

## Inter-County Nursing & Care Services Ltd

**Job Description: Healthcare Assistant**

**Reporting to: Registered Manager**

### **Purpose of role**

To support clients with all aspects of their day to day living, providing a quality service that supports them to live life in the way that they choose. You will mostly work alone with the client in their own home and will need to have excellent communication skills, compassion and a calm and friendly nature. A flexible, reliable and caring approach is essential to this role.

### **Key responsibility**

Provide high quality care and support that is safe, effective and responsive to each client's needs and preferences. Support each client to live life the way that they choose as far as they are able. Respect clients' choices and promote their dignity and privacy at all times.

Maintain effective communication and report any changes or causes for concern to your line manager promptly. Seek help and advice when needed in order to keep clients safe and promote their well-being.

Keep all information about clients and their families secure and confidential in line with company policy

## **DUTIES**

### **Care and support**

Provide care and support that is non-discriminatory, person-centered and values the diverse and unique qualities of each client. Help individuals to make their own decisions and be as independent as possible by asking how they prefer their care and support to be delivered on a daily basis.

Follow instructions in the care and support plan, which has been agreed with each client. This may include:

### **All aspects of personal care**

- Showering and bathing

- Dressing and grooming
- Toileting and continence care
- Teeth and dentures

#### **Taking medicines**

- Encouraging, reminding; assisting and giving medicines
- Ordering and collecting prescriptions
- Returning unwanted medicines to the pharmacy for safe disposal
- Liaising with the GP

#### **Eating and drinking**

- Helping to plan what to eat and drink
- Providing encouragement and help to eat and drink well
- Preparing, cooking and serving meals and drinks
- Assisting to eat and drink
- Monitoring daily intake of food and drink
- Clearing the table, washing up and keeping the kitchen area clean and tidy
- Shopping and storing food safely and disposing of out of date produce

#### **Safely using aids and personal equipment in a manner that respects the dignity of customers. For example:**

- Standing and walking frames
- Wheelchairs, manual and electric hoists
- Sliding sheets and moving boards
- Hearing aids and other physical aids

#### **Housework**

- Washing floors, vacuuming and sweeping
- Laundry and ironing, making beds and changing the linen
- Dusting and general tidying

#### **Social and physical activities or mental stimulation such as:**

- Answering the door and greeting visitors
- Answering emergency bells and the telephone
- Writing cards and letters or emails
- Taking a client out shopping, to see their friends or to other activities
- Hobbies and recreations such as reading, photo albums, games, etc

#### **Supporting a client through temporary and terminal illness, including**

- End of life care
- Hospital appointments
- Liaising with community health support and families

### **Recording and reporting**

Record and report all relevant client information including:

- The care and support that you provide and assistance with medicines
- Changes to a client's condition or other concerns
- Faulty equipment or hazards in the home (including installation of new equipment)
- Response to emergencies, accidents and incidents
- Safeguarding matters
- Contact with families or carers and other professionals
- Other matters as required by Inter-County procedures

Adhere to Inter-County policies and procedures at all times and make sure accidents and incidents are recorded, reported and acted upon

### **Work well as part of the Inter-County team**

- Follow Inter-County policies, procedures and guidance at all times
- Take part in staff and client meetings
- Attend training activities, supervision, appraisal and development meetings
- Make sure that care and support is provided in line with regulatory requirements.
- Work effectively with clients, their families and representatives, other social and health care professionals and managers and staff from Inter-County to deliver high quality homecare services
- Keep all information about customers and their families secure and confidential

This list is not exhaustive and from time to time you may be required to undertake additional duties. We will provide full training in line with regulatory requirements.

## Role specification

We have provided a picture of skills, knowledge and experience required to carry out this role. We will use the essential criteria to select suitable applicants for this post. You should demonstrate, using examples where possible, how you meet the essential criteria.

<b>Essential criteria</b>
<b>Personal attributes</b>
Caring and compassionate towards people in need of care and support
Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own, commitment to non-discriminatory care practice
Commitment to respecting the rights of customers at all times and to promoting their privacy, dignity and independence
Self-motivated and keen to learn. Willing to seek guidance when needed and to follow instructions
Good hygiene practice, including personal hygiene, and a smart appearance
Good stamina and a level of fitness to meet the physical demands of the job
Excellent time keeper and reliable
Professional, smart appearance
<b>Knowledge and understanding</b>
Good understanding of the needs of people who require care and support at home
Understand the importance of giving the best possible care that is person centered and meets the individual needs and wishes of each client
Knowledge of what confidentiality means in relation to homecare services and why this is important
Good understanding of health and safety matters in relation to homecare services and of the risk assessment process
Knowledge of the principles of good care practice
<b>Experience and skills</b>
Ability to listen, communicate clearly and build positive working relationships with clients, their families, colleagues and other social and health care professionals
Ability to support clients with all aspects of their daily living in a manner that respects their dignity, is non-judgmental and promotes their independence, choices and privacy
Good organizational, communication and administration skills so that clients receive the services they expect

Ability to use own initiative and work alone or as part of a team especially in an emergency
Good numerical skills to support client in managing their money and buying shopping or paying bills when requested to do so
Ability to maintain clear written records and follow statutory reporting procedures
Ability and willingness to follow Inter-County's policies, procedures and instructions
<b>Additional requirements</b>
Willingness to work flexibly and to keep knowledge and skills up to date through attendance at required training courses
This role will require you to obtain an Enhanced Disclosure from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure
Full drivers licence with no more than 6 points and Class 1 business insurance

<b>Desirable criteria</b>
NVQ/QCF Level 2 or equivalent
Previous experience as a care worker or as an unpaid carer
Knowledge of how to recognise abuse and safeguarding procedures
Working knowledge of health and safety matters relating to home care
Flexible approach to working
Full drivers licence - no more than 6 points

**Post holder declaration**

I agree to fulfil the duties and responsibilities to the best of my ability within this role.

Name	
Signed	
Date	