

JOB DESCRIPTION

POST: Health Care Assistant

BASE: Ellern Mede Ridgeway

ACCOUNTABLE TO: Nurses & Nursing Management

ELLERN MEDE RIDGEWAY

Eating Disorders are extraordinarily complex illnesses that present with abnormalities in physical and psychological functioning. The physical complications have the potential to cause permanent damage and in some cases are life threatening. The causes are complex and multi-factorial, including genetic, neuro-developmental and environmental influences. They require a comprehensive treatment programme including medical, psychiatric, psychological, social and educational interventions.

Ellern Mede Ridgeway offers two treatment programmes, a Recovery Unit and a High Dependency Unit (HDU). We aim to stabilise patients' physical and psychological states as rapidly as possible for transfer to step down service. The HDU admits patients whose illness requires more intense levels of clinical involvement and nursing. The service is able to admit patients requiring treatment under mental health legislation. The aims of the services are to improve the patients' health and dependency needs sufficiently for transfer to a regular eating disorder unit or to the community.

POST OUTLINE

The primary duty and responsibility is to support the work of the clinical and nursing teams in providing high quality and safe care to patients and their families.

Excellent observation and communication skills as well the ability to build trust and rapport with individuals who have experienced severe trauma in their lives is required. A non-judgemental approach and the ability to demonstrate unconditional positive regard is absolutely essential.

Ellern Mede Ridgeway can sometimes be a challenging environment and therefore the ability to think on your feet, remain focused and maintain your composure in difficult clinical situations is highly important to this post.

DUTIES AND RESPONSIBILITIES

The post holder carries out assigned tasks in support of and supported by a qualified nurse.

Contribute to the provision of high quality care for patients.

Work honestly and collaboratively as part of the ward team.

Work as directed by the named nurse to provide agreed individual or group work with named patients

Work flexibly regarding shift and ward changes according to the needs of the Hospital

Provide reception and administrative cover as directed by the Management

To maintain professional boundaries at all times

Undertake any reasonable request.

KEY DUTIES

1. To assist the patient to meet his or her needs in respect of activities of daily living and provide practical day to day care under direction of the Nurses (ie personal care and hygiene, eating, attendance in education etc.
2. To co-operate with other members of the nursing team in ensuring a safe environment is maintained for the patients.
3. To ensure patients personal possessions and cash are effectively itemised, stored and managed.
4. To be responsible for the clinical and ward environment and to intervene in any situation which constitutes a potential risk to patients, staff or visitors.
5. To escort patients on outings and appointments and to plan and conduct such outings in a consideration of Nursing and Clinical Management.
6. To book visits to the ward and maintain a ward diary.
7. To ensure that all visitors to the ward are pre-approved by the MDT and are escorted and managed in accordance with nursing plans.
8. To question unknown visitors to the site and ward to ensure the safety of patients and refuse entry if necessary.
9. To ensure that all patients are safeguarded from potential harm and to conduct activities in a manner which is consistent with professional practice, policy and legislation.
10. To report any incident of concern to management.
11. To co-operate with other members of the nursing team to ensure the ward meets any therapeutic needs of the patient, which are conducive to recovery.
12. To communicate in a respectful manner, clearly and precisely with patients, staff, parents and visitors and in a way which is mindful of a supportive attitude to body image.
13. To intervene and utilise verbal de-escalation skills to avoid potential escalation of distress to patients.
14. To utilise approved restraint techniques under the guidance and management of Nurses.
15. At all times ensure that the patient's rights and dignity are maintained.
16. To be actively involved in the admission, assessment, implementation and discharge of patients and their care under the supervision of the named nurse
17. To record accurate clinical data including observations, vital signs, fluid and food intake, stool and urine charts.
18. To be involved in manual handling and movement of patients under instruction of a Nurse to ensure that physical treatment and interventions can be safely delivered.
19. To be jointly responsible with the named nurse in keeping patient files up to date including recording relevant data in a written or electronic format and filing same appropriately.
20. To ensure countersignatures by qualified staff are recorded.

21. To adhere to all company policies and procedures.
22. To undertake all duties delegated by the nurse in charge to ensure the efficient running of the ward.
23. To be involved in the training of other staff as required
24. To be involved in marketing activities as required.
25. Will undertake additional ward based duties above and beyond those duties of a nursing assistant including responsibilities such as phlebotomy, patients monies, facilitating groups when appropriate training given.
26. To ensure that you attend all statutory and mandatory training as directed.
27. Will take part in supervising junior staff when directed to do so by senior staff.
28. Act at all times in a manner which promotes a positive image of the Ellern Mede Ridgeway.
29. Maintain Security Procedures at all times.
30. Ensure annual appraisal takes place in a timely fashion and attend supervision.
31. Maintain Patient and Staff/Organisation confidentiality at all times.
32. Assist in transfers and Community outings as directed by senior staff.
33. To act in a manner which places the safety of patients as the first priority and immediately report to the Nurses, any incident or potentially dangerous situation.
34. To complete incident forms and provide statements as necessary.
35. Cover other care areas at short notice under direction of senior staff.
36. Ensure high levels of hygiene and infection control systems are maintained.
37. To conduct audits, assessments, inventories, risk assessments, Health & Safety reports and other administrative tasks required for the effective running of the service under the direction of the Nurses
38. To maintain clinical records and summaries consistent with confidentiality, professional practice and in accordance with any legal requirements currently in force.
39. To attend and contribute to professional meetings as required.
40. In agreement with Nursing Management, to safely drive company vehicles for patient escorts in agreement with the Nursing Management. The Hospital will not indemnify staff against any driving or parking offenses which are accrued whilst driving hospital transport.

DRESS CODE

In the interests of safety and comfort of all, employees are expected to dress appropriately whilst at work in accordance with the written dress code.

All employees will:

- Present a clean, smart, and tidy appearance consistent with adults caring for children.
- Never dress provocatively, remove facial/body piercings and cover tattoos.
- Comply with any specified local dress code or uniform requirements.
- Wear a name badge at all times.
- Keep jewellery to a minimum, and avoid items, which create a hazard to safety or health.

TELEPHONE CALLS

All employees will from time to time find themselves answering an incoming call; it is essential all calls be answered in 3 rings and a professional image is maintained at all times, as the answered call is the first point of contact for any potential referrer or patient.

GENERAL

- 1 At all times to carry out such other duties and responsibilities as may reasonably be required from time to time by the organisation, compatible with the objectives and duties and level of responsibility of the post. The post holder may also be required to drive patients subject to clearance
- 2 To adhere to the policies of Ellern Mede in respect to Equal Opportunities, Health and Safety and all other relevant policies
- 3 To ensure records and information systems are kept accurately including the inputting and updating of information on computerised information systems and in patient written notes.
- 4 At all times to promote and follow anti-discriminatory and non-abusive practice.
- 5 Participate in promoting the work of Ellern Mede and developing working partnerships with existing and potential referrers.
- 6 To adhere to policies and procedures particularly Health & Safety legislation and report incidents.
- 7 To comply with the Data Protection Act and maintain high levels of confidentiality.

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied, subject to the needs of the service and in keeping with the general profile of the post.

I understand and agree to work to the job description as contained within this document:

Print

Name _____ Sign _____ Date _____

Person Specification

Attributes	Requirements		Method of Assessment
	Essential	Desirable	
Qualifications	English and Maths GCSE	Psychology degree	Application To be verified at interview
Experience	Demonstration of working in healthcare care or with young people	The post holder needs to be capable of engaging with, and relating to, young people in a manner that recognises the responsibilities of the caring role.	Application To be verified at interview
Knowledge	Understanding of basic principles of working in a clinical environment		Application To be verified at interview
Skills	Excellent English language and good communication skills. Good organisational and administrative skills, including prioritising. Computer skills. Able to work effectively in a team. Comprehensive reporting skills (verbal and written)		Application To be verified at interview
Additional / personal	Motivated / Enthusiastic/ Creative, Compassionate, Flexibility, approachable, sensitive and accessible Good time management Satisfactory health history DBS clearance Good references	High level of self awareness	Application To be verified at interview

Staff Charter

The Staff Charter is designed to provide staff with clarity and shared understanding regarding what is expected at work in order to ensure that we deliver user focused care of the highest quality. The organisation will only achieve its objectives and vision when all staff work together towards shared standards of practice and behaviour underpinned by strong values.

Value	Example Behaviour
1. Value and respect individuals	<ul style="list-style-type: none"> • Never be rude, shout or use bad or abusive language. Apologise if your comments do cause offence to others inadvertently. • Be prepared to be fair and transparent with comments made about colleagues. • Do not personalise comments or responses. • Responses to others should be non-punitive; Not of a derogatory nature, sarcasm, gossip or expressions that pass negative verbal or non-verbal messages.
2. Listen to the views of others	<ul style="list-style-type: none"> • Spend time listening to the views and concerns of others. • Engage in Patient Protected Time. • Attend team based meetings where you can listen to staff views. Respect others views
3. Individual care	<ul style="list-style-type: none"> • Basic courtesies/manners – person's needs first • Meaningful and timely communication • Negotiation in forming care plan/recovery plan with service user • Responding to requests for assistance • Respond in a timely manner, e.g.: appointments, calls, concerns. • Ensure service users and carers are involved in ward rounds and all of their concerns are addressed. • Keep clients informed. • Adopt a good customer care work ethic. • Show empathy. • Confidentiality of service user's information. • Consideration of needs and care. • Staff to be available to talk.
4. Hope inspiring environments	<ul style="list-style-type: none"> • Remaining cheerful and positive in presence of service users and carers • Maintain a cheerful demeanour at work. • Engage in therapeutic activities. • Leave conversations feeling positive. • Portray a positive and approachable body language
5. Effective Communications	<ul style="list-style-type: none"> • Being able to approach service users and carers • Clarify that your message has been understood • Demonstrate sensitivity and flexibility where there are language differences. • Ensure information is explained so others fully understand. • English to be spoken in clinical areas unless translating for a service user or carer.
6. Service Users at the heart of everything we do	<ul style="list-style-type: none"> • One to one time with named nurse every day to discuss personal matters/ward matters. • Listen to what service users and carers are saying at all times. • Encourage service users to attend community meetings.
7. Embracing diversity	<ul style="list-style-type: none"> • Treating individuals equally, irrespective of age, race, sexuality, class, physical ability, religion or gender. • Acknowledge differences and respond to them appropriately. • Recognise cultural differences and adapt your behaviour accordingly. • Allow others to express their spiritual beliefs and practices
8. Empowerment and choice	<ul style="list-style-type: none"> • Complaints and issues taken seriously. • Service users and carers are made aware of their rights and all of the facilities available to them.

Note: Staff who do not comply with values may be subject to disciplinary procedure.

Additional Information

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Company Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection.

Independent Safeguarding Authority Vetting and Barring Scheme.

This post requires the post holder to work with either children or vulnerable Adults frequently or intensively in a wide variety of settings. From November 2010 it is a legal requirement for the post holder to be ISA – registered before they can start this post.

Safeguarding Children

Ellern Mede is committed to safeguarding and promoting the welfare of children and to protecting them from the risks of harm. The Company recognises its responsibility to ensure that safe working systems are in place for staff working with children and families and staff working with children and adults in their care.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974), to ensure that the agreed procedures are carried out to maintain a safe environment for employees and visitors.

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed.

Confidentiality

The confidentiality of information relating to patients/clients and staff must be safeguarded at all times in accordance with the Information Security Policy. Disclosure to any unauthorised person or misuse or failure to properly safeguard confidential data will be regarded as a disciplinary offence.

Smoking Policy

Ellern Mede operates a No Smoking Policy.

Financial Regulations

All staff are responsible for the security of the property of the Company, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

General

The postholder

- may be required to work at any site in line with the service needs.
- must carry out their duties in accordance a high standard of conduct.
- must at all times carry out his/her responsibilities with due regard to Equal Opportunities.

This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future. All staff have a responsibility to participate in and contribute to their own development and the development of any staff that they are responsible for appraising.