



Job Title:	Senior Healthcare Assistant (Community)
Salary:	£11.50 per hour (non salaried)
Hours:	Flexible around the needs of the service
Reports to:	Registered Manager
Accountable to:	Registered Manager/Managing Director

Role Profile

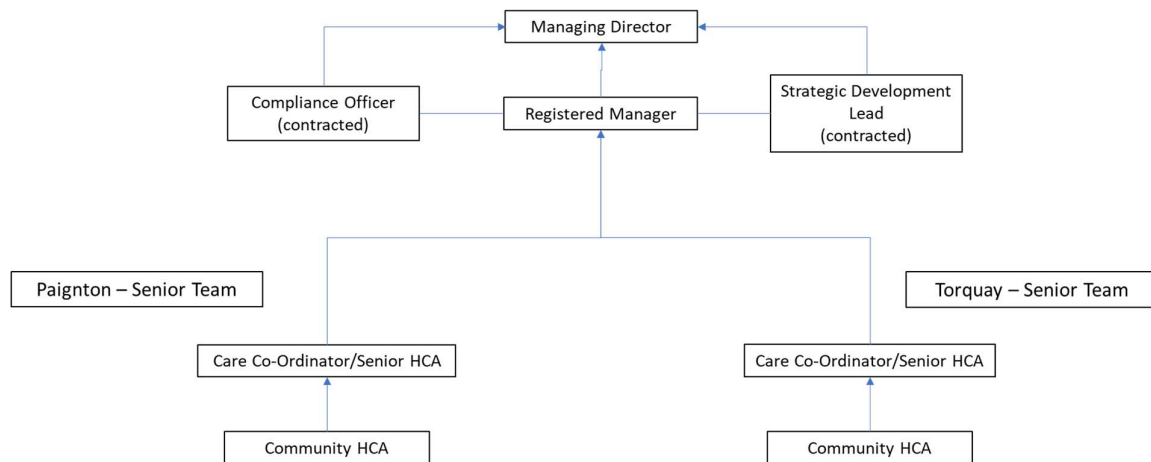
Caretakers SW Ltd is a domiciliary care agency working on behalf of the National Health Service (NHS) providing care within the home to the elderly and those with complex needs of all ages across Paignton and Torquay.

As a Senior Healthcare Assistant (Community), you will be required to provide all levels of care, from personal care to cleaning and shopping duties for a variety of people of different ages and requirements within their own homes. All Senior Healthcare Assistants (Community) are required to be part of an out of hours on call rota, to cover duties in an emergency, manage care plans and risk assessments and ensuring that they are all up to date both in the patient homes and in the office. The role requires supervision and mentoring of Community Healthcare Assistants in the physical care setting including identification of training and development needs, management and coordination of rotas, meetings with clients and their families at the commencement of any care package and as part of a regular review. Undertaking a rolling programme of audits to ensure high quality and safe outcomes. To formally and informally manage complaints, concerns and worries from patient and their cares

Purpose of Role

To provide comprehensive health and social care to clients and their families in their own homes. To provide senior support to Community Healthcare Assistants, the office staff and the Registered Manager. To ensure that the company maintains a high standard of professionalism with clear and high-quality outcomes for clients, relatives, staff and the wider community.

Organisation Chart



Role and Responsibilities

1. Clinical Duties

- 1.1 To provide support for washing, showering, bathing ensuring high standards of hygiene and cleanliness whilst promoting independence and capability
- 1.2 To provide support with dressing/undressing as requested promoting independence and capability
- 1.3 To ensure management of continence, including cleanliness of catheters and urine bags, changing and disposing of continence pads and other continence aids and ensuring personal cleanliness of clients, clothing and bedsheets as required
- 1.4 To monitor and manage pressure areas according to training guidance, including ensuring that clients are moved regularly if confined to bed, as dictated by the care plan
- 1.5 To administer medication as prescribed by a clinician and as dictated by the care plan in accordance with training
- 1.6 To provide support for moving and handling and usage of walking and standing aids to ensure safety and independence of clients in accordance with training
- 1.7 To monitor and flag to the senior team any concerns in regard to change of condition or risk factors
- 1.8 To ensure high standards of infection control, avoiding any cross contamination by the regular washing of hands and forearms and observing bare below the elbows, usage of personal protective equipment (PPE) where applicable and hair clean and tied back so that it does not fall over the face

1.9 To understand symptoms of typical conditions as outlined in the individual care plans and risk assessments and to be able to identify any deviation from the norm and take remedial action as required, once appropriately trained and assessed as competent

2. Health Promotion and Independence

2.1 To ensure that all clients are supported to be as independent as possible, within the limits of their condition

2.2 To ensure that nutrition and hydration advice is given in accordance with training and within the limits of their condition

2.3 To promote a healthy lifestyle, including personal cleanliness and environmental cleanliness, within the limits of their condition

2.4 To encourage an open dialogue between patient and carer to enable concerns, compliments and worries to be shared

2.5 To be flexible to the demands and needs of the patient outside of their clinical needs to ensure that they are safe, well and happy

3. Management, Administrative and Clerical Duties

3.1 To ensure accurate and up to date record keeping using clear and readable handwriting and concise health record entries, ensuring that facts pertaining to the client are contained and refraining from gossip and opinion. Undertake regular checks on staff record keeping to ensure that this is followed

3.2 To ensure all medical assessment records (MARS) and topical ointment charts are up to date and completed in real time

3.3 Where posthumous or contemporaneous records are completed, clearly document reasons and sign and date

3.4 All records to be signed and dated by the person completing them, the full name in clear and readable handwriting to be included.

3.5 To be proficient in the management and completion of rotas, care plans and risk assessments

3.6 To undertake allocated audits in collaboration with the compliance team from a rolling audit programme. Present the findings at a quarterly senior staff meeting, demonstrating compliance and, where compliance is not achieved, what actions have been taken to achieve compliance, with associated timescales – working jointly with the compliance team on the development of action plans

3.7 To undertake and document supervision and spot checks for all Community Healthcare Assistants, including identifying any training or development needs. Undertake annual appraisals, objective settings and personal development reviews with Community Healthcare Assistants and, where appropriate and in conjunction with

the registered manager, manage staff who are not working to the required level with professional improvement plans and organise appropriate sanctions where necessary

3.8 To undertake risk assessments on the commencement of new contracts as well as ensuring regular updates of existing documents, including arranging for full sign off processes

3.9 To facilitate and lead any meetings with clients or their relatives in the event of a complaint, concern or worry. This could include providing a written response summarising discussions and actions to be taken, and allocation of tasks to meet the needs of the patient/relation

4. Team Working

4.1 To work closely and respectfully with colleagues, ensuring professional conduct is maintained at all times, refraining from gossip and bullying

4.2 To work with colleagues to ensure all care provided is of a high quality and safe

4.3 To inspire confidence in colleagues and support each other in the event of any emergency situations, leading by example

5. Recruitment and Retention

5.1 To produce and advertise for HCA vacancies, using social media and recruitment avenues as appropriate

5.2 To coordinate and manage the interview and recruitment process, including running interviews, coordinating training, induction and shadowing as necessary

5.3 To be responsible for HCA retention, including staff well-being and personal development

6. Professional Conduct

Caretakers SW Ltd undertakes work on behalf of the National Health Service (NHS) and as such, all staff are representatives of both organisations. Staff are expected to conduct themselves in a professional manner at all times, to be presentable, clean and smart. All staff are required to attend training and carry out all tasks in line with this training, where there is a deviation, this must be discussed with a member of the senior team and any deviation clearly documented with a clear and agreed reason.

Staff who drive cars for the purposes of work are required to ensure that their vehicles are in good working order and a good state of repair. Cars should be clean inside in line with infection control guidance

7. Mandatory Training

All mandatory training is provided by Caretakers SW Ltd in collaboration with the NHS. All staff are required to attend and to be assessed as competent in all mandatory training modules. Where there is a client with a specific clinical need which requires dedicated training,

this will be provided, and a clear competency assessment process will be identified and must be completed prior to undertaking the duty in practice.

8. Standards of Business Conduct

The post holder will be required to comply with Caretakers SW Ltd behaviours, corporate and financial policies and any relevant Codes of Conduct

S/he is required, at all times, to deal honestly with the organisation, with colleagues and all those who have dealing with the organisation including clients, relatives and suppliers.

9. Confidentiality

The post holder is required to:

- ensure confidentiality in all matters relating to clients, to employee personnel issues and to information obtained during the course of employment
- not release such information to anyone else other than acting in an official capacity according to GDPR and Safeguarding guidance
- comply with the regulations of the Data protection Act and Freedom of Information Act.

10. Safeguarding of children and vulnerable adults

It is the responsibility and duty of all staff to safeguard children and vulnerable adults and promote their welfare. Child protection and vulnerable adult safeguarding issues when identified or areas of concern must be referred by you promptly in accordance with Caretakers SW Ltd policy and procedures. Please ask your line manager for details.

11. Performance Review

This job description only covers the key result areas and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be subject to annual review in consultation with the postholder and may develop to meet changing needs of the service.

12. Equal Opportunities

The organisation aims to maintain the goodwill and confidence of its own staff, service users and the general public. To assist in achieving this objective, it is essential that at all times employees carry out their duties in accordance with the organisations Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

13. Infection Control and Prevention

Caretakers SW Ltd is committed to minimising any risks of healthcare associated infection to clients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work.

14. Health and Safety

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work ensuring compliance with the requirements of the Health and Safety at Work Act (1974):

- To follow and promote safe working practices and to comply at all times with the Health and Safety at Work Act 1974, and Manual Handling Operations Regulations 1992, and Caretakers SW Ltd policies and procedures
- To assist in the regular monitoring and maintenance of equipment in accordance with health and Safety regulations.
- To act immediately on safety notices, hazard warning notices and any other notifications in relation to equipment used/prescribed by the organisation.
- To take reasonable care of the health and safety of yourself and other persons who may be affected by your acts or omissions at work and to co-operate with Caretakers SW Ltd to ensure that statutory and departmental regulations are adhered to
- To report all clinical and non-clinical incidents or near misses promptly and when required to co-operate with any investigations undertaken.

14. Security

1. It is a condition of employment that identification badges be worn at all times.
2. All employees have a responsibility for security and the proper care of property. In accordance with standing financial instructions all managers have a particular responsibility for security and loss prevention arrangements in their areas of responsibility.

15. Continuous Improvement

Caretakers SW Ltd has a full programme of learning and development opportunities to support continuing professional development, statutory and mandatory training and personal development.

This job description is subject to review and development from time to time in liaison with the post holder. As an employee of Caretakers SW Ltd you will be required to adhere to all the organisations policies and procedures.

Person Specification

	Essential	Desirable
Education	<ul style="list-style-type: none"> • Educated to minimum O Level/GCSE or equivalent qualification • Minimum RQF 3 in Health and Social Care or already working towards 	<ul style="list-style-type: none"> • RQF4/5 in Health and Social Care
Knowledge Skills Experience	<ul style="list-style-type: none"> • Minimum 3 years working in the Health and Social Care industry as a carer • Caring nature • Ability to work under pressure and to timescales • Experience of record keeping • Valid driving licence and access to a car 	<ul style="list-style-type: none"> • Experience of working in the health and social care industry at a senior level • Managing staff, undertaking reviews and appraisals • Mentoring and developing staff • Audit management • Action plan development • Experience of CQC inspections and preparedness • Experience of managing a rota and staff, ensuring continuity of care in a high-pressure environment
Personal attributes	<ul style="list-style-type: none"> • Ability to work as part of a team • Keenness to learn and go the extra mile to provide high quality care • Flexibility and reasonable availability to work a shift pattern • Able to work every other weekend • Able to commit to working on call one week out of 5 	