

Job Description and Person Specification

Out of Hours Health care Assistant Night Sitting Service

Band 3

About Sirona

Sirona care & health is a Community Interest Company committed to providing local communities with a range of high quality specialist health and social care. For us, it's about the personal approach; we take pride in what we do and deliver the high standard of care that we'd expect for ourselves and our families.

Summary about the Service

The Out of Hours Service provides a range of urgent care and long term conditions management health care interventions for service users registered with GPs aligned the Primary Care Networks (PCNs) across BNSSG. The teams provide a full range of nursing and therapy support skills to prevent admission to hospital, to support people to remain safe, well and as independent as possible in their own homes or care homes. The night support options include waking night sits or drop in visits to support patients in their own home. The service is part of larger service of Integrated Network Teams (INTs) enabling 24 hour, 7 days a week support.

Job Purpose

- Undertake a range of delegated clinical and therapy led activities to support the patients on the Out of Hours and Night Sitting caseload.
- To provide safe, patient centred, effective and evidence-based clinical activities in the community setting
- Work within the Out of Hours service to deliver a full range of health and social care activities, both waking night or drop in visits, acute and long term, supported by a robust competency framework to support adults within their own home and other settings.

Key Responsibilities

- Deliver clinical care delegated by the senior healthcare professional, in accordance with an agreed person centred plan of care.
- Provide a waking night sit when required and follow the prescribed aspects of treatment plan.
- Escalate any changes in patient presentation or concerns you have to a more senior member of your team
- To undertake and complete the appropriate training, supported by a robust competency framework, within the time allocated, in order to carry out the requirements of the role and deliver a competent clinical service.
- Undertake further training as required in order to develop extended skills and enhance patient care.
- Work within your level of competence, only performing those tasks you have been trained to do and feel competent to carry out.
- Assist clinical staff in the assessment and treatment of patients referred to the Out of Hours service, following prescribed aspects of care, supervising patients with personal and domestic living activities, adaptations of mobility aids.
- Take every opportunity to support and educate service users and their carers to promote independence, good health and personal safety.
- Provide and maintain a safe and comfortable environment for all patients and carers.
- To communicate effectively with patients and other stakeholders verbally, in writing and electronically using E-mail. This includes writing clinical records in line with the Sirona care & health Documentation Policy.
- Adhere to organisational policies and Standard Operating Procedures related to area of work.
- Contribute to the movement and handling of individuals to maximise their comfort and safety.
- Contribute to audit and data collection as required
- Identify risks and act accordingly to minimise risk to self, service users and colleagues in line with Organisational policy and procedures
- Work flexibly to meet the service needs and undertake any other duties that may be reasonably requested to help the service run smoothly.
- Be able and willing to travel throughout the service delivery geographical area

Scope of Accountability:

Number of direct reports – nil

Budget holder - No

● Skills, Experience and Knowledge Required

Essential:

- Able to work without direct supervision, as agreed within the team, to achieve the objectives of the post
- Able to make correct decisions within a set of clear guidelines

- Able to prioritise tasks
- Excellent communication and interpersonal skills including the ability to use tact and persuasive skills where necessary
- Ability to manipulate fine tools, e.g. for Venepuncture
- Able to use a variety of IT systems e.g. email, EMIS
- Experience of direct patient care in a health or social care setting.
- Experience of team working.
- Experience of working without direct supervision
- Ability to practice in a non-discriminatory way when approaching all colleagues and service users
- An understanding of team dynamics, including what factors make a team work well and what can go wrong and why.

Desirable:

- Recent relevant experience within the community setting

Qualifications and Training Required

Essential:

- NVQ level 3 in Health & Social Care or equivalent or willingness to work towards
- Full driving licence and access to car in work time (with business use car insurance)

Team Structure Diagram

Additional Information

The essence of Sirona is about 'Taking it Personally' and we work hard to ensure that everyone who comes into contact with us feels welcomed, supported, safe and valued; these are the experiences we want everyone to have throughout their employment with us.

Every contact we have with individuals makes a difference and our aim is to make that difference a positive one.

Sirona Values

- We provide care to the standard we expect for ourselves and our families
- We offer a high quality environment where the individual feels in control of the care and the support they receive
- We offer a working environment where high quality care and compassion are respected and rewarded
- Our staff focus on the goals of the individual taking into account their inter-related physical, mental and social care needs

- Every member of staff takes personally their responsibility to improve the health and wellbeing of those to whom we provide support
- We nurture a just culture where all staff are supported to deliver to the highest standard and are fairly held to account when they fail to do so

Taking it Personally

Taking it Personally sets out standards of behaviour that have been developed by staff for staff and support Sirona's values. We expect all staff to adhere to the Taking it Personally behaviours to ensure the Sirona values are upheld at all times.

Taking it Personally underpins Sirona's vision to achieve our aim to make a difference by providing health and social care services ensuring that we

- Focus on individuals, families & communities
- Promote the prevention of poor health and wellbeing and intervene only to support recovery
- Add value to our local communities above what we are contracted to do
- Work with others to ensure joined up services
- Remove unhelpful boundaries between services and professionals
- Continually learn and grow as a Company.

We will ensure that everyone who comes into contact with Sirona feels welcomed, supported, safe and valued in line with our commitment to Taking It Personally.

Making Every Contact Count (MECC)

Staff across Health and Social care has many contacts every day with individuals and are ideally placed to promote and engage in conversations about their health and lifestyle. As part of MECC staff are required to support and encourage individuals to make positive changes to their physical and mental health and wellbeing, including directing them to local services that can support them in making positive changes. MECC focuses on the lifestyle issues that, when addressed, can make the greatest improvement to an individual's health:

- Stop smoking
- Alcohol intake and staying within the recommended limits
- Healthy eating
- Physical activity
- Keeping a healthy weight
- Improving health and wellbeing

Safeguarding

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk and expect all staff to share this commitment and promote safeguarding by implementing policies and procedures, acting promptly on concerns, and sharing information appropriately. We are committed

to safe recruitment practice and all appointments are subject to satisfactory clearance appropriate to the post.

