

Policy	Authorised: Paul Sanders	Date: 01/01/2024
JOB DESCRIPTION – HEALTH CARE ASSISTANT		

Reports to: REGISTERED MANAGER

Role

The role of care worker is to support clients with all aspects of their day to day living, so they can enjoy the best possible quality of life. This includes a range of activities including (not exhaustive):

- Personal care
- Management of medication
- Supporting independence
- Domestic duties
- Nutrition and hydration

The services are provided as a regulated activity, and staff will be providing care and support in line with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Fundamental Standards.

Providing care and support is both a challenging and rewarding experience. You will mostly work alone with the client in their home. Compassion, good communication skills and a calm and caring manner are essential for this important role in our company.

Employment Requirements

The role will be subject to employment checks which comply with the Health and Social Care Act 2008 (Regulations) Regulated Activities 2014, including regulations 18, 19, and Schedules 3 as well as the Right to Work Checks set out by the UK Government.

Essential Functions

Safely provide compassionate care and support that is person centred and focussed on the individual needs and wishes of each client. Each staff member must respect clients' choices and always promote their dignity and respect.

You may be the only person the client sees over a period, it is therefore essential to report any changes or causes for concern to your line manager or health care professional promptly, in line with the clients care plan and local policies and procedures. You need to be clear about when to seek help and advice in order to keep clients safe and promote their well-being.

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All staff are required to comply with the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England (<https://www.skillsforcare.org.uk/Documents/Standards-legislation/Code-of-Conduct/Code-of-Conduct.pdf>), organisational policies and procedures and best practice guidance e.g. NICE.

Duties

1. Give non-discriminatory care and support that values the diverse and unique qualities of each client. See the whole person and not merely a list of care needs. Carefully listen and observe how clients prefer their care and support to be delivered on a day-to-day basis. Help them make their own decisions and to be as independent as possible.
2. Follow instructions in the care and support plan which has been agreed with each client. This may include:
 - a. All aspects of personal care
 - i. Showering and bathing
 - ii. Dressing and grooming
 - iii. Toileting and continence care
 - iv. Teeth and dentures
3. Taking medicines
 - a. Encouraging, reminding; assisting and giving medicines
 - b. Ordering and collecting prescriptions
 - c. Returning unwanted medicines to the pharmacy for safe disposal
4. Eating and drinking
 - a. Helping the client to plan what to eat and drink
 - b. Gentle encouragement and help to eat and drink well
 - c. Shopping, preparing and serving food and drinks
 - d. Clearing the table, washing up and keeping the kitchen area clean and tidy;
 - e. Agreeing with the client how to store food safely and dispose of out-of-date produce.
5. Safely using aids and personal equipment in a manner that respects the dignity of clients. For example
 - a. Standing and walking frames
 - b. Wheelchairs, manual and electric hoists
 - c. Sliding sheets and moving boards
 - d. Hearing aids and other physical aids

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6. Housework
 - a. Washing floors, vacuuming and sweeping
 - b. Laundry and ironing, making beds and changing the linen
 - c. Dusting and general tidying
7. Social and physical activities or mental stimulation such as
 - a. Answering the door and greeting visitors
 - b. Answering emergency bells and the telephone
 - c. Writing cards and letters or emails
 - d. Taking a client out shopping, to see their friends or to other activities
 - e. Hobbies and recreations such as reading, photo albums, games, etc
8. Supporting a client through temporary and terminal illness, including
 - a. End of life care
 - b. Hospital appointments
 - c. Liaising with community health support and families

Recording and reporting

9. Record and report all relevant client information including
10. The care and support that you provide and assistance with medicines
11. Changes to a client's condition or other concerns
12. Faulty equipment or hazards in the home
13. Response to emergencies, accidents and incidents
14. Safeguarding matters
15. Contact with families or carers and other professionals
16. Other matters as required by Service provider Care procedures
17. Keep all information about clients and their families secure and confidential

Work well as part of the Service provider Care team

18. Follow Service provider Care policies, procedures, and guidance at all times
19. Take part in staff and client meetings
20. Attend training activities and appraisal and development meetings
21. 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

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This provides a picture of skills, knowledge and experience required to carry out the 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.

Personal attributes
Caring and compassionate
Respect for all people
Commitment to non-discriminatory practice
Self-motivated and keen to learn.
Will seek guidance when needed and follow instructions
Excellent timekeeper and reliability
Compliance with Infection Protection and Control policies and procedures, especially hand washing

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Experience and skills

Ability to listen, communicate clearly and build positive working relationships with clients, their families, Service provider Care staff and other social and health care professionals

Ability to give care and support to clients with aspects of their daily living in a manner that respects their dignity, is non- judgmental and promotes their independence, choices and privacy

Good organisational skills, so clients receive the services they expect

Ability to use own initiative and work alone or as part of a team especially in an emergency

Ability to keep written records in clear English about the care and support given to each client, including administration of medicines

Must follow and comply with Service provider Care policies, procedures and instructions

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Additional requirements

Commitment to respecting clients' rights at all times including their rights to privacy, dignity and independence. Compliance with the Data Protection Act 2018.

Requirement to undertake training. All staff must undertake and meet regulatory, statutory and mandatory training standards.

This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service

Class 1 business insurance, with no more than 6 points (if using own car for business purposes)

Desirable criteria

NVQ/QCF Level 2 or higher

Previous experience as a care worker or as an unpaid carer

Understanding and knowledge of safeguarding and how to recognise abuse

Working knowledge of health and safety relating to home care

Full drivers licence – no more than 6 points

Please note:

Please note this job description will form part of the review documentation for the annual appraisal and/or any performance management discussions which may take place from time to time.

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The job description will be reviewed at appraisal to identify if any significant changes have taken place in the role between reviews of the Job Description, with a view to agreeing these between the parties and updating the document. The previous job description will be archived in the staff members file and replaced by the agreed updated version once signed by both parties.

Document review		
Name:	Role:	Date signed off:
PAUL SANDERS	DIRECTOR	01/01/2024
	Next Review Date:	01/01/2025