

## **JOB DESCRIPTION**

### **Job Title: Health & Social Care Worker**

#### **Job Summary:**

The post holder will work as a member of the multi-disciplinary team and assist the qualified staff and line manager in the total care of the patients. The post holder will accept delegated duties.

The post holder will be expected to participate in the rotational system where appropriate for the clinical area and this will include night duty.

#### **Duties & Responsibilities:**

##### **1.0 Clinical**

- 1.1 To establish and maintain therapeutic relationship with patients, carers, all staff, and other stakeholders.
- 1.2 To contribute to the optimal delivery of care by assisting other staff in the actual giving of care and to report to a member of the qualified staff any significant changes in the patients' condition eg. Bruises, rashes, and mental state
- 1.3 To assist patients with communication and enable them to manage the situation where they might become distressed.
- 1.4 To encourage and assist patients to meet their dietary/nutritional needs.
- 1.5 To promote and assist patients to maintain their personal hygiene, cleanliness, and appearance.
- 1.6 To act as a patient escort to hospitals and other facilities within the community
- 1.7 To deliver individual or group therapies for patients in line with their care plan

##### **2.0 Key Responsibilities**

- 2.1 To contribute to the prevention and management of untoward incidents by assisting in management contingencies (disruptive behaviours, clinical and medical emergencies)
- 2.2 To assist nursing team by providing accurate feedback of patients' needs/responses to medication.
- 2.3 To ensure the compliance with the regulation of food hygiene "General" regulation 1970 and the Food Act 1994

- 2.4 To always act in a manner that enhances the reputation of the unit and the social status of the patients particularly when dealing with relatives, visitors, and the local community.
- 2.5 To be aware of the Unit Policies and Procedures/Operational policy, and to participate in positive and regular managerial/clinical supervision.
- 2.6 To take part in the domestic, catering and laundry duties as required
- 2.7 To undertake any other duties which may be required within the Unit.

### **3.0 Quality, Governance and Administration**

- 3.1 Participate in staff personal Development Plan working towards agreed objectives and undertaking training where necessary.
- 3.2 Assist in the maintenance and control of stock equipment and materials, and to use unit stock with due care and economy.
- 3.3 To build a positive relationship with patients and to use a variety of communication skills, in a way that respects their views, autonomy and culture.
- 3.4 To be aware of and comply with the company's policies of record keeping, ensuring that all records meet with identified standards.
- 3.5 To be aware of the clinical governance agenda, locally and nationally and to understand its' impact on the health care assistant role.
- 3.6 To communicate effectively as part of the multi-disciplinary team and in a manner that enhances the team.
- 3.7 Ensure that clients receive a culturally competent service.

### **4.0 Other Responsibilities**

- 4.1 To deliver and carry out duties within the relevant framework as set out by Care Quality Commission (CQC) [Health & Social Care Act 2008] which brings together the work of the Healthcare Commission, the Commission for Social Care Inspection and Mental Health Act Commission
- 4.2 The Conduct for Health and Social Care Workers will be based on the 'Code of Conduct' by the General Social Care Council
- 4.3 The post holder is required to adhere to the Unit policies, guidelines, and relevant legislation.

### **5.0 Confidentiality**

- 5.1 The post holder must maintain the confidentiality of information about patients, clients, staff, and the Company business in accordance with the Data Protection Act (1998), the principles of the Freedom of Information Act (2000) and Caldecott principles.

## **6.0 Equal Opportunities**

- 6.1 The Company values diversity of its staff. All employees must be aware of their obligations to abide by the spirit and nature of our Equal Opportunities Policies to avoid direct and indirect discrimination.
- 6.2 The Company operates a zero-tolerance approach to such issues as bullying and harassment, all forms of aggression.

## **7.0 Risk Management**

- 7.1 The post holder will work within the principles of clinical/non-clinical Risk Assessment and Risk Management in line with unit policy.
- 7.2 The post holder will report all clinical and non-clinical accidents or incidents promptly and, when requested, to cooperate with any investigations undertaken.

## **8.0 Health and Safety**

- 8.1 It is the general duty of every employee to take reasonable care of the health and safety of themselves and others, including the use of necessary safety devices and protective clothing and co-operate with management in meeting its responsibilities under the Health and Safety at Work Act. Any failure to take such care or any contravention of the safety policy or managerial instructions may result in disciplinary action being taken.
- 8.2 Employees must be aware of the responsibility's places on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. Staff are required to attend the appropriate training.
- 8.3 To adhere to Unit Health and Safety policy and procedures, to ensure the health and safety of all patients and staff and to ensure that all risk assessments are adhered to.

**This job description sets out the key tasks and responsibilities of the post. It is essential that it be regarded with the degree of flexibility, so that the changing needs of the Service can be met, and the role developed further.**

