**Job Description & Person Specification**

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| Position: | Community Healthcare Assistant | Division: | LLR |
| Location: | Leicester (All Sites) | Reporting to: | Community Nurse Co-Ordinator and Clinical Services Lead. |

Purpose of the Role

Working under the direct supervision of the Community Nursing Team; and strictly in accordance with specific practice guidelines and protocols, the healthcare assistant will assist the nursing team in the provision and delivery of prescribed programmes of patient care.

A commitment to a quality service, excellence in clinical practice and continuous professional development are integral to the role and the development of the service.

The post holder will participate in promoting and advancing DHU Health Care CIC.

Key Success Measures

* Compassionate - We show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patients, people and communities.
* Accomplished - We are available day and night – a responsive, adaptable, professional NHS partner, providing the best advice, care and treatment for every individual.
* Respectful - We recognise the value that individual and team differences bring - welcoming views, listening, being honest, and learning from others’ experiences.
* Encouraging - We believe everyone matters, so we inspire confidence in others - promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas.

Key Areas of Responsibility & Accountability

Nursing Duties and responsibilities:

* Undertake activities in accordance with the direction of the supervising community nurse. This may include:-
  + Management of Indwelling urinary catheters and Suprapubic Catheters.
  + Management of stoma bags / urostomy bags and similar.
  + Supporting with Medication Administration.
  + Wound Care/Management
  + Urinalysis
  + Supporting with the recording of vital signs.
  + Chaperoning duties
  + Clearing and re-stocking equipment bags
  + Checking fridge temperatures at the main base.
* Undertake activities related to vehicle fleet maintenance
  + Completing driving checklists
  + Filling vehicle with fuel.
  + Ensuring equipment in the vehicle is appropriately stored and secured.
  + Ensuring equipment carried in the vehicle has been restocked, and items are in date.
* Undertake activities taking into account IPC practices
  + Wear appropriate PPE
  + Ensure clinical waste is stored appropriately
  + Ensure sharps bins are appropriately assembled, and closed in accordance with manufacturer and local IPC procedures
* Preparing and maintaining environments and equipment before, during and after patient care interventions
* Assisting in the assessment and surveillance of patients’ health and well-being
* Undertaking specific clinical activities for named patients that have been delegated and taught specifically in relation to that individual
* Helping to raise awareness of health and well-being and how it can be promoted
* Assisting with the collection and collation of data on needs related to health and well-being
* Undertake duties as a vehicle dispatcher as required.

## Administration and professional responsibilities

* Participate in the administrative and professional responsibilities of the practice team
* Ensure accurate and legible notes of all consultations and treatments are recorded in the patients notes
* Ensure the clinical computer system is kept up to date with accurate details recorded
* Ensure appropriate items of service claims are made accurately, reporting any problems to management team.
* Ensure accurate completion of all necessary documentation associated with patient health care and registration with the practice
* Ensure collection and maintenance of statistical information required for regular and ad hoc reports
* Attend and participate in practice meetings as required
* Assist in formulation of practice philosophy, strategy and policy
* Restocking and maintenance of clinical areas and consulting rooms
* To create and send recall letters for clinics
* To assist in seasonal and special projects as requested e.g. flu campaign/clinical studies
* Ordering and display of health promotion materials

Management of medical records

* Ensure that records are accurately assembled in advance of each consulting session
* Ensure that records are available in the instances of urgent consultation
* Retrieve and re-file records as requested, ensuring that strict alphabetical order is adhered to
* Ensure correspondence, reports, results etc are filed in correct records

Clinical Governance

* Participate in the clinical governance requirements within the work of the organisation.
* Maintain an awareness of individual responsibilities in relation to clinical governance.
* Practice within the parameters of policies, protocols and guidelines.
* Participate in quality improvement within the organisation.
* Ensure the requirements of Data Protection legislation, Health and Safety legislation, appropriate EU Directives and COSHH regulations are maintained.
* Contribute to the completion of clinical audits e.g. pressure ulcers, falls, documentation.
* Keeping our patients, the public and ourselves safe and well is part of every role in DHU. To maintain high levels of safety all staff are encouraged to  openly report incidents and any risk identified  in Datix or where not possible to use Datix to report through the Duty Supervisor  Shift report.
* As you will expect the organisation may change from time to time and you will be expected to meet the operational requirements.
* Any other reasonable duties as required from time to time.

Person Specification

The job holder will;

* An understanding, acceptance and adherence to the need for strict confidentiality
* An ability to use own judgement, resourcefulness, common sense and local knowledge, to respond to patients enquiries and requests while adhering to practice limitations
* An understanding and acceptance of ones capabilities and awareness of own limitations
* Ability to work without direct supervision and determine own workload priorities
* Working towards/completed/or willing to undertake Care Certificate, or other appropriate qualification.
* Basic keyboard and computer skills
* Flexibility of working hours
* Excellent communication skills
* Experience of ECG recording
* Hold a full driving license and undertake driving assessments as required by DHU Health Care.

Personal Attributes

* Prepared to participate in service development.
* Effective communication skills.
* Negotiation skills.
* Effective time management.
* Able to prioritise.
* Able to use own initiative.
* Commitment to life-long learning.

Circumstances - Personal

* Proven team player.
* Commitment to role.
* Able to work unsocial hours and in particular the overnight period, including some weekends and bank holidays.
* Flexibility to meet service/rota needs.
* Ability to drive as you will be expected to travel across Leicestershire County visiting patient’s homes and across the county to access meetings and training.

Behavioral Skills

* Caring & Compassion – Putting patients interests at the heart of everything we do
* Always Professional – Demonstrate excellence in everything we do
* Respect and Dignity – Everyone has the right to respect and dignity
* Everyone Matters – Placing our colleagues and patients at the heart of the organisation

Health & Safety

The post holder is required to take responsibility for their own personal safety and that of other persons who may be affected by his/her acts or omissions at work. The post holder is required to comply with DHU Health Care CIC’s Health & Safety Policy and Procedures.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

Safeguarding

DHU Health Care is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Diversity

At DHU Healthcare, we take pride in reflecting the rich diversity of our communities and fostering an environment where every person is valued, respected, and empowered to bring their authentic selves to work, free from discrimination or bias. To read more about our Equity, Diversity, Inclusion & Belonging pledge and see the progress we have made, please [click here](https://dhuhealthcare.com/about-us/equality-diversity-and-inclusion), or alternatively, you can reach out to our ED&I team at [EDandI@DHUHealthcare.nhs.uk](mailto:EDandI@DHUHealthcare.nhs.uk)

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description. ***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

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| Signature of Post Holder: |  | Date: |  |
| Name: |  | | |