

Job Description: Healthcare Assistant

Responsible to: Registered Nurse in Charge and Senior Healthcare Assistant

Hours of Work: As per contract.

Shift Pattern: As per contract, based on 6 and 11 hour shifts.

Job Role

The post holder will be expected to work according to the Care Quality Commissions legislative and good practice guidelines in the promotion of the provision of quality care. They will work within a team environment on a daily basis and may have some supervision responsibilities for other care staff in the team.

In fulfilling this role the post holder is expected to:

- Uphold the interest of residents at all times.
- Keep knowledge skills and competencies up to date.
- Act as a role model to other Healthcare Assistants and support the Registered Nurse in Charge.
- Recognise the limits of their own knowledge and skill and undertake training to increase these skills.
- Actively promote the rights of residents by working to the ethos and values of Cygnet Health Care.

The post holder must work within a framework of interdisciplinary teamwork and must understand and respect the professional role and responsibilities of all staff within the home. All staff must behave in a manner that promotes the reputation of Cygnet Health Care.

Responsibilities

Care

Care for the residents is in accordance with the Care Plans, Policies and Procedures Guidelines of Cygnet Health Care.

- Deliver care to all residents to help them meet their daily living needs, including personal hygiene, toiletry, comfort, rest, diet, exercise and movement.
- Assist residents with mobility problems and other physical disabilities by use of care aids and equipment.
- Promptly answer call bells.
- Promptly answer the door and the telephone if required.
- To immediately report any changes in the general or specific condition of residents to the Registered Nurse in Charge.
- Safeguard the rights, dignity and confidentiality of residents at all times.
- Ensure that tasks allocated are completed to expected standards.
- Talk to and communicate with the residents while caring for them, feeding them and during any other periods of caring.

Communication

- Communicate with residents in a friendly and non-patronising manner.
- Maintain effective channels of communication with staff, residents and visitors.
- Promote communication within the care team.
- To liaise positively and effectively with ancillary teams to ensure that residents' rooms, personal effects and clothing are always maintained to the highest possible standards.
- Take part in staff meetings when required.

Health & Safety

- Inform the Registered Nursing Staff of issues concerning residents regarding the changes in manual handling care needs, an increase in the risks of falls, any necessary nutrition and dietary requirements and any potential or actual abuse.
- To work within the Health & Safety Policies and Procedures of Cygnet Health Care with regard to the requirements of the Health & Safety at Work Act 1979.
- Protect residents, staff and visitors of Cygnet Health Care from foreseeable accidents during normal working conditions.
- Immediately report all accidents that may occur to residents, staff, visitors and you to the Registered Nurse in Charge of the shift.

- Identify visitors to the Care Home and be aware of their whereabouts.
- Record your presence in the Care Home and maintain an awareness of your whereabouts to other staff.
- Be aware of fire and emergency procedures as stated in the Employee Health & Safety Pack and be aware of the location of fire-fighting equipment.
- Identify your own training needs in the use of any equipment prior to use and make them known to the Registered Nurse in Charge, the Unit Manager and the Registered Nursing Staff.

Professional Conduct

All staff members are expected to conduct themselves in a professional manner at all times.

- Understand the reasoning behind and maintain a smart, neat appearance in accordance with Cygnet Health Care policy.
- Remain friendly and approachable to residents, staff and visitors.
- Be reliable and punctual and demonstrate commitment to the company by maintaining acceptable levels of attendance and loyalty.
- Work within the guidelines of the Care Quality Commission, including the promotion of residents' rights by way of consultation and advocacy.
- Be aware of your role in the handling of complaints in accordance with the Policy and Procedures of Cygnet Health Care.
- Participate in investigations of any incidents, if required.
- Maintain confidentiality as required in the Confidentiality and Information Governance Policies.

The post holder will be expected to undertake any other duties that may be reasonably required by the Home Manager, Unit Manager, Registered Nursing Staff or Senior Healthcare Assistant.

This Job Description will be reviewed periodically in consultation with the Post Holder.

Signed in agreement following discussion:-

Print Name _____ Signature _____

Print Name _____ Signature _____

Date _____