checking the patients and environment as per procedure, immediately reporting concerns for patient's safety the registered nurse.
- When working alone, be responsible for the safety and security of the patients within the rehabilitation house, adhering to local policies.
- Participate in discussions and debates at staff meetings, carers meetings etc, offering views, ideas and opinions.
- Demonstrate an understanding of multi disciplinary team working.
- Be aware of the importance the Cultural and Spiritual needs of the patient.
- Acts as a representative of the area at community and area patient review meetings.

Key Liaisons

- Communicate and liaise with other departments within the division such as management teams, medical staff, other mental health areas, social workers, portering services, estates, stores,



human resources, fire officer, infection control, dentist, podiatry, physiotherapists, , occupational health, laundry supervisors, administrative departments, blood clinic, IT departments, finance department, centre for nurse education, staff at Mental Health resource centre, day centres, ambulance control, etc.

MANAGERIAL/LEADERSHIP

The post holder will :-

- Work within a framework commensurate with their level of knowledge and competence and sphere of responsibility.
- Exercise good personal time management, punctuality and consistent reliable attendance.
- As directed by the manager , act as link nurse/key worker for specific tasks e.g. moving and handling link, continence care, basic first aid, etc

CLINICAL GOVERNANCE

The post holder will :-

- Adhere to the DHSS/Mental Health Service Policies, Procedures, Standards and Protocols
- Accurately report untoward/critical incidents or complaints to Registered Staff
- Support and participate in unit audits.
- Participate in service user surveys
- Establish and maintain caring relationships with patients, carers and colleagues and reports any comments/concerns to the nurse in charge.
- Maintain an update of relevant knowledge and skills and participate in further training as appropriate, in order to enhance quality of care for patients and carers.
- Aid professional development and comply with clinical government requirements.
- Comply with Manx Care policies and procedures in order to contribute to safe working practises.
- Assist qualified nurses in the setting of quality standards, including the monitoring and reviewing in line with current clinical guidance practise and policy.
- Participate in research, service modernisation, clinical governance and the national service framework, as appropriate under the guidance of a qualified nurse.
- Follow infection control policies and procedures and at all times works to minimise the risk of cross contamination.
- Under the direction of the registered nurse will assist in the assessment of risk to patients in areas such as moving and handling, nutritional assessments, falls prevention and skin integrity
- Assist registered nurses in delivering care that minimises any risk to patients.



DECISIONS & JUDGEMENTS

The post holder will:-

- Have a responsibility to plan, carry out and record interventions.
- Acknowledge changes in patient's physical and mental health and report to Registered Staff and medical staff as appropriate.
- When delegated tasks by Registered Staff, be responsible for delivering care without supervision.
- Recognise their own limitations in clinical care and refer to appropriate person if beyond their limitations.
- Be able to identify when ordering of all products used in the area is required, be aware of ordering systems and utilise these as necessary. E.g. continence products, stationery, food supplements and consumables.
- Be able to identify and be aware of the need to report work based accidents, incidents and security concerns to the nurse in charge immediately. In the absence of the registered nurse will complete the required accident and incident forms as per procedure
- Be aware of their skills and knowledge limitations when dealing with difficult situations, seeking advice by telephone from a Registered Nurse.

SYSTEMS AND EQUIPMENT

- The post holder is responsible for ensuring that equipment is stored, cleaned and maintained according to the manufacturers' instructions.
- The post holder will have access to a mobile telephone when working out of the area. This must be used in accordance with the Divisional Policy.

Confidentiality

In the course of your duties you may have access to confidential material about patients, members of staff or other business of Manx Care. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.

Health & Safety/Security

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line



managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Safeguarding

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment.

Staff must work in accordance with all health and social care policies relating to safeguarding.

CARE

In Manx Care we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

JOB DESCRIPTION AGREEMENT

I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.

Job Holder's name (please print)

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Date:

Job Holder's signature:

.....

Line Manager's name (please print)

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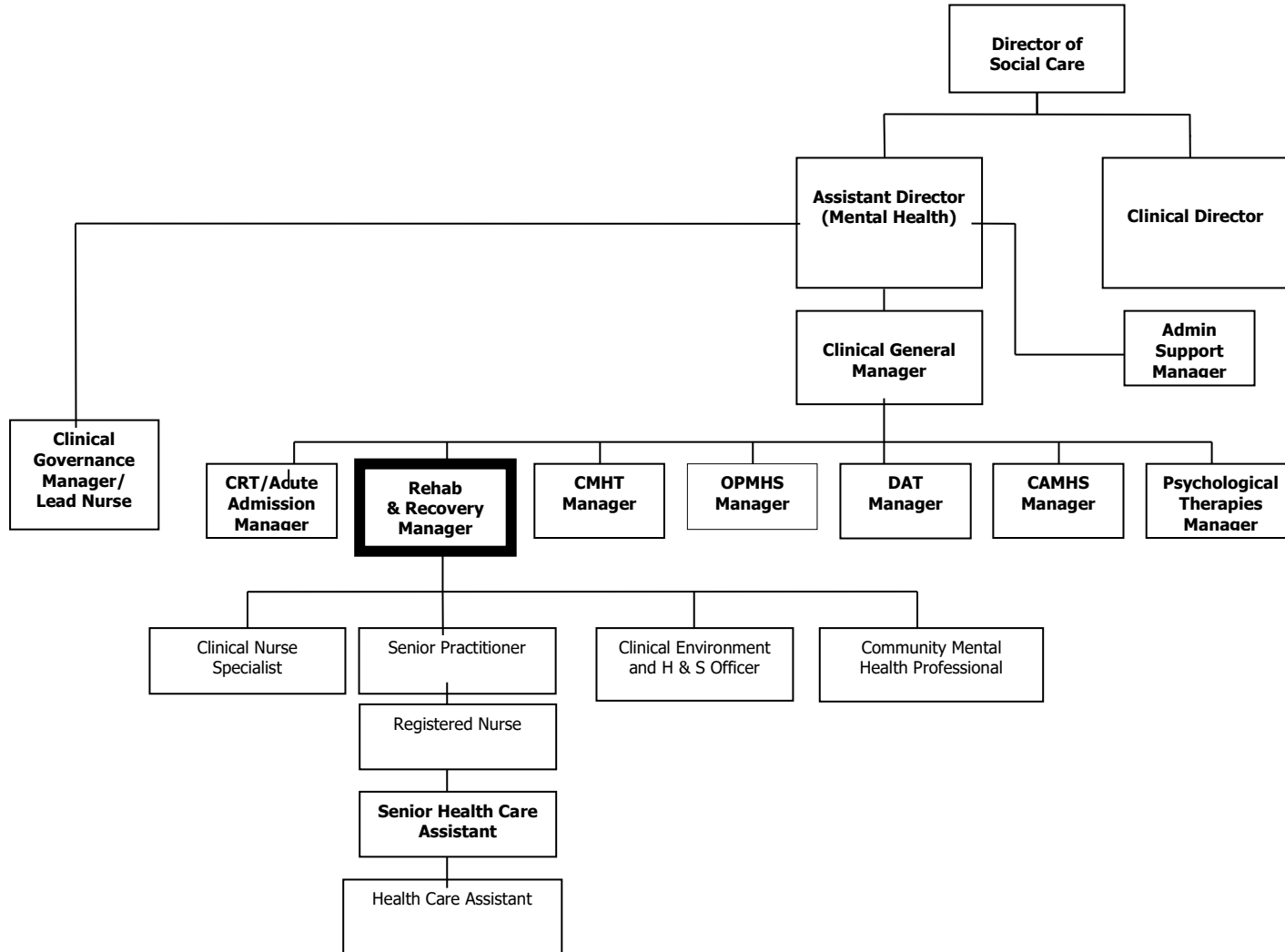
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Line Manager's signature:

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**Manx Care
- MENTAL HEALTH SERVICE
ORGANISATION CHART**





JOB DESCRIPTION APPENDIX 1

PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE JOB AND WORKING CONDITIONS

Physical Effort

- Follow manual handling guidelines and principles utilising all aids and applying physical effort when dealing with patients and equipment on a daily basis
- Attending annual updates to maintain and improve knowledge of moving and handling equipment
- When required to attend to personal hygiene needs would be expected to:
 - Bend in confined spaces or over patients.
 - Use hoists over carpeted areas transferring patients who may weigh between 55kg – 110kg plus.
- May also be expected to push patients in wheelchairs.
- May frequently have to resort to using restraining techniques to minimise the risk of self harm or injury to others on confused, agitated and sometimes violent situations.
- Due to the unpredictability of the area the physical demands require personal fitness and agility i.e. responding to attack alarms and missing person's procedures.

Mental Effort

- Level of mental effort can fluctuate within a shift. This can range from routine documentation under supervision to intense concentration whilst communicating with a patient intent on self-harm or suicide
- Carrying out 1-1 patient observations where necessary
- Concentration required for checking documents, whilst subject to frequent interruptions from patients/visitors/staff on a daily basis
- The need for constant vigilance and awareness of the ward environment on a shift to shift basis in order to be proactive rather than reactive to situations

Emotional effort

- Frequently deals with difficult situations with patients who are mentally and physically demanding and may have difficult families, circumstances and situations.
- Frequently deals with distressed relatives who have difficulty coming to terms with the decline in mental health of their relative or if the patient has died.
- Dealing with highly distressing situations e.g. suicide, attempted suicide and actual attempts of deliberate self harm
- Dealing with patients with severely challenging behaviour.
- Dealing with clients/relatives following receipt of bad news.
- Be frequently exposed to verbal or emotional insults / assaults.



Working Conditions

- Work in a highly volatile, mentally and physically challenging environment. Unavoidable exposure to violence, risk of verbal and physical assault from both patients and relatives.
- Ability to respond rapidly to violent incidents/medical emergencies/ acts of self-harm/emergency admissions/police admissions under the Mental Health Act.
- Support the plan of increased clinical risk whilst maintaining the ward routine
- Responsibility for handling of noxious substances such as hazardous gases, blood, bodily fluids, contaminated waste and infected materials on a daily basis
- Exposure to verbal and potential physical aggression on a daily basis
- Frequent unpleasant smells/odours, noise, body fluids, faeces, vomit, emptying bedpans/urinals, catheter bags, stoma bags
- Frequent risk of needle stick injuries
- Frequent risk of assault both verbal and physical from patients and relatives
- Unsociable shift patterns
- Daily requirement to work within a locked environment

AGREEMENT OF ABOVE DESCRIPTION

I have read and agree with the above description.

Job Holder's Name (please print)

..... **Date:**

Job Holder's Signature:

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Line Manager's Name (please print)

..... **Date:**

Line Manager's Signature:

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MANX CARE

Mental Health Service

Rehabilitation and Recovery Service - Senior Health Care Assistant

PERSON SPECIFICATION

CRITERIA FOR SELECTION	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT	LINK TO KNOWLEDGE & SKILLS FRAMEWORK
QUALIFICATIONS	Good general education. Possess or prepared to work towards of NVQ level 2. Willingness to undertake training.	NVQ level 2 in care.	Portfolio Pre-employment checks CV	
KNOWLEDGE & EXPERIENCE	Ability to work on own initiative and recognise when to seek advice and/or assistance. Be able to work as part of a team. Be able to relate to a wide range of people and adapt to suit circumstances. Understand needs for confidentiality and the ability to apply it.	Previous experience in caring and nursing settings. Life experience. Experience of working within mental health.	Portfolio Interview CV	



	Have willingness to learn.			
SKILLS & ABILITIES	<p>Possess adequate literacy skills.</p> <p>Have ability to communicate clearly and effectively.</p> <p>To understand and be understood.</p> <p>Possess good interpersonal skills.</p> <p>Possess good basic hygiene skills.</p> <p>Have ability to work with people.</p> <p>Have ability to work as part of a team as well as on own initiative.</p> <p>Have ability to follow clear instruction and feedback to senior staff.</p>	Interest in activities that can be used in areas with patients e.g. crafts, board games etc.	Portfolio Interview CV	
PERSONAL ATTRIBUTES	<p>Have empathy for resident group.</p> <p>Have ability to work flexibly.</p> <p>Possess good standard of health compatible with the act of nature of the care assistant role.</p>		Interview CV	



OTHER RELEVANT REQUIREMENTS	Satisfactory Police Check	Isle of Man Worker. Full, valid Driving Licence.	Pre-employment Checks Application CV	
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