

OUTLOOK CARE

Health Care Assistant

Role title	Health Care Assistant
Location	Colchester
Reporting to	Senior Health Care Assistant/Wing Manager
Responsible for	No line management responsibility

Role purpose ¹
To deliver person centred care to a group of residents under the direction of a senior staff member.
Key Outcomes Required from the post²
• Demonstrates the skill of delivering care as prescribed in care plans for a group of residents under the guidance of senior staff • To be able to give a comprehensive verbal and written report on the resident's progress on a shift • Delivers and understands the importance of maintaining hydration and nutrition • Delivers and Understands the principles of infection control and follows Foxburrow Grange policy • Delivers and Understands the principles of falls prevention • Takes an active part in life story work, understanding the principles and the expected outcomes • Will contribute to the development of an activity based home culture. • Make all routine interventions a meaningful 30 second connection. • Use every care opportunity to see the person behind the illness
Nursing Home Specific outcomes
• Promote choice, well being and protection of all individuals • Contribute to the development and maintenance of healthy and safe practices using risk assessments when indicated • Personally work and ensure all colleagues work within nursing home policies procedures and guidelines. • Contribute to review and updating to reflect changing standards and practices • Takes responsibility to ensure that the unit and home at all times operate within the guidance of regulatory compliance. Monitors, acts on and reports any areas of concern • Report any concerns of poor practice immediately to the senior member of staff on duty and bring this to the attention of the nursing home manager • The Nursing home is paperless and record keeping is undertaken electronically. The health care assistant will be expected to participate • Take responsibility for handling physical resources and maintain stock controls as directed

¹ Role purpose is a single sentence that captures the overall outcome the role is expected to achieve.

² "Key Outcomes" define the results / outcomes that the postholder is expected to achieve.

Role specification	
Experience, Qualifications and Specific Knowledge required at entry point	Essential • A genuine desire to work with older people. • Can demonstrate personal qualities of compassion, kindness patience and respect. • Have a willingness to learn the principles of personal care Desirable • A qualification that is recognised by the Care Standard Commission or willingness to undertake training required by the General Social Care Council. • Understanding of equality & diversity issues • Food hygiene knowledge • First aid knowledge • Health and Safety knowledge • An understanding of the specialist needs of elderly care • Ability to maintain confidentiality is essential in relation to service users and their families, friends and to Outlook Care
Other role specific requirements³	• Interest and commitment to undertake training • Ability to work flexible shift patterns • Undertake other duties as may be reasonably required by the organisation
Core Competencies Required ⁴	
Communication	• Can deliver information in a variety of innovative ways to get the message across • Can listen, understand and use own judgement of actions needed • Understands own responsibility in confidentiality of information
Working with others	• Contributes to effective team working by building and developing trusting relationships. Has respect for co workers • Demonstrates supportive and co-operative working. Showing an understanding of the principles of diversity. to co workers and others • Takes ownership and responsibility for own actions and recognises the implication of own action to the team and the home as a whole
Focus on performance	• Works to a high standard at all times • Promotes a professional image of the care home outside of work • Is aware and meets the care home and wider organisational objectives, • Leads by example and offers guidance and support to others • Is able to identify own strengths & weaknesses and development needs • Works towards continual learning and development – keeping up to date and identifying learning needs to supervisor
Resource conscious	• Is aware and respectful of resource implications within the care home • Takes care of the environment, stock levels and equipment and reports issue of note • Put in processes within activities to ensure compliance and an audit trail
Service user and customer driven	• Highly customer oriented, ability to put people at ease and make them feel valued.

³ This will include ability to work shifts, *driver, working environment, physical aspects* particular technical skills, knowledge of computer ./ software packages.

⁴ “Core Competencies” apply to all roles in Outlook Care and are descriptions of expected performance.

Role specific Competencies Required⁵ - to be added	
Safeguarding and promoting health and well-being	Understands safeguarding responsibilities and identifies signs that people may be at risk, and records and reports any information available.
IT	Can use simple IT programmes or is willing to learn

⁵ Role specific competencies to be selected as applicable for the role from the full range within Outlook's Competency Framework.