

## JOB DESCRIPTION

<b>Job Title:</b>	Health Care Assistant
<b>Location:</b>	Mental Health Inpatient Wards – Manannan Court
<b>Accountable to:</b>	Ward Manager
<b>Reports to:</b>	Registered Nurse
<b>Pay Band:</b>	Band 3
<b>Job Reference No:</b>	0258v7/JE/16
<b>Organisation Chart: (attached)</b>	

### JOB PURPOSE

To support the Registered Nurse in the assessment, planning, implementation and evaluation of care to patients suffering from acute mental illness/distress. They will be actively involved with the recovery and rehabilitation programmes for patients within both inpatient and community settings. The post holder will work as a member of the multi-disciplinary team assisting with the delivery of high-quality patient-centred physical and emotional care.

### KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

The post holder:-

- Must have a good command of the English language, written and oral.
- Must have the ability to work with people who are in an acute phase of mental illness.
- Must have the ability to work as part of a team as well as the ability to use own initiative.
- Must be able to follow clear instruction from senior staff and give feedback recognising when to seek advice and assistance.
- Must show willingness and enthusiasm in working within the speciality.
- Must attend local and corporate induction training and the components of the mandatory training programme that are necessary to fulfil the role of Health Care Assistant.
- Must maintain an on-going record of training and development.

- Will be expected to attain National Vocational Qualification at Level II in Health and Social Care/Direct Care.
- Will be expected to be able to meet the physical demands of the area.
- Will work shifts over a 24-hour period, including night duty, weekend and bank holiday periods.
- Will, in view of the patient group, be able to adapt and be calm in challenging and high-pressured situations.

### **MAIN DUTIES & RESPONSIBILITIES**

The post holder will:-

- Have the ability to develop and maintain a therapeutic alliance with patients where it may be challenging. All interactions with patients should be goal orientated and patient focused.
- Assist in the implementation and monitoring of new initiatives for improving patient care in consultation with the multi-disciplinary team.
- Participate in patient centred group activities independently or with other team members.
- Act as a secondary provider of care for allocated patient(s) under the supervision of a Registered Nurse.
- Following induction, understand and implement all Department policies including Health and Safety, Equal Opportunities and Confidentiality on information. Report any breaches or oversights, with regard to the implementation of policies and guidelines, to the appropriate authority(s) immediately.
- Following induction, understand and adhere to patient observation levels.
- Ensure duties are conducted in a sensitive and empathic manner, respecting the patient's privacy and dignity.
- Have the ability to perform some delegated duties autonomously, without direct supervision from qualified staff.
- Promote patient's active involvement in everyday rehabilitation via both inpatient and community-based activities under the direction of a Registered Nurse and independently where appropriate.
- Accompany patients as required to appointments, interviews and consultations in the community
- Ensure effective communication, both verbal and in written form. Written entries should be legible, objective and contemporaneous (signed, timed and dated) and a Registered Nurse must countersign them.
- Participate in monthly supervision and annual appraisal.
- Attend courses deemed necessary to gain the appropriate knowledge and skills of psychiatry.
- Report any complaints to the Nurse in Charge in accordance with the Department's complaints **procedure**.
- Work under the direction of the Registered Nurse, to ensure that the requirements of the Mental Health Act 1998 are observed, implemented and adhered to.
- Have a basic knowledge of various forms of mental disorder and their treatments

- Have a working knowledge of local and divisional policies and relevant legislation which govern current service provision.
- Be required to assist the registered practitioner in the delivery of care to all patients to support activities of daily living and if necessary, carry out tasks for those individuals who are unable to do so for themselves. Addressing the following areas:
  - Maintaining a safe environment
  - Working and playing
  - Breathing
  - Eating and drinking
  - Elimination
  - Communication
  - Mobility
  - Cleansing and dressing
  - Controlling body temperature
  - Expressing sexuality
  - Sleeping
- Be responsible for the delivery of care as directed by the Registered Nurse, to meet, the physical, practical, emotional, spiritual and social needs of the patient.
- Report observations regarding patient's mental and physical condition accurately providing both verbal and written reports as required.
- Perform interventions according to each individual care plan, respecting and understanding the patient's right to dignity, privacy and choice.
- Encourage and assist patients to maintain personal hygiene and appearance.
- Adhere to the areas standards for communication including telephone etiquette.

### **CLINICAL**

The post holder will :-

- Assist in the assessment, planning, implementation and evaluation of care required for patient group.
- Have a responsibility to report to a Registered Nurse and record any changes in presentation regarding the patient's mental/emotional/physical state.
- Following appropriate training and assessment, to undertake clinical work and related tasks as delegated by Registered Nurse - e.g. urine testing.
- Be involved in all aspects of care delivery including Occupational Therapy activities which may include craft, creative, social, physical and recreational activities.
- Encourage patients to maintain their independence and individuality.
- Under the direction of the Registered Nurse, escort patients as required to designated areas, including areas within the community.
- After training, be able to record and report patient's basic clinical observations to include blood pressure, pulse, respiratory rate, temperature, weight and height of patients.
- After training be able to use observational skills to report any changes in patients' presentation/mental state - e.g. withdrawn, elated.

- Under the guidance of a Registered Nurse be able to ensure each patient has an adequate diet and fluid intake, and be able to recognise/assist those patients whose intake is inadequate due to lack of understanding/ability to eat and drink as a result of their poor mental/physical health.
- Be able to measure and complete fluid balance charts to include input and output.
- Following direction of the Registered Nurse will be able to remove and replace simple wound dressings and apply nonprescription creams/ointments. Observe wound sites and report any changes to the Registered Nurse.
- Be able to check and record patient's weight and height, utilising accepted assessment tools to record and report findings.
- Following approved training, assist Registered Nurse in the safe moving and handling of patients, utilising appropriate aids.
- Observe and report changes to Registered Nurse changes in the patient's physical presentation, including skin, hair, teeth, and nails.
- Be competent to obtain sterile specimens of urine for sending to laboratory.
- Undertake ward urinalysis tests (lab stick), recording in care plan and report findings to Registered Nurse.
- Be able to identify distinguishing marks, bruises, lumps etc on a patient's body, recording on individual body plans and report to Registered Nurse.
- Be responsible for receiving/ recording patient's property on admission and any changes that take place throughout the patients stay.
- Respond to physical emergencies, violent incidences, fire etc in accordance with unit and local policies.

#### **PROFESSIONAL**

The post holder will :-

- As an individual, be required to understand their responsibility in promoting issues of spirituality, equality, diversity and patients' rights in accordance with good practise and legislation.
- Establish and maintain good working relationships with all members of the multi professional team.
- Be responsible for acting in a professional manner towards patients, carers, colleagues and the public.
- Be expected to conform to dress code in accordance with local policy.
- Be aware of Health and Safety Policy within the area and apply this to practice.
- Report any complaints, accidents, incidents or concerns from patients, carers or staff immediately to senior staff.
- Demonstrate an awareness of and contribute to periodic reviews on the area's philosophy which underpins the practice.
- Observe for and be aware of the signs and evidence of physical and mental abuse reporting any findings to the Registered Nurse.

### **TRAINING, EDUCATION & RESEARCH**

The post holder will:-

- Attend local and corporate induction sessions.
- Work towards attaining NVQ/QCF Level II in care.
- Attend mandatory training as appropriate and attend updates in line with departmental and organisational policies.
- Participate in the induction and orientation process of new Health Care Assistants to the area.
- Through Performance and Development Review process and clinical supervision, identify own training needs and development in consultation with line manager.
- Be responsible for maintaining own personal record of training and attainment.
- Participate in, and contribute to any developments, research, promotions or educational initiatives relevant to role and work area.
- Be actively involved in achieving own and team objectives.

### **PLANNING & ORGANISATIONAL SKILLS**

The post holder will:-

- Plan time efficiently in order to meet the needs of patients.
- Organise outings and activities for the patients in liaison with the registered nurse, taking into account risk assessment, patient's needs and resources.
- Contribute to the safe, hygienic and therapeutic environment of the area.
- Be responsible for reading, understanding and complying with all relevant service and statutory policies and procedures.
- Handle patients' cash and record property in accordance with financial regulations and local guidelines.
- Use resources such as water and electricity economically thus ensuring no unnecessary waste.
- Have an awareness of the financial restraints of budgets.

### **COMMUNICATION**

The post holder will:-

- Maintain good relationships and an empathic approach to patients, carers, and relatives and refer them to the Registered Nurse for any queries or suggestions they may have on the patient's care or for any complaints that they wish to raise.
- Demonstrate good communication skills and will be able to relay information regarding patient's condition, treatments and interventions to the Registered Nurse.
- Adhere to Department of Health and Social Care record keeping policy.
- Participate in the verbal handover of patient information.
- Maintain patient confidentiality and be discrete when speaking with carers, family or others.
- Maintain accurate and contemporaneous records in line with current service requirements.

- Ensure that patient consent is sought wherever possible, prior to carrying out any interventions.
- Be responsible for ensuring that they clearly communicate with patients and carers, actively listening to establish an understanding of the needs
- Where communication is difficult due to sensory deprivation or illness process which may be enhanced by use of communication aids, ensure that these are used and working efficiently. If necessary, liaise with multi professional staff to acquire the most appropriate aids, demonstrate a basic working knowledge of the aids e.g. hearing or walking aids.
- Be aware of the need to maintain verbal and nonverbal communication even when there is no apparent response from the resident, and demonstrate the ability to understand non verbal responses from patients.
- Attend and participate in Ward/Unit and where appropriate, department meetings.
- Be responsible for following the area policy on checking the patients and environment, immediately reporting concerns for patient's safety to the Nurse in Charge.
- Participate in discussions and debates at staff meetings, carers meetings etc, offering views, ideas and opinions.
- Demonstrate an understanding of multi-disciplinary team working.
- Be aware of the importance the cultural and spiritual needs of the patient.

#### **Key Liaisons**

Communicate and liaise with other departments within the service such as other mental health areas, Social Workers, Portering services, Estates, Stores, Dentist, Podiatry, Physiotherapists, Laundry, Education Centre, staff Mental Health Resource Team, Day Centres, Ambulance Control, etc.

#### **MANAGERIAL/LEADERSHIP**

The post holder will :-

- Work within their sphere of responsibility and to their level of knowledge and competence.
- Take responsibility for storage and maintenance of equipment and stores, stationery, incontinence products, food supplements and consumables, ensuring stock control and rotation, reporting any anomalies to the Nurse in Charge.
- Exercise good personal time management, punctuality and reliability.
- As directed by the manager, act as link nurse/key worker for specific tasks e.g. moving and handling, continence care, basic first aid, etc.

#### **SYSTEMS & EQUIPMENT**

- The Health Care Assistant is responsible for ensuring that equipment is stored, cleaned and maintained according to the manufacturer's instructions.
- The post holder will have access to a mobile telephone when working out of the area. This must be used in accordance with policy.

#### **CLINICAL GOVERNANCE**

The post holder will :-

- Adhere to all Departmental, Mental Health Service and local area policies, procedures, standards and protocols.
- Accurately report untoward/critical incidents or complaints to the Nurse in Charge.
- Support and participate in unit audits.
- Participate in service user surveys.
- Establish and maintain caring relationships with patients, carers and colleagues and reports any comments/concerns to the Nurse in Charge.
- Assist qualified nurses in the setting of quality standards, including their monitoring and reviewing.
- Participate in research, service monitoring in line with the recommendations of, Clinical Governance and the National Service Framework, under the guidance of a qualified nurse.
- Follow infection control policies and procedures and at all times works to minimise the risk of cross contamination.
- Assist Registered Nurses in delivering care aimed at minimising risks.

### **DECISIONS & JUDGEMENTS**

The post holder will:-

- Following direction from the Registered staff, be responsibility for delivering care without direct supervision.
- Be aware of the need to report work-based accidents, incidents and security concerns to the Nurse in Charge immediately.
- Be aware of their skills and knowledge limitations when dealing with difficult situations, referring same to a Registered Nurse.

### **Confidentiality**

In the course of your duties you may have access to confidential material about patients, members of staff or other business of Manx Care. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.

### **Health & Safety/Security**

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

### **Safeguarding**

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment.

Staff must work in accordance with all health and social care policies relating to safeguarding.

### **CARE**

In Manx Care we pride ourselves on being Committed & passionate, Accountable & reflective, Respectful & inclusive, and Excellent & innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

### **AGREEMENT OF ABOVE DESCRIPTION**

I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.

**Job Holder's Name (please print)** .....

**Job Holder's Signature:** .....

**Line Manager's Name (please print)** .....

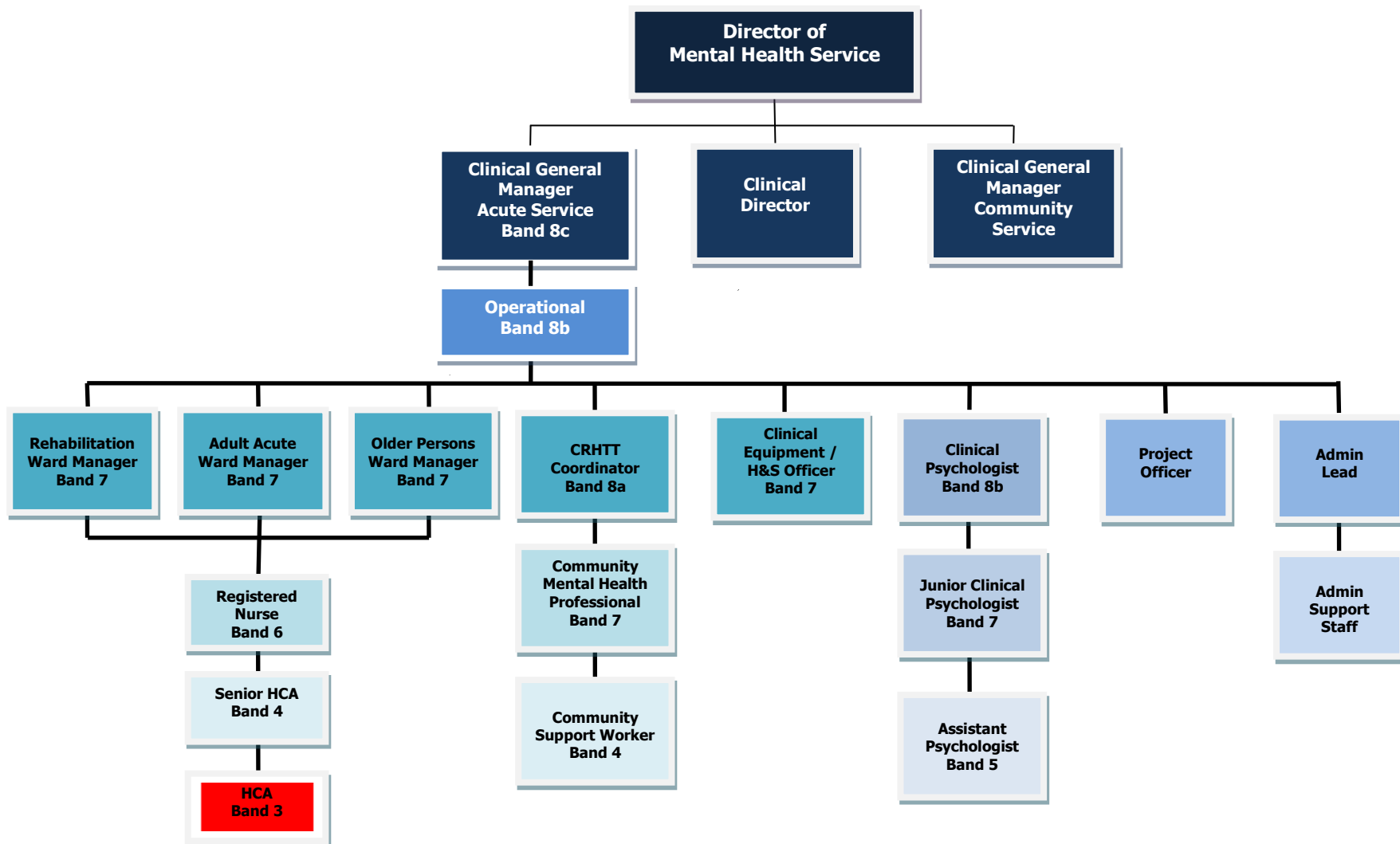
**Line Manager's Signature:** .....

**Date:** .....

**Date:** .....



## Mental Health Service – Acute Service - Organisation Chart





### PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE JOB AND WORKING CONDITIONS

This section should describe the nature, level, frequency and duration with which you will be expected to deal with physical, mental and emotional effort and the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions.

#### **Physical Effort**

- Follow manual handling guidelines and principles utilising all aids and applying physical effort when dealing with patients and equipment on a daily basis.
- Attending annual updates to maintain and improve knowledge of moving and handling equipment.
- When required to assist hygiene needs would be expected to:
  - Bend in confined spaces or over patients.
  - Use hoists over carpeted areas transferring patients who may weigh between 55kg – 110kg plus.
- May also be expected to push patients in wheelchairs.
- May frequently have to resort to using restraining techniques to minimise the risk of self harm or injury to others on patients who may be confused, agitated and potentially violent.
- Due to the unpredictability of the area the physical demands require personal fitness and agility i.e. responding to attack alarms and missing person's procedures.
- Frequently escort patients unsupervised to their home, to appointments and activities within the community.

#### **Mental Effort**

- Level of mental effort can fluctuate within a shift. This can range from routine documentation under supervision to intense concentration whilst communicating with a patient intent on self-harm or suicide.
- Carrying out 1-1 patient observations where necessary on patients who are acutely mentally ill presenting as high risk of self harm or harm to others including the attending nursing assistant.
- Concentration required for checking documents ensuring their accuracy, whilst subject to frequent interruptions from patients/visitors/staff/telephone/alarms on a continual basis.
- Concentration and good observational skills constantly required for assessing patients condition/behaviours which are often unpredictable during a shift.
- The need for constant vigilance and awareness of the ward environment on a shift to shift basis in order to be proactive rather than reactive to situations.

#### **Emotional Effort**

- Frequently deals with difficult situations that may be mentally and physically demanding, involving patients, their families and circumstances.
- Frequently deals with distressed relatives who have difficulty coming to terms with the decline in mental health of their relative or if the patient has died.
- Dealing with highly distressing situations e.g. suicide, attempted suicide and actual attempts of deliberate self harm.

- Dealing with situations involving patients who may exhibit severely challenging behaviour.
- Dealing with clients/relatives following receipt of bad news.
- Be frequently exposed to verbal or emotional insults/assaults.

### **Working Conditions**

- Work in a highly volatile, mentally and physically challenging environment. Potential for exposure to violence from patients and relatives.
- Ability to respond rapidly to violent incidents/medical emergencies/acts of self harm/emergency admissions/police admissions under the Mental Health Act.
- Support actions aimed at dealing with and managing increased clinical risk whilst maintaining the ward routine.
- Responsibility for handling of noxious substances such as hazardous gases, blood, bodily fluids contaminated waste and infected materials on a daily basis.
- Potential exposure to verbal and physical aggression on a daily basis.
- Frequent unpleasant smells/odours, noise, body fluids, faeces, vomit, emptying bedpans/urinals, catheter bags, stoma bags.
- Risk of needle stick injuries when assisting in procedures i.e. searching patient's property, administering medications by injection.
- Unsociable shift patterns including night and day duty.
- Daily requirement to work within a locked environment.

### **AGREEMENT OF ABOVE DESCRIPTION**

I have read and agree with the above description.

**Job Holder's Name (please print)** .....

**Job Holder's Signature:** .....

**Line Manager's Name (please print)** .....

**Line Manager's Signature:** .....

**Date:** .....

**Date:** .....



**INTEGRATED MENTAL HEALTH SERVICE – ACUTE SERVICE**

**POST: Health Care Assistant**

**PERSON SPECIFICATION**

CRITERIA FOR SELECTION	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
<b>QUALIFICATIONS</b>	<p>Possess or prepared to work towards of NVQ/QCF level 2</p> <p>Willingness to undertake training</p>	NVQ/QCF level 2 in care	CV/Interview
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<p>Ability to work on own initiative and recognise when to seek advice and/or assistance</p> <p>Be able to work as part of a team</p> <p>Be able to relate to a wide range of people and adapt to suit circumstances</p> <p>Understand needs for confidentiality and the ability to apply it</p> <p>Have willingness to learn</p>	<p>Previous experience in caring and nursing settings</p> <p>Experience of working within mental health</p>	CV/Interview
<b>SKILLS &amp; ABILITIES</b>	<p>Possess adequate literacy skills</p> <p>Have ability to communicate clearly and effectively. To understand and be understood</p> <p>Possess good interpersonal skills</p> <p>Possess good basic hygiene skills</p>	Interest in activities that can be used in areas with patients e.g. crafts, board games etc.	CV/Interview

	<p>Have ability to work with people</p> <p>Have ability to work as part of a team as well as on own initiative</p> <p>Have ability to follow clear instruction and feedback to senior staff</p>		
<b>PERSONAL ATTRIBUTES</b>	<p>Have empathy for resident group</p> <p>Have ability to work flexibly</p> <p>Physically capable of carrying out the duties of the role</p>		Interview
<b>OTHER RELEVANT REQUIREMENTS</b>	Satisfactory Police Check	<p>Full, valid Driving Licence and access to own vehicle</p> <p>Isle of Man Worker</p>	<p>Pre-employment checks</p> <p>Application</p>