

Mater Misericordiae University Hospital Dublin



Job Description & Person Specification

HEALTH CARE ASSISTANT

<u>Job Title / Grade:</u>	HEALTH CARE ASSISTANT
<u>Department / Division:</u>	VARIOUS
<u>Directorate:</u>	VARIOUS
<u>Location:</u>	MATER CAMPUS
<u>Reporting Relationship:</u>	STAFF NURSE / CNM1 / CNM2 / CNM3 OR HIS HER NOMINEE
<u>Responsible to:</u>	CNM2 / CNM3 OR HIS / HER NOMINEE

Effective Date: AUGUST 2016
Review Date: AUGUST 2019

JOB DESCRIPTION

Job Purpose:

The Health Care Assistant is responsible for assisting with the provision of individualised patient care while under the supervision, direction and guidance of a Registered Nurse and as part of a multi-disciplinary team. The health care assistant will be familiar with all policies and procedures of the Mater Misericordiae University Hospital. The health care assistant will carry out his / her duties to the best of their capabilities having regard for patient safety and patient care. The role is one of a holistic nature and encompasses competencies necessary to fulfil the requirements of the post in line with the Office of Health Management.

KEY RESPONSIBILITIES

Managing the Service and Daily Duties:

- Work as part of a wider team as per the allocation to the appropriate Department / Directorate
- Under the direction of a Registered Nurse / CNM complete all assigned tasks to the best of your capabilities
- Assist patients with hygiene needs at the bedside or in the bathroom
- Assist with patient activities and care assigned by the Registered Nurse / CNM as indicated by the patient's plan of care
- Assists with feeding
- Take care of patients dentures, hearing aids and glasses
- Take care of patients private property as required
- Assist patients with dressing and grooming in accordance with individual preference
- Assist patients with the use of commodes, bedpans, urinals and toilets
- Assist in the promotion of continence
- Assist patients at meal times and ensure that patients individual needs are met
- Assist with the distribution and collection of meal trays
- Assist in ensuring that patient dietary needs are met
- Assist with lifting, turning, moving, re-positioning of patients using appropriate equipment
- Assist patients with walking with continuous regard for the Manual Handling Policy
- Assist with pressure sore prevention
- Assist with and accompany patients to other department and / or hospitals
- Assist patients with achieving independence where appropriate
- Help to provide recreational and conversational support to patients
- Maintain patient privacy and confidentiality at all times
- Provide and maintain a clean, safe environment and perform and assist others to perform proper aseptic technique, isolation procedures, and infection control measures
- Make occupied and unoccupied beds
- Move and clean beds within a ward as required
- Ensure linen presses are clean at all times
- Ensure correct laundry bags are used, tied and labelled
- Assist with the cleaning of the sluice room, ward area and ward equipment. This includes trolleys, drip stands, fans and feeding pumps
- Attend to spillages immediately to reduce risks of accidents
- Assist patients to make telephone calls
- Change ward curtains, when and if required

- Report any breakages, damage to the Clinical Nurse Manager on duty
- Clean and tidy the medication fridge weekly
- Report any matters / issues which may be encountered in the ward with distressed patients to the Registered Nurse / Clinical Nurse Manager
- Assist with maintaining a clean environment on discharge / transfer of patients
- Attend all training as allocated by the Manager
- Efficiently record all Hospital documentation as required
- Be fully conversant in Hospital Policies and Procedures such as Health and Safety Policy, Hospital Risk Management, Fire, Major Disaster, Complaints Procedure, Infection Control, Waste Disposal including disposal of soiled linen, Smoking Policy and Patient Charter
- Demonstrate full competence in all duties undertaken
- Maintain a professional portfolio
- Assume responsibility for own learning and development
- Participate in hospital mandatory and non-mandatory training
- Assist nursing staff with clerical duties if required
- Assist in the ordering of stores
- Assist with emergency first aid as directed
- Participate and cooperate with legislative and regulatory requirements with regard to Quality, Risk and Safety
- Participate and cooperate with the internal and external evaluations of hospital structures, services and processes as required including but not limited to, The National Hygiene Audit, National Decontamination Audit, Health and Safety Audits and other audits as specified by the HSE or other regulatory bodies

Communication Skills:

- Report to the Registered Nurse / CNM upon arriving to the ward
- Report any unusual patient occurrences on the ward such as pain or distress
- Create good interpersonal relations with patients / their families
- Represent the ward/department/ directorate/ hospital in the most professional manner
- Communicate with the wider team in an effective and efficient manner
- Participate in all meeting which may be scheduled
- Answer phone calls and take messages as required
- Be prepared to work in other areas of the hospital at any times as may be required by service demands

Flexibility and adaptability

- Be flexible, willing to work different shifts as required by service demands
- Fully participate in internal rotations including day, evening and night duty
- Effective time management is necessary for this role
- Maintain professional appearance and dress code
- Comply with guidelines for absence and any local policies
- Wear identification badge and full uniform at all times when at work

Person Centred Focus:

- Provide holistic care to all patients at all times
- Attend to patient needs at all times
- Ensure to involve and communicate with patient families / significant others as appropriate
- Ensure that patients are cared for in the optimum clinical environment, adhering to all hospital wide policies and guidelines
- Adhere to visiting time policy
- Possess a focus on quality of service and approach all patients with dignity and respect

Note:

The duties, roles and responsibilities contained within this job description are not exhaustive and may be amended to reflect service demands and requirements at any time.

CORE COMPETENCY

- **Managing the service**
- **Communication Skills**
- **Flexibility and adaptability**
- **Person centred Focus**

General Responsibilities and Accountabilities

1. Confidentiality
You will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality.
2. Policies & Procedures
You are required to familiarise yourself with and adhere to all policy and procedural documents relevant to your position.
3. Hygiene Standards
The highest standard of hygiene must be maintained in the Hospital at all times and all staff members are responsible for ensuring compliance with the Hospitals requirements and standards with regard to hygiene. It is the responsibility of all staff to have a fundamental understanding of their individual responsibility in maintaining departmental & site hygiene standards.
4. Health and Safety
Ensure that effective safety procedures are in place to comply not only with the Safety, Health and Welfare at Work Act 2005 but also within the spirit of the Hospital's mission, vision and values, and they are known and followed by staff. You are required to familiarise yourself with the requirements of employees under the Safety, Health and Welfare at Work Act 2005 and to promote a work environment that is compliant with the Safety, Health and Welfare at Work Act 2005. Each staff member is individually responsible for ensuring that the Hospital remains a safe place to work.
5. Information Technology
Ensure the most effective and efficient use of developments in information technology for administrative support in a manner, which integrates well with systems throughout the organisation.
6. Business Continuity Management
Business Continuity Management (BCM) is a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders and reputation" (BS 25999) All Staff employed in the Mater Misericordiae University Hospital are obliged to:
 - make themselves familiar with the Organisational Business Continuity Plan
 - attend BCM education sessions provided for them
 - make themselves familiar with their individual roles as set out in their departmental business continuity plan if applicable and or the Organisational business continuity plan

Note:

These duties and responsibilities are reflection of the present service requirements and may be subject to review and amendment to meet the changing needs of the Hospital. The incumbent HEALTH CARE ASSISTANT will be required to maintain, enhance and develop their professional knowledge, skills and aptitudes necessary to respond to a changing climate.

PERSON SPECIFICATION

Job Title/Grade	HEALTH CARE ASSISTANT
Department	VARIOUS
Location	MMUH
Date	AUGUST 2016

<u>Requirements</u>	Essential	Desirable
Qualifications	Leaving Certificate FETAC level V Care Assistant Qualification	
Experience	1 year experience working in a healthcare facility setting as a Health Care Assistant OR Relevant FETAC work experience Placements	
Organisational Knowledge	Knowledge of the Irish Health Care System	
Core Aptitudes Planning & Organisational Skills Excellent interpersonal and communication skills.	Excellent planning skills Excellent Organisational Skills Attention to detail is critical for this position Flexibility is crucial for this role Ability to build relationships Possess excellent communication skills Be able to work well within a team	

Signatures: _____

Title: _____

Date: _____

HR Rep: _____

Date: _____