

# Candidate Information Pack

## Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced district nursing teams, Allied Health Professionals and community matrons look after for people of all ages across Croydon and our Children's Hospital at Home cares for children with long-term conditions without them having to come to hospital.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

**Join us and be a part of the team that is making Croydon proud.**



## Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

### Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
- Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

### Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
- Organise our services to give people the best possible experience of care

### Respectful

- Be courteous and welcoming, and introduce ourselves
- Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff from all backgrounds bring to our services

### Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
- Protect the confidentiality of those in our care and show sensitivity to people around us
- Feel free to raise concerns so we are always learning
- Make time for training and development and support research so people always receive the highest standards of care.



## JOB DESCRIPTION

<b>JOB TITLE</b>	<b>Healthcare Assistant</b>
<b>DIRECTORATE</b>	<b>Adult Care Pathway</b>
<b>DEPARTMENT</b>	<b>District Nursing</b>
<b>BAND</b>	<b>3</b>
<b>RESPONSIBLE TO</b>	<i>Designated DN/Band 6 Caseload Holder</i>
<b>ACCOUNTABLE TO</b>	<b>Head of Community Nursing</b>
<b>RESPONSIBLE FOR</b>	<i>(Direct Reports)</i>

### JOB SUMMARY

The post holder will work independently under the direction and guidance of a registered nurse in order to provide efficient and effective evidence based nursing care to patients in their own homes. He/she will work in partnership with team members, service users, general practice staff and other agencies.

To work as part of the District Nursing Service and other stakeholders to provide efficient and effective nursing care as delegated to patients in their own home

### MAIN DUTIES AND RESPONSIBILITIES

1. To visit patients in their own home to provide care and interventions as delegated by a registered nurse in accordance with an individualised care plan.
2. To provide feedback to the registered nurse, colleagues and other professionals regarding the patient's health, wellbeing and changing needs.
3. To manage and prioritise delegated patients visits.
4. To be an effective member of the nursing team and work as part of the wider Primary Health Care Team
5. To actively participate in Service Development.



6. To actively participate in Action Learning Sets.

### **1. Clinical**

1. To undertake delegated nursing, health promotion and administrative duties once assessed as competent by a registered nurse, in line with Croydon Health Services' policies, procedures and guidelines.
2. Liaise with members of the multi-disciplinary team and provide feedback to the registered nurse regarding the patient's health and social needs.
3. To assist and enable patients to maintain and regain their independence where able promoting patient empowerment
4. To be able to initiate and assist with basic life support measures
5. To maintain written and electronic records in line with PCT policies and procedures.
6. Participates in health education for patient and carers.
7. Works within the PCT professional liability policy for nurses, Allied Health Professional and Health care assistants.
8. Demonstrates knowledge and understanding of how and when to obtain advice and or support from a registered nurse, emergency services or other relevant health care professional.

### **2. Professional development**

1. Works in collaboration with registered nurse to identify personal developmental and learning needs.
2. Recognises the limitations of self and others practice and knows when to seek advice from others.

### **3. Service and practice development**

1. Works with team members to provide learning opportunities and experiences for others.
2. Participates in service development and audit as required.
3. Actively supports the development of a culture that is open to change and innovation.
4. To maintain clinical stocks, supplies and equipment including relevant documentation.
5. Attend and actively participate in team meetings and service development activities.
6. Participates in the monitoring of care standards and the implementation of changes to practice.
7. To act as a role model and actively participate in supporting students and new or less experienced staff
8. Recognises the diversity of the local population taking into account individual choices, beliefs and preferences and promotes equal access to services.
9. Ensures one's own actions support and promote equality and diversity in the work place questioning and challenging the behaviour of others where appropriate.
10. Identifies and reports risks, completing all relevant documentation. This includes issues relating to the safeguarding of vulnerable adults and children.



## **GENERAL**

To work in accordance with the Trust's Values to consistently demonstrate the behaviours required. The postholder is required to carry out his/her role in accordance with the organisation values, standards and behaviours, in a Professional, Compassionate, Respectful and Safe way.

2. To ensure that Croydon Health Services Trust's policies and procedures are adhered to.
3. To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
4. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
5. To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.
6. To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAIs). The prevention and control of HCAIs must be embedded into everyday clinical practice and applied consistently.
7. All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.
8. To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:
  - Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
  - Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
  - Ensure you are familiar and comply with local protocols and systems for information sharing.
  - Know the appropriate contact numbers and required reporting lines.
  - Participate in required training and supervision.
  - Comply with required professional boundaries and codes of conduct





**NOTE:**

- A child is someone under the age of 18 (this would include unborn children).
- A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers).

Copies of the Protocols and Procedures are available on the Trust Intranet under Child Protection. Staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.

9. To work within the relevant Professional Bodies Code of Professional Conduct and Scope of Professional Practice.
10. Budget Holders are responsible for adherence to Standing Financial Instructions
11. Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget
12. To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.

**You are the difference –Staff Pledges**

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff "Hello my name is"

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can't help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

**Job Description Agreement**

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

Current post holder : .....

Date: .....

Line Manager: .....



Date .....



## PERSON SPECIFICATION

**JOB TITLE:**

**BAND:**

**DEPARTMENT:**

**DATE:**

HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
<b>EDUCATION AND QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Must be able to speak, read and write English.</li> <li>Must have clear legible handwriting.</li> <li>NVQ III or equivalent in relevant area of practice or willingness to undertake.</li> <li>Willingness to undertake further training relevant to this post.</li> </ul>	<ul style="list-style-type: none"> <li>Recent experience working as a health care assistant within Community Nursing Service or Primary Care.</li> <li>GCSE qualifications in English &amp; Maths</li> </ul>	<p>A,T</p> <p>A,I</p> <p>A,I</p>
<b>KNOWLEDGE AND UNDERSTANDING</b>	<ul style="list-style-type: none"> <li>Must have knowledge and understanding of Health and Safety responsibilities.</li> <li>Understanding of the need for confidentiality in relation to work activities.</li> <li>Understanding of Equality and Diversity in relation to work activities.</li> <li>Understanding the HCA role.</li> <li>Understanding of the principles of promoting independence.</li> <li>Awareness of own level of knowledge and competency and of when to seek guidance from senior colleagues.</li> <li>Understanding of Child and Adult protection needs and action to take in event of concerns.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge and understanding of the principles of basic life support.</li> </ul>	<p>A,I</p> <p>A,I</p>





HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience of working as part of a team.</li> <li>• Knowledge of the provision of care for people with long term conditions and/ or end of life care.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of carrying out venepuncture and other monitoring / diagnostic tests. E.g. BP and BGM.</li> <li>• Experience of acting as a role model and mentor for others.</li> </ul>	
<b>SKILLS/ABILITIES</b>	<ul style="list-style-type: none"> <li>• Must be able to follow standard operating procedures.</li> <li>• Must be able to demonstrate clear verbal communication skills with patients, carers and staff at all levels.</li> <li>• Ability to prioritise own workload and organise time effectively</li> <li>• Ability to work without direct supervision, e.g. when in patients home.</li> <li>• Ability to keep calm and logical in emergency and stressful situations.</li> <li>• Ability to actively participate in health promotion and self-care activities with patients.</li> <li>• Ability to work in partnership with patients and their families, respecting their choices and preferences.</li> <li>• IT skills (e.g. data entry, Word, email, use of internet)</li> <li>• Ability to deal with challenge and conflict in an appropriate manner.</li> <li>• Evidence of ability to carry out administrative tasks.</li> <li>• Ability to maintain accurate, concise and contemporaneous records and other relevant written documentation.</li> </ul> <p>Ability to work effectively and co-operatively within the primary health care team and with others within a diverse population.</p>		<p>A, I</p> <p>I</p> <p>A, I</p> <p>I</p> <p>I</p> <p>I</p> <p>A, I</p> <p>A, T</p> <p>A, I</p> <p>A</p> <p>A, I, T</p> <p>I</p>
<b>Others</b>	<ul style="list-style-type: none"> <li>• Car driver with a current UK licence and access to a car for work purposes where required.</li> <li>• Ability to work flexibly including unsocial hours and</li> </ul>		<p>A</p> <p>A, I</p>

HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
	<p>weekends where required.</p> <ul style="list-style-type: none"> <li>Willingness and ability to actively participate in team and service development activities.</li> </ul> <p>Evidence of commitment to professional development</p>		<p>A</p> <p>A, I</p>

A= Application    T= Test    I=Interview

