LEARNING DISABILITIES SERVICE

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: HEALTHCARE ASSISTANT

BAND: 3

REPORTS TO: Solihull Service Provider Manager

BASE: Shirley House, 22 Gilliver Road, Shirley, Solihull

JOB SUMMARY

At all times acknowledging and respecting the individual rights of Adults with learning disabilities, which will provide them with growth, physically, mentally and emotionally. To have achieved National Vocational Qualification Level 3 or working toward National Vocational Qualification level 3.

ORGANISATIONAL CHART

[Diagram showing the organizational structure with roles and bands]

JE 150040 / 14 May 2015 (updated 21 Nov 2018)
Gilliver Road has a Manager and a Deputy Manager. Team Leaders (Qualified Nurse RNLD) are responsible for the delegation of duties to care staff. Care Staff report to Team Leaders when on Duty.

**MAIN RESPONSIBILITIES OF THE POST**

1. Provide holistic care for Adults with a Learning Disability and complex health needs, e.g., uncontrolled epilepsy, life limiting conditions, dual diagnosis, Attention Deficit Hyperactivity Disorder, autism and other conditions requiring specific interventions.

2. Must be adequately skilled in a wide range of specific clinical/behavioural procedures, e.g. enteral feeding, oxygen therapy, rectal diazepam and BLS (Basic Life Support).

3. Be Key worker for allocated clients, and assist in the development of care plans and risk assessments.

4. Complete Nursing Notes and any mandatory charts relevant to the clients, highlighting any changes to the qualified staff.

5. Carry out all relevant aspects of care without direct supervision adhering to Coventry & Warwickshire Partnership Trust policy/procedure. Respond quickly and appropriately to constantly changing situations amidst frequent interruptions and distractions. Geographically isolated, no support immediately available. High element of risk due to unpredictable nature of clients, complex health/challenging behaviour.

6. Contribute to high quality of care in the service and to a warm supportive atmosphere in which the post holder can establish friendly and caring relationships with Clients and their families.

7. Must demonstrate a positive attitude when working alongside people with a learning disability with a commitment to helping them secure for themselves a valued and as enjoyable a life as possible.

8. Provide a rich and stimulating environment enhancing the lifestyle of the clients and their individuality.

9. Promote activities that are age appropriate and culturally normative, take into account special individual need.

10. Help ensure that clients are introduced and encouraged to engage in a wide range of stimulating and creative activities by interaction and play, both in and out of doors, encouraging the use of local community facilities where appropriate.
11. Assist clients with feeding, bathing, toileting and all personal care, using personal discretion at all times promoting dignity and privacy.

12. The post is multi role; therefore all aspects of duties are required to be carried out e.g. domestic cleaning, laundry, cooking, shopping and gardening. Clients are to be encouraged to participate where appropriate.

13. To be shift leader where appropriate, supervise staff to ensure care and safety of clients (this can be over a 24 hour period) and includes overall responsibility of the unit and key holding, signing agency timesheets.

14. Administer medication including Rectal Diazepam and as required medication after assessing Adult and contacting “On Call”. Book medication in /out.

15. Undertake training in MAPA to the required level deemed relevant to the service unit.(updated annually)

16. Assist the manager and qualified team in developing and sustaining care practices and implement care packages.

**Communication**

1. Be aware of the communication needs of each client and endeavour to meet those needs through programmes and recommendations identified in their care plan.

2. Make maximum use at all times of non-verbal communication techniques e.g. Makaton, Picture Exchange Communication System, total communication and any other communication system used by the Clients.

3. Help ensure that language/communication, written, spoken and signed, promotes and enhances the status of Clients and is appropriate and up to date.

4. Help establish and maintain good communication within the service, ensuring continuity of information over a 24 hour period is maintained across the whole staff team.

5. Attend team meetings as part of line communication making an active contribution and functioning within a team environment.

6. Plan suitable leisure activities.

7. Attend Client’s reviews at the home / day service or school with the Team Leader.
Analytical and Judgemental Skills/ Freedom to Act

1. At times will work without direct supervision and will be required to deal with a wide range of situations requiring analysis and make a decision or judgement in relation to risk assessment or emergency situations, and prioritising delivery of care.

2. Uses judgement and knowledge when working alone at night in relation to summoning help from sleep in staff.

3. Deals with relatives/families in the event of complaints, mishaps, untoward occurrences or situations affecting the care provided to the Clients. Report any such event to the clinical manager at the earliest opportunity. Provide information as requested following the policies/ procedures in place.

4. Complete confidentiality is expected in all aspects to the job.

5. Attend staff development programmes with in the service and attend workshops and training courses.

6. Assist the Manager in ensuring that policies and procedures are developed.

7. Participate in training and become competent in the following:
   - Health and Safety At Work Act
   - COSHH
   - Food Hygiene
   - Equality & Diversity
   - Information Governance
   - Safeguarding Children & Adults
   - Basic Life Support
   - People Moving & Handling
   - Infection Control

8. Training in MAPA to the required level deemed by the Service Level Agreement will need to be undertaken and updated annually.

9. The post holder is expected to actively support the aims and values, polices and procedures of Coventry & Warwickshire Partnership Trust.

Planning and Organisational Skills

1. Be key worker for allocated clients and assist in the development of care plans and risk assessments.

2. Complete Nursing notes and any mandatory charts relevant to the clients, highlighting any changes to the qualified staff.
3. To be shift leader where appropriate, supervise staff to ensure care and safety of clients (this can be over a full 24 hour period) and includes overall responsibility of the unit and key holding, signing agency timesheets.

4. When shift leader, the post holder will comply with trust policies and procedures. Supervise new and less experienced staff

5. Take appropriate action in emergencies and unexpected events, i.e. contacting ‘on call’, emergency services, parents etc.

Physical Skills

1. Training in de-escalation technique (MAPA) to the required level deemed by individual risk assessments will need to be attended and updated annually.

2. Required to be skilled in carrying out basic life support in emergency situations where required

Responsibility for Patients/ Clients

1. Assist clients with feeding, bathing, toileting and all personal care, using personal discretion at all times promoting dignity and privacy.

2. Assist the Manager and Qualified Team in developing and sustaining care practices and implement care packages.

3. Demonstrate to Health Care Assistants and others how to encourage client participation effectively (how to instruct, prompt and physically guide clients) while at the same time not fostering undue dependence.

4. Ensure that work of staff within the home and their work with the clients is of a high standard, in line with in house policies/standards

5. Attend client reviews at the home and at day service / school with the Team Leader.

6. Communicate with service users and their families using the appropriate communication methods

7. Deliver specialist health care packages and implement care plans under the direction of qualified staff

Policy and Service Responsibilities

1. The post holder will be given specific area of responsibility for which they will be fully accountable to the manager.
Responsibility for Financial and Physical Resources

1. Responsible for and expenditure of clients monies and petty cash and provide receipts in line with Standing Financial Instructions while on shift.

2. To be responsible for the security, care and maintenance of equipment ensuring standards of infection control and safety are maintained.

3. To participate in the monitoring of stock levels and new equipment / resources as appropriate.

Responsibility for Staff

1. Ensure that documentation is purposefully made and comments demonstrate clarity and brevity, ensuring confidentiality at all times.

2. Delegate duties to Health Care Assistant's, in the absence of Qualified Nurses and take action to ensure adequate staffing levels are maintained.

3. On appointment the post holder will be required to complete the induction packs within an agreed timescale.

Responsibility for Information

1. To maintain the highest standards of confidentiality at all times, with regard to information concerning service users, colleagues and / or the organisation.

Research and Development

1. Support the Manager to ensure appropriate audit measures are in place and Reviewed regularly.

Physical Effort

1. The post demands frequent, moderate physical effort as moving and handling clients, both physically and mechanically is required on a frequent basis.

2. Frequent requirement to hoist clients, kneel/lift, bend over baths, turn client in order to carry out personal care.

Mental Effort

1. The post-holder will be required to write in nursing / clinical notes around interactions and intervention with clients.

2. On occasions the post-holder may be required to carry out observations in line with Trust Policy.
Emotional Effort

1. Encounters emotional and distressing circumstances working with clients who have life limiting conditions.

Working Conditions

1. In order to provide care over a 24-hour period, maximum flexibility of attendance will be required this includes sleeping in duties (where necessary), waking nights, weekends and bank holidays, lates, earlies and split shifts. These will vary in each week and depend on the needs of the service.

2. Due to the nature of the client group there is frequent exposure to unpleasant conditions, e.g. bodily fluids, faeces, vomit, smell and noise as well as a high risk of physical aggression.

3. Drivers to pass Trust test and take Adults into community using either Trust vehicle or own transport. Business use on car insurance is essential.

4. Risk of verbal or physical abuse.

Other Duties

1. The post holder will be required to use a computer, either a stand alone or as part of a networked system, and will be responsible for the quality of information. The amount of time spent on this type of work will depend on the job.

2. The Trust embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down in this initiative.

3. The post holder will be required to take part in an annual performance appraisal, where this job description will be reviewed, and objectives set.

4. The Trust has a No Smoking Policy that prohibits any smoking during working hours.

5. To follow and adhere to the Trust’s Health and Safety Policies and instructions and be responsible for your own and others health and safety in the workplace.

6. The post holder is expected to contribute to the creation of a working Environment where everyone feels respected, valued and treated with dignity.

This job description is not exhaustive and may be amended in consultation with the post holder. It should be reviewed whenever major changes have been agreed to the post and should be reviewed as part of the annual appraisal process to ensure it remains an accurate reflection of the duties and responsibilities undertaken by the post holder.

JE 150040 / 14 May 2015 (updated 21 Nov 2018)
**Safeguarding Children and Adults**

All Trust staff have a responsibility to ensure the safeguarding of children, young people and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults boards’ policies and procedures and inter-agency guidance as identified in the Trust’s Safeguarding policies and procedures.

**Confidentiality**

Personal information and many of the duties of this post are of a confidential nature and disciplinary action will be taken if confidential information is divulged to inappropriate persons.

**Data Protection Act**

All staff are reminded of their duties and responsibilities as employees under the General Data Protection Regulations (2018) and in particular to ensure that Personal Data is not negligently or unlawfully handled or disclosed to unauthorised persons.

**Infection Control**

As an employee of Coventry and Warwickshire Partnership Trust you are responsible for protecting yourself and others against the risk of acquiring a Healthcare Associated Infection. All staff, clinical or non-clinical are expected to comply with infection control policies and procedures. You will attend the mandatory infection control training and updates as required by the Trust.

**Environmental Issues**

The Trust is committed to reducing its impact on the environment by preventing pollution, continually improving it environmental performance which increases the wellbeing of staff and patients. As a member of staff you are expected to adhere to policies to assist the Trust in meeting its environmental and sustainability targets.

Post holder’s Signature  
Date:

Post holder’s Name:

Manager’s Signature  
Date:

Manager’s Name:
# Person Specification

## JOB TITLE: HEALTHCARE ASSISTANT BAND 3

<table>
<thead>
<tr>
<th>Coventry and Warwickshire Partnership Trust’s Values</th>
<th>HOW MEASURED?</th>
<th>WEIGHTING</th>
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</thead>
<tbody>
<tr>
<td>Demonstrable ability to meet the Trust Values</td>
<td>A/I</td>
<td>3</td>
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<table>
<thead>
<tr>
<th>QUALIFICATIONS</th>
<th>HOW MEASURED?</th>
<th>WEIGHTING</th>
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<tbody>
<tr>
<td>Have already achieved NVQ Level 3 or will achieve it within an agreed period.</td>
<td>A</td>
<td>3</td>
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<tr>
<td>KNOWLEDGE &amp; SKILLS</td>
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<td>------------------------------------------------------------------------------------</td>
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<tr>
<td>Pass Basic Skills test Assessment to Level 1 Standard (test to be Undertaken as short listing exercise prior to interview)</td>
<td>I</td>
<td>3</td>
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<td>Willing to undertake training to administer drug</td>
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<tr>
<td>Willing to attend staff development programmes, workshops, Training courses as required.</td>
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<td>Willing and able to undertake the role of Key Worker (where appropriate).</td>
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<td>Understands the importance of different types of communication systems and is willing to participate in relevant training.</td>
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<td>Willing and able to follow verbal and written instructions.</td>
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<tr>
<td>Has an understanding of age appropriate activities and able to engage clients in such activities.</td>
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<tr>
<td>Willing and able to follow policies and procedures.</td>
<td>I</td>
<td>3</td>
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<tr>
<td>Willing and able to make appropriate written records within the home.</td>
<td>I and A</td>
<td>3</td>
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<tr>
<td>Willing and able to respond appropriately to unexpected events and emergencies.</td>
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<td>2</td>
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<tr>
<td>Has an understanding of the meaning of confidentiality.</td>
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<td><strong>EXPERIENCE</strong></td>
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<tr>
<td>Must have experience of working with people with Learning Disabilities / working in a care environment</td>
<td>A and I</td>
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<tr>
<td>PERSONAL ATTRIBUTES <em>(Demonstrable)</em></td>
<td>Have an understanding of practices that will encourage growth and development of all aspects of client’s life</td>
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<td>Has an understanding of equality of access and how to meet individual needs of clients.</td>
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<td>Able to present self in a warm and friendly manner.</td>
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<td>OTHER <em>(Please specify)</em></td>
<td>Willing and able to work over a 24 hour 7 days per week rota including waking nights and sleep-ins.</td>
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<td>Willing and able to undertake all aspects of domestic tasks i.e. cooking, cleaning, laundry etc.</td>
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<td>Must hold a full driving licence</td>
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<td>Must be a non smoker during working hours</td>
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<td>Must be willing to undertake DBS Enhanced Disclosure</td>
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<td>Must be legally entitled to work in this country</td>
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