

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title:	Health Care Assistant
Grade/Band:	Band 4
Department:	Learning Disability and Forensic Services
Responsible to:	Community Nursing Team Leaders
Accountable to:	Community Services Manager, Community Specialist Disability Team
Base:	North East Essex

Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our "Good to Great" journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve.



Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire/Essex County Council and also with other NHS organisations to promote and support mental health in the community. We also provide Specialist Learning Disability Services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	we are...	you feel...
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

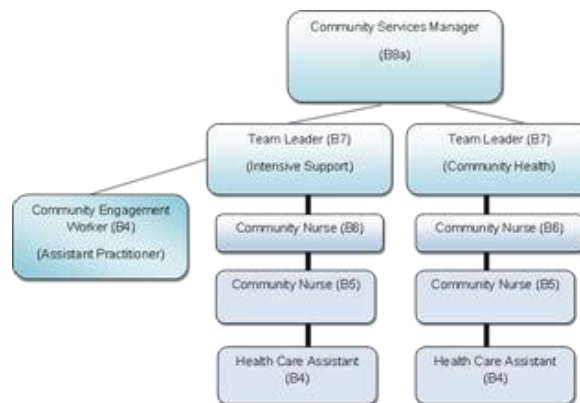
- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

Job Summary:

The post holder will work within a Multi-Disciplinary Team under the supervision of a qualified practitioner. The post holder will work as part of a team providing support to adults with learning disabilities who are presenting with health needs in the community. The team will act as a gateway to inpatient services and work in close liaison with inpatient services to facilitate admission and discharge from services. The team will work with the service user in a variety of health and social care settings.

- The post holder will work within a multi-disciplinary team and will carry out direct service user work under the supervision of a qualified practitioner.
- To support the Team in assessing the specialist needs of people with a learning disability living in the community and in the implementation of their individual care plans.
- To develop and maintain professional working relationships with service users, carers and other agencies.
- To work as a lone worker using delegated autonomy and initiative.

Organisational Chart:



Main Responsibilities

The post holder will provide support to an allocated group of service users as delegated by the Team Leader or agreed registered practitioner. The post holder will be expected to work within the Community Specialist Learning Disability Team in line with service needs.

The post holder will receive clinical supervision as appropriate to their ongoing developmental needs and requirements and partake in reflective practice and training on a regular basis

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity

Key Relationships:

- To form effective working relationships with other professionals and nursing staff within the service areas, across the Business Unit, Trust and other care providers
- To develop and maintain links with various external agencies associated with the management of service users and their care package
- To treat colleagues and service users with respect at all times, creating a positive role model and team player.

Duties and Responsibilities:

- To work with an allocated caseload under the supervision of a qualified practitioner, and in close collaboration with the multidisciplinary team, service users and their carers
- To have regard for the physical, psychological, emotional and environmental needs of the service users and their carers
- To plan and lead group and individual sessions in conjunction with the Practitioner
- To provide a specialist health service as directed by the Practitioner and in close liaison with other agencies by delivering an agreed package of care
- To work as a named health care worker to service users within the Team
- To work independently in a variety of settings reporting observations or concerns in a service users health / behaviour back to the Practitioner, including community and inpatient services
- To have a role in the assessment and further development of individual service users skills. This may include transportation of service users to support them to access appropriate service/facilities
- To keep accurate records of tasks undertaken, observation and events concerning service users and to report to other members of the team, as appropriate, and to prepare reports on individual service users, as requested
- To maintain and promote good communication and working relationships both within the team and with colleagues from other agencies
- To develop a knowledge and understanding of the specialist needs of individual service users, and the approaches used in their care plans
- Support the assessment and management of service user care needs through initial data collection, monitoring of service users progress, feedback, discussion, and reports and in care reviews with the clinical team.
- Assist in the physical health care assessment of service users and report any changes in service users physical health to the registered practitioner, based on agreed protocol and supported competencies.
- Provide information of health promotion and healthy living as appropriate to individual need
- To undertake and assist in the organisation of the day to day smooth running of the service
- Contribute towards the ongoing quality of service and care and identify any risk issues in relation to the service users health and social care need

Clinical Responsibility

- To work within agreed competencies, and to have an active role in developing a working relationship with a designated registered practitioner
- To recognise and promote all aspects of cultural diversity, devising care plans as guided by a registered practitioner, that respond positively to ethnic awareness with sensitivity
- To carry out procedures whenever required in accordance with the policies and procedures of the Trust and agreed as part of an agreed protocol / competency framework
- To promote the development of evidence based clinical processes and standards of practice across the service area as agreed and supported as part of a monitored supervisory relationship.
- Leadership and Staff Management Responsibility
- To act as a positive role model to the Multidisciplinary Team, service users, carers and other staff
- To have the ability to provide effective staff support

Leadership and Staff Management Responsibility

- To act as a positive role model to the Multidisciplinary Team, service users, carers and other staff
- To have the ability to provide effective staff support

Financial Responsibility

- To assist the Team Leader in the effective use of resources at all times

Service Development and Improvement

- To comply with the Trust's requirement in attending all relevant mandatory training
- To develop and maintain own clinical competence and development profile, in line with agreed competency framework (Portfolio of evidence).

Communications

- To act at all times in safeguarding the integrity, confidentiality and availability of sensitive information relating to both service users and staff
- To demonstrate excellent interpersonal skills
- To communicate effectively with members of the Multidisciplinary Team
- To demonstrate de-escalation skills in managing aggression exhibited by service users
- To demonstrate good verbal presentation skills
- To maintain appropriate therapeutic boundaries with service users

- To promote effective flow of communication among all relevant parties
- To ensure effective and collaborative working with staff from other provider and commissioning organisation.

Analytical and Judgemental Skills

- To be flexible in the approach to care, using own judgement and decision making process
- To ensure clinical skills relative to the delivery of care in the service area
- To recognise own limitations and engage in reflective practice
- To have the knowledge and abilities to manage change.

Planning and Organising Skills

- To use effective planning, time management and decision making skills
- To prioritise own work load
- To attend service user care review meetings and ward rounds in the service area
- To maintain high standards of record keeping.

Physical Working Conditions and Environment

- To be able to work in the service area
- To be physically fit and able to successfully complete a prevention and management of aggression training course and annual refresher
- To have the skills and confidence to manage service users who may exhibit violence and aggression using approved physical intervention techniques as necessary.

Information Resources

- To ensure that other staff are aware of each service user's individual management program in relation to security/risk behaviours
- To hold basic IT skills, good literacy and numeracy skills.

The above reflects a flexible broad ranging job description. There is an over-riding expectation of a high standard of performance and continuing commitment to the objectives of the Trust.

This job description should be read in conjunction with Hertfordshire Partnership NHS Foundation Trust Operational Policies and Philosophy of Care statement.

Other Responsibilities

All staff need to have a knowledge of and work within the principles of Valuing People and any subsequent amendments. The users of our service have the same entitlements to independence, choice, inclusion and civil rights as all others.

ADDITIONAL INFORMATION:

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

All post holders have a responsibility, under the Health and 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.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder

PERSON SPECIFICATION

Job Title: Health Care Assistant

Department: Essex and IAPT

Date last reviewed: 13/05/2022

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS/EDUCATION/TRAINING <ul style="list-style-type: none"> Evidence of academic qualifications achievement NVQ Level 3 or Equivalent 	E E	
PREVIOUS EXPERIENCE <ul style="list-style-type: none"> Minimum of 2 years' experience as a Health Care Assistant – working in a Health & Social Care setting. Experience of working with people with a learning disability, who may have mental health needs and / or challenging behaviours 	E E	
SKILLS / KNOWLEDGE / ABILITY COMMUNICATION SKILLS <ul style="list-style-type: none"> Recognises and reflects on barriers to effective communication, modifying communication in response. De-escalation in managing verbal aggression or disturbed service users. Keeps accurate and complete records and communication consistent with legislation, policies and procedures Demonstrate good verbal presentation skills Excellent communicator 	E E E E	D

<p>ANALYTICAL SKILLS</p> <ul style="list-style-type: none"> • Demonstrate good decision making skills • Flexible and responsive approach to care • Knowledge and ability to positively manage change • Ability to identify and manage changes to clinical risks <p>PHYSICAL SKILLS</p> <ul style="list-style-type: none"> • Physically fit and able to successfully complete a prevention and management of aggression training course, and annual refresher training. • Car driver (Unless you have a disability as defined by the equality act 2012 which prevents you from driving. <p>PHYSICAL EFFORT</p> <ul style="list-style-type: none"> • Flexibility to support service users both within the service area and utilisation of local communities <p>MENTAL EFFORT</p> <ul style="list-style-type: none"> • Commitment and self-motivated • Approachable • Innovator <p>EMOTIONAL EFFORT</p> <ul style="list-style-type: none"> • Good interpersonal skills to manage a range of emotions • To be able to manage a clinical service area 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>ADDITIONAL INFORMATION</p> <p>DIVERSITY</p> <ul style="list-style-type: none"> • Develop a culture that promotes equality and diversity • Show respect and treat people with dignity with whom s/he comes into contact with • Recognises and reports behaviour that undermines equality and diversity. 	<p>E</p> <p>E</p> <p>E</p>	

<p>PERSONAL QUALITIES</p> <ul style="list-style-type: none"> • Enthusiastic and caring approach to working with service users • Demonstrate a positive value base to supporting people with a learning disability and mental ill health. <p>VALUES</p> <ul style="list-style-type: none"> • Welcoming • Kind • Positive • Respectful 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	
--	-------------------------------------	--

