

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

Job Description

Job Title:	Health Care Assistant
Pay Band:	Band 3
Conditions of Service	Agenda for Change
Managerially Responsible to:	Team Leader
Accountable to:	Modern Matron
Base:	Trust Wide

Hertfordshire Partnerships University NHS 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 around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation 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.

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 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 support people to live their lives to their full potential by enabling 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’.

Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning



organisation whilst working in strong partnerships to deliver high quality 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.

	<i>we are...</i>	<i>you feel...</i>
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 Health Care Assistant (Band 3) is the second step on a skills escalator of unregistered practitioners. This level of practitioner will have extensive experience at HCA Band 2/3 with an appreciation and knowledge of unit procedures, competency based clinical observations, is able to organise day to day tasks and activities based on an agreed and allocated work plan.

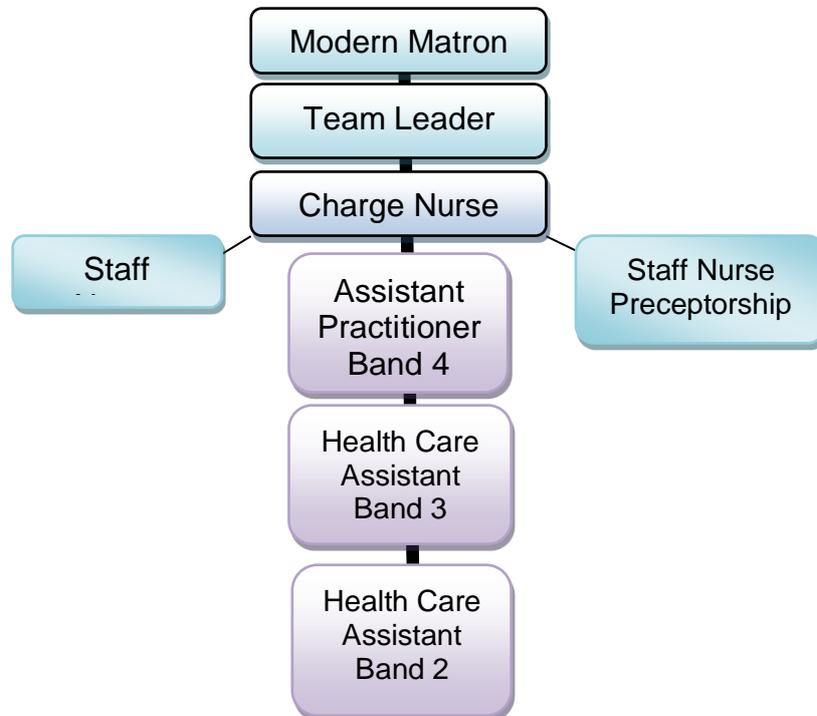
This role will work with more experienced Registered and Unregistered practitioners providing support to both health and social care professionals, whilst offering support and supervision to band 2 practitioners as required.

The Health Care Assistant role at this level, will be allocated and agreed via plans of care, assessed and evaluated by a registered nurse. They will implement, deliver care under the guidance of registered practitioners supported by a monitored process of on-going supervision and support. This role will be expected to work with ongoing levels of support and supervision as determined via a monitored supervisory process and supported by educational development via the NVQ process.

The expectation to follow agreed with adherence to agreed instruction, whilst being guided and supported within Trust procedures and policies. As part of the wider Team the post holder will be responsible for participating and assisting in the delivery of care/services to patients and service users as part of a Mental Health / Learning Disability Care Team, working under the direct supervision of a registered member of

staff. This will involve being responsible for carrying out practical tasks, identified as part of the patient's and service users care plan or care pathways.

ORGANISATIONAL CHART



JOB RESPONSIBILITIES

The post holder will provide supportive care management and work with a supervisor allocated to a group of service users as delegated by the Team Leader/ Charge Nurse or registered practitioner. The post holder will be expected to work in an acute mental health / learning disability wards or community team in line with service needs.

The post holder will receive clinical supervision as appropriate and partake in reflective practice/training on a regular basis.

Main Duties and Responsibilities

- Undertake a range of duties as agreed by unit policies and protocols which involve direct patient care, under monitored supervision
- To assist as instructed in the coordination of care delivery for a case load of patients for those with mental health problems including those with severe, enduring mental illness and Learning Disability

- To work through and with the Directorate, psychiatric / learning disability multidisciplinary team, patients and other community agencies as instructed and guided
- Contribute to the monitoring of the physical environment ensuring that it is safe and conducive to the therapeutic work of the unit/community setting, whilst being able to accurately monitor and feedback concerns the registered practitioners
- Have informed knowledge and understanding in the psychological, social, physical and spiritual needs of all patients as guided as agreed in a monitored supervisory framework
- Actively participate and assist in the care and rehabilitation of patients as per the plan of care determined and supervised by a registered practitioner
- To report and feedback concerns within instructed duties, that facilitate timely comprehensive and contemporaneous written clinical records for sign off and oversight by a registered practitioner
- Contribute towards the delivery of care using the recovery approach to provide therapeutic interventions as agreed as part of an ongoing and monitored supervisory framework
- To support recovery outcomes as guided within a clear supervisory framework – with a focus on care plans produced and evaluated by a Registered Practitioner

WORKING RELATIONSHIPS

- Provide patients and their carers with a service that is culturally sensitive and gives due consideration to any special needs.
- To undertake and assist in the organisation of the day to day smooth running of department/ ward/unit/ service
- Contributes towards the ongoing quality of service and care and identifies any risk issues in relation to the patients health and social care within an agreed and monitored supervisory framework
- To treat colleagues and service users with respect at all times, creating a positive role model and team player.

COMMUNICATION REQUIREMENTS

- To ensure effective communication with patients, carers, relatives and friends

- To respond appropriately to all telephone and personal enquiries in a sensitive and helpful manner
- 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 demonstrate de-escalation skills in managing aggression exhibited by service users, subject to achieving agreed training and competency
- To maintain appropriate therapeutic boundaries with service users
- To promote effective flow of communication among all relevant parties

CLINICAL RESPONSIBILITY

- Adhere to unit protocols and policies (e.g. supportive observations)
- To assist patients with all Activities of Daily Living as required
- To assist members of the multidisciplinary team with agreed procedures (chaperoning)
- To have a basic understanding of the principles of infection control and the importance of dietary and fluid requirements of individual patients
- Inform the nurse in charge of any potential hazard, accident, incident or patient problem that occurs
- To undertake basic clerical and reception duties, including organising patient transport and related tasks as required
- To undertake basic housekeeping tasks such as cleaning, tidying to maintain a suitable environment in line with PEAT standards
- 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, where necessary

LEADERSHIP AND STAFF MANAGEMENT RESPONSIBILITY

- To have the knowledge and ability to manage change in a positive way
- To act as a positive role model to the MDT, service users and staff
- To have the ability to provide effective staff support

- To provide a person centred/recovery oriented approach integrated within the care planning approach, which optimises integration into community life.

FINANCIAL RESPONSIBILITY

- To assist the nursing team in the effective use of resources at all times
- To assist the nursing team in the care and safe custody of service user's monies and property in accordance with the Trust's standing financial arrangements.

SERVICE DEVELOPMENT AND IMPROVEMENT

- To attend statutory and mandatory training as required
- To have an interest in self development and be active in enhancing own personal knowledge
- To undertake practical teaching and supervision of new staff as appropriate
- To possess/maintain role relevant competencies and NVQ III

ANALYTICAL AND JUDGEMENTAL SKILLS

- To ensure clinical skills relative to the delivery of care in the service area as agreed within monitored and supervisory framework
- To recognise own limitations
- To engage in reflective practice
- To have the knowledge and abilities to manage change.

PLANNING AND ORGANISATIONAL SKILLS

- To ensure effective planning, time management and decision making skills
- To prioritise own work load as allocated and discussed within on-going supervisory frameworks
- 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 hold basic IT skills, good literacy and numeracy skills.

SUPPLEMENTARY INFORMATION

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.

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

The Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

This includes recognising diversity of staff, service users and carers and not treating anyone less favourably on grounds of age, ethnic origin, religion or belief, gender, gender reassignment, culture, health status, relationship status, disability, sexuality, social background, trade union affiliation or any other unreasonable grounds.

The Trust will strive to eliminate all forms of discrimination. We recognise that this requires not only a commitment to remove discrimination, but also action through positive policies to redress the inequalities produced by past discrimination.

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 staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. 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

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 www.hpt.nhs.uk).

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.

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.

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PERSON SPECIFICATION

The person specification must detail the level at which a person should have reached before you recruit them. You should use the dimensions and levels for the second gateway subset of the relevant KSF outline to assist with developing the person specification.

Successful candidates **MUST** have the potential to achieve the knowledge and skills requirements of their second gateway.

Job Title: Health Care Assistant Band 3

Department: Trust Wide

CRITERIA	ESSENTIAL	DESIRABLE
<p>KNOWLEDGE, TRAINING AND EXPERIENCE:</p> <p>Academic qualifications</p> <ul style="list-style-type: none"> NVQ 3 	E	
<p>COMMUNICATION SKILLS</p> <ul style="list-style-type: none"> Recognises and reflects on barriers to effective communication, modifying communication in response De escalation in managing verbal aggression of 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 	E	

<ul style="list-style-type: none"> • Flexible and responsive approach to care • Knowledge and ability to positively manage change • Ability to identify and manage changes to clinical risks 	<p>E</p> <p>E</p> <p>E</p>	
<p>DIVERSITY</p> <ul style="list-style-type: none"> • Develop a culture that promotes equality and diversity • Shows 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>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 2010 which prevents you from driving) 	<p>E</p> <p>E</p>	
<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>E</p>	
<p>MENTAL EFFORT</p> <ul style="list-style-type: none"> • Commitment and self motivated • Approachable • Innovator 	<p>E</p> <p>E</p> <p>E</p>	
<p>EMOTIONAL EFFORT</p> <ul style="list-style-type: none"> • Good interpersonal skills to manage a range of emotions 	<p>E</p>	

<ul style="list-style-type: none"> To be able to manage a clinical service area 	E	
<p>GENERAL</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/or mental ill health 	E E	

NB: ALL INDICATORS SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW

