



Job description and specification



Integrated Care Assistant Band 3



JOB DESCRIPTION

JOB TITLE: INTEGRATED CARE ASSISTANT

BAND: 3

RESPONSIBLE TO: TEAM LEAD /
COMMUNITY CLINICAL LOCALITY LEAD

KEY RELATIONSHIPS:

Internal	External
Community Cluster Locality leads Community Nursing Teams Community hospital Staff and Facility Community Treatment Team Intensive Rehabilitation Service Long Term Condition Teams Community Matron Community Liaison Allied Health Professionals	Voluntary Sector Service users and carers Clinical Service Managers Services for Older People GP's, Practice Nurses and practice Clinical Nurse Specialists Out of hours service Social Services Mental Health Service Allied Health Professionals

CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

The post holder will have successfully completed an NVQ/BTEC in Health & Social Care and will be responsible for patients allocated to them and will assess, manage, plan and deliver care, including being professionally and legally accountable.

The post holder will support their peers and team leader and be an effective team member whilst working on their own initiative. They will supervise pre-registration students. They will



have a commitment to collaborative working and actively supporting and liaising with other health and social professionals and agencies.

To be a member of a team that works under the direction of the CHSCS carrying out rehabilitation duties for clients within the Primary Care setting.

To assist with assessing, planning, implementing and evaluating programmes of care with supervision. The Rehab/Nursing Assistant works under the supervision of the CHSCS. The team leader acknowledges accountability of all delegated care.

To support the community rehabilitation service/community matrons in the provision of assessments and treatments.

To work under the supervision of and alongside the nurses and therapists to carry out rehabilitation programmes and remedial group activities within the community.

To assist the CHSCS team to liaise with the MDT, including liaising supporting and referring on to health services, social services, voluntary and independent sectors.

Holistic care is provided for patients in a variety of community settings. The post holder will work in partnership with other members of the CHSCS and other agencies to ensure that excellent standards of care are provided.

Key Responsibilities:

- To be responsible for organising and prioritising own workload in the day to day allocation of work.
- To have organisational knowledge relating to Trust protocols and procedures and adhere to them, particularly administration of medicine and moving and handling.
- To ensure effective risk management at team level by accident/incident reporting, assessing and controlling risk and ensuring residual risks are added to the Trust register.
- To give holistic care to patients in the community, such as in the patients home, health centre / clinic and residential care home.
- To identify and report any changes in patient care needs or changes in physical or emotional well-being to the team lead/community matrons. To report any changes in family / carer circumstances within 24hrs.
- To maintain accurate records in the patient's own home or electronically, record new problems as they are identified and report all actions taken to the team lead/community matrons.
- To act as the patient's advocate and, by providing information and support, facilitate the patients own choices with regard to personal care, promoting independence and self-care as appropriate.
- To be skilled in communication, establishing and maintaining good relationship with patients, carers, members of the Integrated Health Care Team and other agencies involved, making referrals and reporting these actions to the team lead.
- To plan and organise own delegated work.
- To maintain, update and develop personal, professional knowledge and skills achieving high standards of patient care at all times.
- To undertake specialised nursing/therapist tasks following completion of theoretical training and acquisition of competency under the supervision of the therapy/nursing staff.
- To maintain confidentiality in all dealings with patients and their records.
- To offer support and to teach patients, relatives and other carer's appropriate skills, imparting knowledge to promote positive health.



- To have knowledge of and be able to effectively use available resources.
- To participate in the teaching and support of student nurses and new staff in the locality.
- To undertake training, this will lead to new skills being developed, in order to develop services. Reflect on practice regularly and plan personal development in order to achieve growth development. Access supervision from the District Nurse/team lead and other qualified nurses to enhance and reflect on own practice.
- To supply, fit and demonstrate the use of specialist equipment to patients and carers after appropriate training in consultation with a qualified therapist/nurse/community matron.

Leadership

- To participate in the development of an effective team and the development of productive working relationships throughout the Trust.
- To actively promote integrated health professional working internally and externally.
- To facilitate the development of a positive and 'supportive' team culture by taking responsibility for dealing effectively with potential conflict.
- To take an active interest in working parties and groups within the Trust to develop and improve on service delivery, protocols and guidelines.
- To participate in the audit process, linking in with the clinical governance agenda.

Clinical Skills

- To provide patients and relatives with information and education thus ensuring they have meaningful choices that promote dignity, independence and quality of life.
- Further professional knowledge will have been gained through accredited courses workshops, study and in house training programmes.
- To be responsible, and accountable, for service delivery to clients/patients.
- To ensure practice is supported by research, evidence based practice, literature and peer review.
- To maintain accurate records and statistical returns as required by the Organisation, including entering data onto the Rio system within the required time frame.
- To attend and contribute to team, locality and other relevant meetings.
- To report and document any incident or accident occurring to a patient or a member of staff including safe guarding concerns.
- To be responsible for the care and safe keeping of equipment issued and to report any defect or loss.
- To carry out delegated task as necessary to support the work of the team as instructed by the Intermediate Team Leader and other team members.
- Contribute to the effective and efficient use of resources by ensuring that supplies are available, alerting senior staff when supplies are short and by making suggestion to reduce waste.
- To participate in Clinical Supervision on a regular basis with a designated person.
- To participate in self-appraisal and performance review.
- To maintain appropriate and up-to-date knowledge and skills and to undertake continuing education in accordance with personal and service needs within the framework of a Personal Development Plan (PDP).

This is a description of the duties of the post as it is at present. This is not intended to be exhaustive and does not, therefore, form part of your contract of employment. The job will be reviewed on a regular basis in order to ensure that the duties meeting the requirements of the service and to make any changes necessary. This procedure will be conducted by each



manager in consultation with those working directly with him/her. You will, therefore, be expected to participate fully in such discussions. NELFT aims to reach agreement to changes

The post-holder will undertake through each client's individual care plan those duties delegated by the Team lead, which the Nursing Assistant has been trained and is competent and confident to perform:

- Phlebotomy
- Bladder wash outs
- Urine testing
- Involvement in Chronic Disease Management e.g. saturation levels, nebulizers
- Teaching patients and carers
- Involvement in auditing
- Developing IT skills/management
- Eye drop instillation
- Continence assessment/management
- General wound care
- Collection of specimens, i.e. CSU, MSU, Wound swab
- Blood glucose monitoring.
- Blood Pressure, pulse temperature monitoring.
- Administration of Insulin

The above is not an exhaustive list of expected duties to be undertaken. Full training and competencies will be given to ensure that the post holder has the appropriate skills to undertake the above.

Computer/Administration

- To be computer literate and encourage implementation of the Trust's IM&T Strategy.
- To ensure accurate recording of actions, and updating patient's records, maintaining confidentiality at all times.
- To take part, and assist, in the planning and administration relating to day to day running of the caseload.
- To record activity and client related information on manual and IT (RIO & Health Analytics) systems.

Communication

- To have a wide range of knowledge in approaches to communicating and managing patient care.
- To be able to effectively communicate with colleagues, peers, senior managers and clinical leads within the Trust.
- Responsibility for ensuring that appropriate methods are initiated to effectively communicate with clients and inform carers who may experience communication difficulties e.g. those who have mental health issues, learning difficulties, cognitive or sensory impairment or those who require interpreters.



- The post holder will have access to confidential data on staff and patients with CHSCS. Failure to maintain confidentiality may lead to disciplinary action, which could ultimately lead to dismissal.
- Be able to use computer systems including Rio, Word and E-mail for effective communication of information.
- To provide verbal and written communication with the multi-disciplinary team to co-ordinate effective client care or service/clinical development.

Training

- Ensure students are actively supported to enable them to achieve their learning needs.
- To ensure own continued professional development and support a culture of lifelong learning in self and others.
- To undertake, and assist, in the planning of own mandatory training and workshops.
- To undertake a regular appraisal, developing a personal development plan that includes clinical competencies reflecting the health needs of the local population and relates to Trust strategy.
- To support new staff and their integration within the team.
- To support training as part of the role including changes to professional development and implementation of new policies and guidelines.



Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

Safeguarding Children and vulnerable adults

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

Standards of Business Conduct & Conflict of Interest

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

Sustainability

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.



Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

Codes of Conduct

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.



Equality and Diversity

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Key Performance Indicators (KPI)

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.



Guidance

- Information already listed in the person specification should remain.
- All rows that are marked with a * and highlighted in yellow can have information added to them.

	Essential	Desirable	Measurement
Demonstration of Trust Values			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
Qualifications			
NVQ3 in Health & Social Care Good standard of written and spoken English. Demonstrates a commitment to further learning & development	✓		Application Form Interview
Experience			
Working with the public Working as a member of a team Willingness to develop new skills.	✓		Application Form Interview
Awareness of a range of Health Service provisions.		✓	Application Form Interview
Knowledge			
An awareness of NHS Plan, NSF and clinical governance priorities	✓		Application Form Interview
Health & Safety in a primary care setting.	✓		Application Form Interview
Understanding of patient confidentiality	✓		Application Form Interview



Awareness of the needs of elderly people	✓		Application Form Interview
Understanding of the need for confidentiality	✓		Application Form Interview
Empathy for different client groups.	✓		Application Form Interview
Ability to undertake manual handling procedures in line with Organisation Policy	✓		Application Form Interview
Awareness of community issues.		✓	Application Form Interview
Skills			
Basic awareness of IT and IT skills	✓		Application Form Interview Assessment
Computer Literacy.	✓		Application Form Interview
Knowledge of Microsoft Word, Excel.	✓		Application Form Interview
Communication/telephone skills	✓		Application Form Interview
Ability to work in a team and alone.	✓		Application Form Interview
Ability to communicate well verbally and in writing.	✓		Application Form Interview
Ability to use IT packages effectively.		✓	Application Form Interview
Other			
To be aware and demonstrate the Trust Values	✓		Application Form Interview Assessment
To be able to travel efficiently throughout the area	✓		Application Form Interview
Good attendance	✓		Application Form Interview
Motivated.	✓		Application Form Interview



Professional appearance.	✓		Application Form Interview
Flexible hours to meet service need.	✓		Application Form Interview
Reliable.	✓		Application Form Interview
Ability to travel to a variety of sites	✓		Application Form Interview
Applicant will need to be car driver with valid UK Licence (this criteria will be reasonable adjusted to meet the requirements of a disabled applicant) and access to a car for work purposes	✓		Application Form Interview

