JOB DESCRIPTION & PERSON SPECIFICATION

Health Care Assistant
JOB DESCRIPTION

TITLE: Health Care Assistant

REPORTING TO: Clinical Site Manager / Ward Manager

ACCOUNTABLE TO: Director of Nursing, Clinical and Quality

SALARY SCALE: Department of Health & Children salary scales will apply per annum pro rata

HOLIDAYS: 23 days per annum pro rata

HEALTH: A candidate for and any person holding the office must be free from any defect or disease which would render him/her unsuitable to hold the office and be in a state of health as would indicate a reasonable prospect of ability to attend regular and efficient service.

CHARACTER: A candidate for and any person holding the office must be of good character.

HOURS OF WORK: 39 hours per week is full time hours for this position. Details of starting and finishing times, which may vary in accordance with Hospice needs and the relief panel policy, will be notified to you by the Clinical Site Manager or other appropriate person.

WORKING WEEK: Monday to Sunday, Days and nights, working unplanned and short term leaves in the nursing department. Expected to participate in an on call system.

LOCATION: Our Lady’s Hospice & Care Services (OLH&CS) currently operates across two sites; Harold’s Cross and Blackrock. In the interest of patient care and changing needs, candidates are required to be completely flexible and are obliged to carry out duties in any department or location of the Hospice or associated locations when required to do so by the Chief Executive Officer.

ETHICAL CODE: The post holder is requested to respect the special charism, ethos and tradition of OLH&CS and to observe and comply with its general policies, procedures and regulations.

CONFIDENTIALITY: You will have access to various types of records / information in the course of your work. Such records and information are strictly confidential and unless acting on the instruction of an authorised person, on no account must information concerning staff, patients or other Hospice business be divulged or discussed except in the performance of normal duty. In addition, records may never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

JOB PURPOSE: The successful candidate will help to ensure that a caring, creative environment is achieved within the ward, paying attention to the highest possible quality of nursing care. S/he will understand the Core Values of OLH&CS, and the philosophy of care on the ward.
Duties and Responsibilities

Activities of Daily Living

- Assists patients/residents with hygiene needs at the bedside or in the bathroom.
- Observe skin condition and report and abnormalities to the nurse in charge.
- Assists patients/residents with dressing and grooming in accordance with individual preference.
- Assists patients/residents with the use of commodes, bedpans urinals and toilets.
- Empties urine drainage bags and records urine and bowel output.
- Assists in the promotion of continence.
- Assists patients/residents at meal times and ensure patients/residents individual needs are met e.g. by collecting menus.
- Assists with distribution and collection of meal trays.
- Assists with preparation and serving of light snacks and nutritious drinks.
- Helps to ensure that individual dietary needs are adhered to.
- Assists with lifting, turning, moving and re-positioning of patients/residents using appropriate equipment.
- Assists patients/residents with walking and limb exercises.
- Assists with safe transfer of patients/residents from bed to chair in accordance with Our Lady's Hospice & Care Services Manual Handling Policy.
- Assists with pressure sore prevention.
- Assists with and accompanies patients/residents to other departments and/or Hospitals.
- Assists patients/residents with achieving or maximising independence where applicable.
- Helps promote interpersonal relationships with patients/residents, their families, peers and colleagues.
- Helps to provide recreational and conversational support for patients/residents.
- Ensures patient/resident confidentiality at all times.
- Assists with Last Offices.

Maintaining a safe environment

- Make occupied and unoccupied beds.
- Move and clean beds within ward as required.
- Assist with cleaning of sluice rooms, bathrooms, ward area and ward equipment.
- Delivers specimens to laboratory collection point.
- Ensures that all linen is labelled and disposed of according to Our Lady's Hospice policy and linen cupboards are kept tidy and stocked.
- Assists with sorting/storing of linen and labelling/storage of patient’s clothes and belongings.
- Assist with maintaining a clean environment on discharge/transfer of patients/residents.

Communication

- Reports/informs ward sister or her deputy when arriving/leaving the ward.
- Reports any unusual occurrence to the ward manager/nurse in charge e.g. pain, distress.
- Delivers and collects ward messages as directed by ward sister/deputy.
- Answers telephone and locate appropriate personnel when necessary.
- Participates in internal rotation including day, evening, night-duty.
- Be prepared to work in other ward areas within the Hospice when this may be necessary to meet the needs of the service.
- Performs any other appropriate duties appropriate to the post as may be assigned to him/her from time to time by designated nurse manager.
Health and Safety

- Be familiar with Hospice policies, practices and procedures.
- To maintain a safe work environment in co-operation with the Hospice Management Team and with reference to the Safety, Health and Welfare at Work Act, 1989.
- To work in a safe manner with due care and attention to safety of self and other authorised persons in the workplace.
- To report immediately to the Supervisor / Deputy any accidents or incidents involving patients/residents, staff or members of the public.
- Attend to spillages immediately to reduce the risk of accidents/cross contamination.
- To practice high standards of personal hygiene including the wearing of proper attire, grooming, etc.

Infection Control

- Comply with Hospitals Infection Control Policy e.g. Hand washing, isolation room procedures, use of personal protective equipment (gloves, aprons, visors)
- Use correct procedures for barrier nursing and strict adherence to Hospital infection control protocol on entering / leaving isolation rooms.
- Maintain a clean environment with due consideration to Health and Safety issues
- Wash and disinfect mattresses / fire blankets / commodes / bedpans / receptacles / patient pillows / leg rests / bed cradles / catheter stands / NG tube stands / suction equipment and receptacles in accordance to Hospital Infection control policy
- Ensure that linen cupboards and store areas are kept tidy and stocked
- Assist with the disposal of clinical waste as per hospital guidelines
- Ensure that used linen is placed into correct laundry bags and securely tied
- Assist in the maintenance of ward cleanliness as per SJH / local standards
- Ensure that sluice rooms are kept clean and tidy
- Ensure that patients’ wash basins are cleaned daily as per infection control guidelines

Documentation

- Record care provided on resident/patient flow charts as directed e.g. daily activity, intake and output, PAL assessments
- Maintain accurate cleaning schedules as per infection control policies

General

- To adhere to Departmental and Hospice policies at all times.
- To work under the direction of a qualified member of staff at all times
- To report back to a qualified member of staff following attending patient/resident’s care
- To Act in such a manner as to safeguard the interests and wellbeing of patients/residents
- To perform such other duties appropriate to the post as may be assigned from time to time by the Manager or a nominee.
- To ensure confidentiality in all matters of information obtained during the course of employment.
Self-Development

- To be aware of current developments and issues in health care by reading current literature and keeping abreast of new developments, attending ‘in-house’ seminars, lectures and courses when possible and as appropriate in consultation with your Head of Department.
- To assume responsibility for his/her own professional development and safe work practice.
- To ensure a safe environment for himself/herself, colleagues and visitors.

Professional

- To ensure confidentiality on all matters and information obtained during the course of employment.
- To have a working knowledge of Our Lady’s Hospice & Care Services policies.
- To present and act in a professional manner at all times and ensure colleagues do likewise.

Garda Vetting:

Legislation has been introduced for the provision of Garda Vetting in respect of candidates for employment in areas of the Health Services, where it is envisaged that potential employees would have substantial access to children or vulnerable adults. The successful candidate will be required to satisfactorily complete the Garda Vetting process prior to an appointment being made.

The post holder may be required to perform other duties as appropriate to the post, which may be assigned to him/her from time to time, and to contribute to the development of the post while in office. This job description will be subject to review in the light of changing circumstances. It is not intended to be exhaustive but should be regarded as providing guidelines within which individuals work.

The duties and responsibilities detailed above are a reflection of the present service requirements and may be subject to review and amendment to meet the changing needs of the service.
## CORE COMPETENCIES

### Professional Knowledge & Skills
- Demonstrate sufficient knowledge to carry out the duties and responsibilities of the role
- Demonstrate sufficient knowledge in the area of healthcare
- Demonstrate an ability to apply knowledge to best practice
- Demonstrate a commitment to continuing professional development
- Demonstrate an ability to work within a regulated environment
- Knowledge of Health and Safety
- Ability to work under pressure
- Demonstrate a commitment to assuring high standards and strive for a patient/resident centred service.

### Interpersonal and Communication Skills
- Excellent interpersonal and communication skills written and verbal
- Draws on a variety of communication methods to fit situation/circumstances
- Listens openly, using questions to check for understanding/avoid misinterpretation

### Quality Service
- Is patient/resident centred at all times
- Is flexible/adaptable to meet unexpected demands
- Ability to act as an advocate for nursing/residents/patients

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### Person Specification

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Qualifications</td>
<td>• Fetac level 5 Care Assistant qualification</td>
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<td>Experience</td>
<td>• 1 year experience working in a healthcare facility setting as a Health Care Assistant. and/or • Relevant FETAC Work Experience Placement specialising in one or more of the following areas: Care of the Older Person, Palliative Care, Rheumatology</td>
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| Team Work / Initiative                      | • Demonstrate team skills including the ability to work with multi-disciplinary team members  
|                                           | • Ability to work as part of a team and alone, with minimum supervision |
| Planning & Organising/ Flexibility        | • Good organisational skills           
|                                           | • Demonstrate flexibility and openness to change           
|                                           | • Manages competing and changing priorities & requests           
|                                           | • Ability to work under pressure |
| Ethos & Core Values                       | • Demonstrate a knowledge of the ethos and core values of Our Lady’s Hospice & Care Services |
|                                           | • Display awareness of patient/resident advocacy issues |