

**ISLE OF MAN DEPARTMENT OF SOCIAL CARE
JOB DESCRIPTION**

Job Title:	Health Care Assistant
Location:	Elderly Mentally Infirm Units (E.M.I) Reayrt Skyal, Gansey, Thie Meanagh & adjacent day centres.
Accountable to:	EMI Services Manager
Reports to:	Unit Manager
Pay Band:	3
Job Evaluation Reference No:	0078v7/JE/13
Organisation Chart:	See attached appendix

JOB PURPOSE

- **To undertake or assist in basic duties under the guidance of a Registered Nurse, by participating in the care of Patients, delivering physical and emotional care.**
- **To support qualified staff in the assessment of health needs, planning, delivering and assisting in the evaluation of care for a group of Patients, who may also be Detained under the Manx Mental Health Act 1998**
- **To work as a member of a multi disciplinary team assisting with delivery of a high quality of patient centred care. (See key liaisons)**

KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

The post holder:-

- **Must be 18 years of age or over.**
- **Must possess a willingness and enthusiasm to work in the area of speciality.**
- **Experience of working with people with Mental Health problems and Dementia desirable**
- **Must possess the ability to read, write and understand all documented information relating to the role.**
- **Must have a good command of the English language, both written and oral. To understand and be understood.**
- **Must have evidence of a good general education and have the following abilities:-**
 1. **Empathy towards the patient group,**
 2. **Be able to follow clear instruction**
 3. **Be able to give feedback to senior staff.**
 4. **Recognise when to seek advice and assistance.**
- **Will be expected to attain NVQ in Care Level II (National Vocational Qualifications) or produce evidence of having already done so.**

- **Must have a basic knowledge of various forms of mental disorder and their treatments.**
- **Must be expected to be physically fit and agile to meet the physical demands of the area.**
- **Will , in view of the patient group, be able to adapt and be calm in challenging and stressful situations**
- **Possess a pleasant personality and be able to work with people working as part of a team as well as on own initiative.**
- **Will have a reputation of being honest and trustworthy as supported by references.**

MAIN DUTIES & RESPONSIBILITIES

The post holder:-

- **Will be required to assist the Registered Nurse in the delivery of care to all patients to support Roper Logan and Tierney's "Activities of Daily Living".
Will carry out tasks for those individuals who are unable to do so for themselves.
Addressing issues arising in 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**
 - Dying**
- **Will be responsible for the care that has been directed to them by the Registered Nurse, to meet and empower the physical, practical, emotional, spiritual and social needs. They will report observations regarding patients condition accurately in both verbal and written reports as required**
- **Will have the responsibility to ensure they are aware and adhere to all Departmental and Local policies and procedures.**
- **Will perform as a Key Worker to a number of Patients in accordance with local guidelines. The key worker is a delegated HCA who will work alongside a Named Registered Nurse supporting them to ensure that each patient receives individualised care in terms of purchasing toiletries, clothes, furnishing bed areas with personal items such as photographs, pictures and bedding. They will also assist the Registered Nurse to collect information regarding the patients likes, dislikes, habits, hobbies etc.**
- **Assist the Registered Nurse provide care in an environment which may frequently expose the staff to risk via body secretions, infections and infestations within the community and hospital settings e.g. methicillin-resistant Staphylococcus aureus (MRSA) and other low grade infections frequently experienced by the older person. Ensure awareness of Infection Control procedures.**
- **Will have a working knowledge of local/ national policies and legislation which govern current service provision.**
- **Will have an understanding of the broad definition of the Manx Mental Health Act 1998**
- **Will work with the direction of the Registered Nurse, to ensure that the requirements of Manx Mental Health Act 1998 are observed, adhered to and implemented.**

- Will perform interventions according to each individual care plan, respecting and understanding the Patient's right to dignity, privacy and choice.
- Contribute to creating a homelike environment for the benefit of the patients, including bed making, sorting laundry, arranging furniture and general tidiness of the area.
- Must have the ability to develop and maintain a therapeutic alliance with challenging patients. All interactions with patients should be goal orientated and patient focused.
- To assist in implementing and monitoring of new initiatives for improving patient care in consultation with the multi-disciplinary team.
- Understand and implement all Department 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 Manager or Nurse in Charge immediately.
- Carry out all prescribed observations as per policy and assist with garden, ground and community leaves. Ensure these functions are conducted in a sensitive and empathic manner, respecting the patient's privacy and dignity.
- Have the ability to perform delegated duties autonomously, without direct supervision from qualified staff.
- Will be encouraged, and be expected to show a willingness to expand personal and professional knowledge through attending and participating in appropriate study and training programmes.
- 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 ongoing record of attainment in Accordance with the "Essential Training Policy"
- Will act as key worker/link in areas such as infection control, safe moving and handling, continence care etc, as directed by the Manager, ensuring all relevant information is fed back to the area.
- Will be expected to work shifts over a 24 hour period, including night duty, weekend and bank holiday periods.
- Whilst the normal place of work will be one specific area of the EMI units, in the interest of the service you may be relocated to an area within the DSC following the normal process of consultation and negotiation.

CLINICAL

The post holder will :-

- Assist Registered Nurses in the assessment, planning, implementation and evaluation and delivery of care required for Patients.
- Have a responsibility to report to Registered Nurse and record any changes in care plans regarding the patient's mental/emotional/physical state. Ensure all entries documented in care plans are countersigned by a Registered Nurse.
- Undertake clinical work and related tasks as delegated by qualified nursing staff following appropriate training and assessment of competencies.
- Be involved in all aspects of care delivery including O.T (Occupational Therapy) activities which may include craft, creative, social, physical and recreational activities.
- Enable Patients to maintain their independence and individuality by doing with rather than doing for as far as practically possible.

- Under the instruction of the qualified Nurse, escort Patients as required to designated areas including areas within the community.
- If the situation requires it, be subject to intense physical effort for short or long periods for the management of aggression and violence or for personal safety within the unit environment.
- After training, be able to perform, record and report basic clinical observations to include blood pressure, pulse, respiratory rate and temperature of Patients.
- Following approved training, assist the Registered Nurse in the safe moving and handling of Patients, utilising appropriate aids.
- Be able to observe and report changes in Patient skin condition to a Registered Nurse.
- Following the direction of the Registered Nurse, will be able to remove and replace simple wound dressings and apply prescribed and non prescribed creams and ointments. Observe wound sites and be able to report any changes to the Registered Nurse.
- Under the guidance of the Registered Nurse be able to ensure each patient has adequate diet and fluid intake and be able to recognise/assist those patients whose intake is inadequate due to lack of understanding/ability to eat or drink due to poor mental health.
- Be able to carry out assessment of weight and height, utilising accepted assessment tool and record and report findings.
- Be able to measure and record fluid balance charts, to include input and output.
- Be able to obtain specimens of urine/faeces for sending to laboratory.
- Undertake routine urinalysis tests using reagent lab sticks as per agreed clinical procedure and record and report findings of tests
- Be aware of "normal" bodily functions and be able to distinguish between normal and abnormal in order to report findings to Registered Nurse
- Be able to identify distinguishing marks, bruises, lumps etc on a Patients body, recording on individual body plans and report to Registered Nurse.
- Be responsible for receiving/ recording Patients property on admission and throughout the Patients stay.
- Performing Last Offices :- preparation of Patients (i.e. wash and dress) after death and prior to transfer to mortuary/Undertaker

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, providing/sharing information, participating in discussions, contacting, and be aware of roles and responsibilities of each member of the team.
- Be responsible for maintaining and conducting one self 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 unit and apply this to practice**
- **Assist in the investigation of accidents/incidents and reporting any complaints or concerns immediately to senior staff.**
- **Demonstrate an awareness of the unit philosophy which underpins the practise.**
- **Always act in a manner that ensures no Patient is the subject of any form of abuse. To report any evidence of abuse, to which you become aware, to the Manager or Nurse in Charge immediately.**

TRAINING, EDUCATION & RESEARCH

The Post Holder Will:-

- **Attend Local and Corporate induction sessions.**
- **Attend mandatory training as appropriate and attend up dates in line with Departmental and organisational policies.**
- **Be responsible for maintaining a record of attainment, and keep on going updated records.**
- **Negotiate with Unit Manager additional appropriate training, as identified in personal development plan.**
- **Participate in the process of self evaluation and Individual Performance Review with the Manager or Deputy Manager on an annual basis.**
- **After completion of all mandatory and relevant training, will have the responsibility of supporting and participating in the orientation process of new Health Care Assistants to the unit/, as requested by the Manager/Registered Nurse.**
- **Participate in, and contribute to any Unit/ developments, promotions or educational opportunities.**
- **Work towards and aspire to attain NVQ level 2 competencies in Health and Social care.**
- **Be actively involved in meeting own and team objectives through encouraging others.**
- **Keep a record of their training and development activities.**
- **Attend courses deemed necessary to gain the appropriate knowledge and skills of psychiatry.**

PLANNING & ORGANISATIONAL SKILLS

The Post Holder Will:-

- **Plan own time efficiently in order to meet the needs of Patients.**
- **Work as part of the team and actively contribute to the planning of patient care.**
- **Contribute to the safe, hygienic and therapeutic environment of the unit.**
- **Plan activities for individual patients on a daily and weekly basis.**
- **Co ordinate with Kitchen staff under the guidance of the Registered Nurse, to order and request daily meals and special diets for patients.**
- **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.**

- **Be aware that there are financial restraints on unit and service budgets therefore using resources such as electricity, water, supplies etc economically, thus ensuring no unnecessary waste.**

COMMUNICATION

The Post Holder Will:-

- **Maintain good relationships and an empathic approach to patients, carers, and relatives and refer them to the Registered Nurse for any questions they may have on the patients condition or for any suggestions or complaints that they wish to raise.**
- **Demonstrate good communication skills and will be able to relay information regarding patients condition, treatments and interventions to the Registered Nurse.**
- **Maintain accurate, contemporaneous written records of care given, which will be signed, dated and timed (using 24 hour clock) under the direction of a Registered Nurse.**
- **Adhere to D.H.S.S. and N.M.C. (Nursing and midwifery council) record keeping policy**
- **Participate in the verbal handover of patient information as directed by the Registered Nurse.**
- **Maintain patient confidentiality and is discreet when communicating information to patients, family and colleagues.**
- **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 of the Patients and their carers.**
- **Where communication is difficult due to sensory deprivation 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 and demonstrate a basic working knowledge of the aids.**
- **Be aware of the need to maintain verbal and non verbal communication even when there is no apparent response from the Patient, and demonstrate the ability to understand non verbal responses from Patients.**
- **Attend and participate in Unit//Unit meetings. Participating in discussions and debates offering views, ideas and opinions.**
- **Have the ability to effectively engage with patients/carers who are in an emotive or hostile atmosphere in an attempt to resolve conflict.**
- **Form effective working relationships with all staff in the unit environment.**
- **Will maintain accurate legible records of care provided based upon the care plan, incorporating all relevant communication and liaison**
- **Demonstrate an understanding of multi disciplinary team working.**
- **Demonstrate an understanding of the importance of cultural differences and communication.**

Key Liaisons

Communicate and liaise with other departments within the division such as management teams, 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 to act accordingly within their sphere of responsibility**
- **As delegated by the Manager/ Deputy or Registered Nurse, will take responsibility for storage and maintenance of equipment, stores, stationary, incontinence products, food supplements and consumables. Stock control and rotation and report any anomalies to the Unit Manager.**
- **Have responsibility for supervising and mentoring new Health Care Assistants/Bank Health Care assistants joining the team, as directed by the Manager/Deputy**
- **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**
- **Act as facilitator for Activity and Quality group meetings as directed by Manager/ Deputy Manager. i.e. organise dates for meetings, keep minutes, feedback at unit meetings, encourage planning of initiatives to promote patient care and well being and ensure all actions are carried out.**
- **Exercise good personal time management, punctuality and consistent reliable attendance.**

CLINICAL GOVERNANCE

The Post Holder will :-

- **Adhere to the Departmental Service and Local Policies, Procedures, Standards and Protocols**
- **Accurately report untoward/critical incidents or complaints to Manager and/or Nurse in Charge.**
- **Support and participate in unit and service 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.**
- **Comply with clinical government requirements such as auditing, evidence based practise, supervision etc.**
- **Participate in the annual appraisal process to renew and reflect upon own practise and performance and to jointly identify training needs and development/learning objectives.**
- **Assist qualified Nurses in the setting of quality standards, including the monitoring and reviewing in line with current clinical guidance practice 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 and work to minimise the risk of cross contamination.**
- **Under the direction of the Registered Nurse 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.**

SYSTEMS & EQUIPMENT

The Post Holder Will :-

- **Have a working knowledge of all equipment used in the area, ensuring it is stored and used within the manufactures guidelines/instructions.**
- **Recognise own training needs in relation to use of equipment and report to Manager or nurse in charge so a training plan can be developed.**
- **Ensure that all faulty equipment is immediately removed from the area and reported to nurse in charge or Manager.**
- **Assist in the maintenance of all equipment used in the area and as delegated by the Nurse in Charge or Manager ensure frequent cleaning and checking of equipment.**

DECISIONS & JUDGEMENTS

The Post Holder Will:-

- **Have a responsibility to plan order of work.**
- **Acknowledge changes in patient's condition and report to Registered Nurse.**
- **When delegated tasks by Registered Nurse, be responsible for delivering care without constant direct supervision.**
- **Recognise their own limitations in clinical care and refer to Manager 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, stationary, 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.**
- **Be able to check fire equipment such as patient evacuation sheets and report findings to Manager or Nurse in Charge.**
- **Report all physical emergencies, violent incidences, fire etc immediately to the Nurse in Charge of the area.**

Confidentiality

In the course of your duties you may have access to confidential material about patients, members of staff or other business of the Department. 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 2002.

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.

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)

Job Holder's signature:

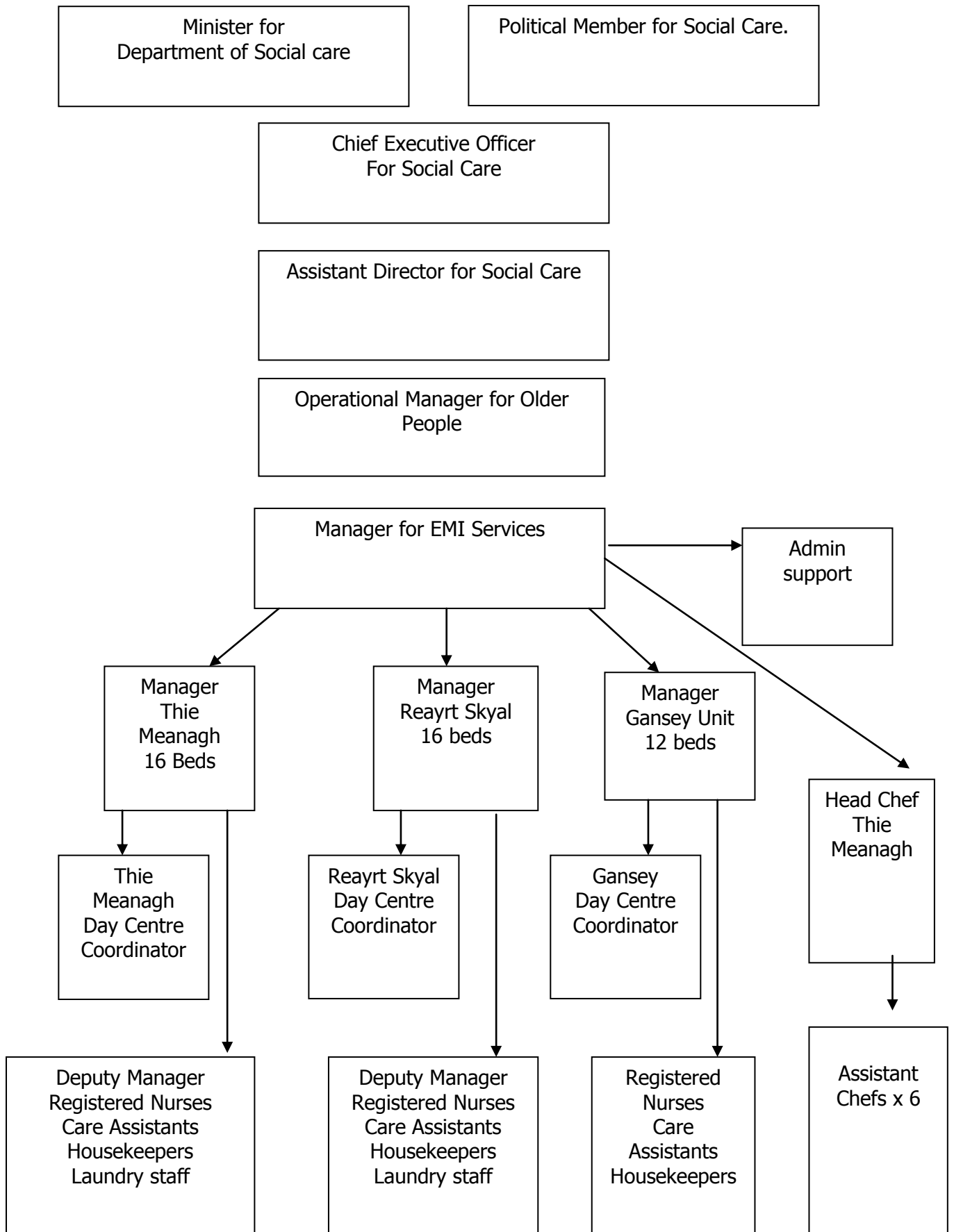
Line Manager's name (please print)

Line Manager's signature:

Date:

Date:

**Isle of Man Department of Social Care
Organisation Chart / Management Structure
for EMI Services**



ISLE OF MAN DEPARTMENT OF SOCIAL CARE

SOCIAL SERVICES DIVISION / MENTAL HEALTH SERVICE

POST: HEALTH CARE ASSISTANT

CRITERIA FOR SELECTION (Justifiable as necessary for safe and effective performance)	ESSENTIAL REQUIREMENTS (A clear definition for the necessary criteria)	DESIRABLE REQUIREMENTS (Where available, elements that contribute to improved/immediate performance in the job)	METHOD OF ASSESSMENT (Application, CV, Portfolio, Certificates, References, Interview)	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.	Application Portfolio References	
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. Understand needs for confidentiality and the ability to apply it Have ability and willingness to learn	Life experience Previous experience in caring and nursing settings Experience of working with older people with Mental Health problems and Dementia.	Portfolio References Interview	

<p>SKILLS & ABILITIES</p>	<p>Possess adequate literacy skills.</p> <p>Have ability to communicate clearly and effectively. 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> <p>Be able to relate to a wide range of people and adapt to suit circumstances</p>	<p>Interest in activities that can be used in areas with Patients e.g. crafts, board games etc.</p>	<p>Application Interview Portfolio References</p> <p>Interview References</p>	
<p>PERSONAL ATTRIBUTES</p>	<p>Have empathy for Patient group</p> <p>Possess good standard of health compatible with the act of nature of the care assistant role.</p> <p>Be able to be flexible with</p>		<p>References Interview Occupational Health</p>	

	shifts and be willing to work weekends and night shifts. Enthusiasm for role and responsibilities Pleasant Personality			
OTHER RELEVANT REQUIREMENTS		Car owner with clean driving licence		