



**Eagraíocht Cúram  
Sláinte Pobail**  
Tuaisceart Chathair &  
Tuaisceart Chontae  
Baile Átha Cliath

**Community Healthcare  
Organisation**  
Dublin North City &  
County

## Health Care Assistant Job Specification and Terms & Conditions

<b>Job Title and Grade</b>	<b>Health Care Assistant</b> (Grade Code 6075, 6012)
<b>Remuneration</b>	<p>The Salary scale for the post is (01/03/23) PSPP</p> <p><b>Grade Code 6075</b> €31,723 €33,158 €34,670 €35,072 €36,059 €36,912 €38,142 €39,416 €40,738</p> <p><b>Grade Code 6012 (Band 1)</b> €36,947 €37,998 €39,121 €40,197 €41,349 €42,534 €43,757</p>
<b>Campaign Reference</b>	<b>DNCC2023142</b>
<b>Closing Date/Time</b>	<b>Friday 4<sup>th</sup> August 2023 at 12noon.</b>
<b>Proposed Interview Date(s)</b>	Week commencing 28 <sup>th</sup> August 2023. Please note you may be called to interview at short notice.
<b>Taking up appointment</b>	A start date will be indicated at job offer stage.
<b>Location of Post</b>	<p>There are currently a number of permanent, specified purpose, part time or whole-time vacancies available in Primary Care Services, Mental Health Services and Older Person Services within the Community Healthcare Dublin North City and County.</p> <p>A panel may be formed as a result of this campaign for Health Care Assistant Community Healthcare Dublin North City and County from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled.</p>
<b>Details of Service</b>	<p>CHO DNCC provides a range of services, i.e. <b>Older Person Service, Primary Care Services, Mental Health Services.</b></p> <p><b><u>Older Person Services</u></b> This Nurse led service will allow you to work with many other Health Care Professionals to ensure the best outcome for service users and residents which include Community Nursing Units, Community Hospitals, District Hospitals, Step Down, Day Services, Rehabilitation, Long Stay and Nursing Homes.</p> <p><b><u>Primary Care Services</u></b> Healthcare Assistants are a valued and critical member of the nursing teams in health centres and primary care teams. You will work in collaboration with Public Health Nurses and community Registered General Nurses to provide holistic care to clients living in their own homes, attending day centres and as a member of the school screening team.</p> <p><b><u>Mental Health Services</u></b> Dublin North City &amp; County Mental Health Service provides a range of services, i.e. acute, residential and community services, strategically located throughout Dublin North City &amp; County caring for people with mental health difficulties, including inpatient community residents,</p>

	outpatient services and day hospitals.
<b>Informal Enquiries</b>	<p><b><u>Older Persons Services</u></b>  Ms. Karen Kennedy  Email: <a href="mailto:karen.kennedy5@hse.ie">karen.kennedy5@hse.ie</a></p> <p><b><u>Primary Care Services</u></b>  Ms. Gonne Barry  Email: <a href="mailto:Gonne.barry@hse.ie">Gonne.barry@hse.ie</a></p> <p>Ms. Cathy Geraghty  Email: <a href="mailto:catherine.geraghty@hse.ie">catherine.geraghty@hse.ie</a></p> <p><b><u>Mental Health Services – Dublin North</u></b>  Ms.Aislinn Ryan  Email: <a href="mailto:aislinn.ryan@hse.ie">aislinn.ryan@hse.ie</a></p> <p>Mr.Liam Walshe  Email: <a href="mailto:liam.walshe@hse.ie">liam.walshe@hse.ie</a></p> <p><b><u>Mental Health Services – Dublin North City</u></b>  Mr.David Roban  Email: <a href="mailto:david.robان@hse.ie">david.robان@hse.ie</a></p> <p>Ms.Una Fowler  Email: <a href="mailto:una.fowler@hse.ie">una.fowler@hse.ie</a></p>
<b>Reporting Relationship</b>	The Health Care Assistant (HCA) will report to and work under the direction of the appropriate Line Manager, under the supervision of the Director of Nursing
<b>Purpose of the Post relevant to the Service Area</b>	<p>The HCA works as part of a multidisciplinary team to assist in the provision of health and social care for patients, residents and service users. The HCA supports and assists patients and residents in all activities of daily living in line with the needs and wishes of the individual and as outlined in an agreed care plan.</p> <p>The primary role of the Health Care Assistant (HCA) is to assist the nurse in the implementation of the care.</p>
<b>Principal Duties and Responsibilities of a Health Care Assistant</b>	<p>Duties assigned to the HCA will vary depending on the care setting.</p> <ul style="list-style-type: none"> <li>• To carry out assigned and delegated tasks involving direct and indirect care under the supervision of a Nurse, for example, assisting patients, residents and service users with personal hygiene, dietary intake, physical, mental and psychosocial health.</li> <li>• Assisting the nurse in the provision of quality nursing service by promoting and adopting a philosophy of care within the service area.</li> <li>• Assisting the nurse in duties associated with the delivery of care and management of the service environment and Home Setting and other support duties as appropriate.</li> <li>• Engage the patients and residents in a personal and individual way and encourage socialisation and participation in meaningful activities.</li> <li>• HCA's should conduct themselves in a manner that conveys respect of the individual and ensures the provision of safe care.</li> <li>• Ensure laundry and linen is managed in line with Local Policies and Guidelines.</li> <li>• Respect patients and residents, their families and each other as individuals showing dignity, courtesy and professionalism at all times.</li> <li>• Act as an advocate for patients, residents and their families.</li> <li>• Escort service users within and in some circumstances outside the hospital. This may include outpatient appointments</li> <li>• Accompany and remain with service users who require supervision as</li> </ul>

	<p>part of the care plan.</p> <ul style="list-style-type: none"> <li>• Contribute to the development of a multidisciplinary assessment and care plan and assist in its implementation and evaluation in consultation with the patient and resident and family or carer as appropriate.</li> <li>• Attend staff meetings and contribute constructively to the smooth running of the service, or primary care team.</li> <li>• Contribute to the maintenance and updating of patients, and resident documentation, where applicable.</li> <li>• Maintain the confidentiality of all information made available to them during the course of their work</li> <li>• To carry out assigned and delegated tasks involving direct care and indirect care and all activities of daily living under the supervision of a registered nurse (e.g. to assist service users, maintain standards of personal hygiene, laundry, preparation of meals, dietary intake, physical and mental health).</li> </ul> <p><b>Health &amp; Safety:</b>  <i>The Health Care Assistant will:</i></p> <ul style="list-style-type: none"> <li>• Conduct themselves in a manner that conveys respect of the individual and ensures safe patient and resident care.</li> <li>• Report any incident or potential incident which may compromise the health and safety of patients, residents, staff or visitors and take appropriate action, including completion of incident or near miss forms as appropriate, for example falls and pressure ulcers.</li> <li>• Not undertake any duty related to patient or resident care for which they are not trained.</li> <li>• Understand and adhere to all HSE and local policies, guidelines and procedures.</li> <li>• Apply precautions at all times to minimise the risks of cross infection, for example, clean up any spillages of bodily fluids.</li> <li>• Ensure that all equipment is stored and cleaned correctly, and storage areas are kept clean and tidy, inclusive of patients' personal space.</li> <li>• Report any breakage or malfunction of equipment to the Nurse in Charge and/or appropriate others.</li> <li>• Present to work wearing the agreed dress code and identification, having regard to the highest standard of attire and personal hygiene in accordance with the Dress Code Policy.</li> </ul> <p><b>Education &amp; Training:</b>  <i>The Health Care Assistant will:</i></p> <ul style="list-style-type: none"> <li>• Attend induction and mandatory in-service education.</li> <li>• Maintain continuous personal and participate in team based development, education, training and learning.</li> <li>• Develop and use reflective practice techniques as part of the multidisciplinary team.</li> <li>• Participate in appraisal and the development of a personal development plan in conjunction with their line manager.</li> </ul> <p><b>Administrative:</b>  <i>The Health Care Assistant will:</i></p> <ul style="list-style-type: none"> <li>• Maintain and monitor appropriate levels of consumables supplies in the Service Area.</li> <li>• Maintain appropriate records to facilitate the ordering process and enable cost monitoring in line with financial regulations.</li> <li>• Liaise with the Multi-Disciplinary Teams</li> <li>• Answer the telephone, respond to queries, take messages and deal with queries as agreed with the Line Manager in an appropriate and professional manner.</li> <li>• Promote a culture that values diversity and respect in the workplace, and adhere to National and Local Policies</li> </ul>
--	---

	<p><b>The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.</b></p>
<p><b>Eligibility Criteria</b></p> <p><b>Qualifications and/or experience</b></p>	<p>Candidates must have at the latest date of application:</p> <p><b>1. Professional Qualifications, Experience etc.</b></p> <p>(i) Possess the relevant health skills QQI (formerly FETAC) level 5 Certificate.</p> <p style="text-align: center;"><b>or</b></p> <p>(ii) An equivalent relevant health care qualification or a comparable healthcare qualification as outlined in the Quality and Qualifications Ireland (QQI) NARIC Ireland framework.</p> <p style="text-align: center;"><b>or</b></p> <p>(iii) Be currently employed as a Healthcare Assistant or comparable role.</p> <p style="text-align: center;"><b>and</b></p> <p>(iv) Candidates must possess the personal competence and capacity to properly discharge the duties of the role.</p> <p><b>2. Health</b> A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.</p> <p><b>3. Character</b> Each candidate for and any person holding the office must be of good character.</p>
<p><b>Other requirements specific to the post</b></p>	<p>Access to appropriate transport as the post may involve travel. Position in hospital/residential units will require working a flexible roster including unsocial hours, out of hours etc.</p> <p>HACCP training may be required in some areas of work eg. Psychiatry rehab units as aiding in the handling and preparation of food may be required.</p>

<b>Skills, competencies and/or knowledge</b>	<p><b>Professional knowledge:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates good understanding of the philosophy and role of the Multidisciplinary Team within the Health Care Setting.</li> <li>• Demonstrates knowledge of Infection Prevention and Control Standards, as it pertains to the role.</li> <li>• Demonstrates knowledge of Health &amp; Safety Legislation.</li> <li>• Demonstrates computer skills.</li> <li>• Demonstrates knowledge of Elder abuse and Child Protection Policies</li> </ul> <p><b>Communication and Interpersonal skills:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates good communication skills.</li> <li>• Demonstrates good interpersonal skills.</li> <li>• Demonstrates ability to cope with stressful situations.</li> <li>• Demonstrates ability to undertake responsibility.</li> <li>• Demonstrates enthusiasm and interest.</li> <li>• Demonstrates ability to work as part of a multidisciplinary team.</li> </ul> <p><b>Teamwork:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates the ability to develop and maintain good working relationship with all members of the multidisciplinary team.</li> <li>• Demonstrates the ability to be a team player.</li> <li>• Demonstrates ability to successfully engage with the service user, key workers and other various members of the multidisciplinary team.</li> <li>• Demonstrates a commitment to working in a fast paced dynamic setting.</li> <li>• Demonstrate flexibility and rotate to different areas, on different rosters, within the service as required.</li> </ul> <p><b>Planning and Organising:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates good organisational ability with practical competence.</li> <li>• Demonstrates ability to plan and manage own time with supervision.</li> </ul> <p><b>Quality &amp; Patient Focus:</b></p> <ul style="list-style-type: none"> <li>• Demonstrates a commitment to develop with training and supervision.</li> <li>• Demonstrates required skills to maintain a clean and tidy environment.</li> <li>• Demonstrates the ability to maintain confidentiality in line with Data Protection Policies.</li> <li>• Demonstrates the ability to ensure that all service users are treated with dignity and respect and ensures that the welfare of the service user is a key consideration at all times.</li> <li>• Demonstrates the ability to use sound practical judgement and decision making.</li> </ul>
<p><b>Campaign Specific Selection Process</b></p> <p><b>Ranking/Shortlisting / Interview</b></p>	<p>Applicants may be shortlisted for interview based on information supplied in the application form at the closing date.</p> <p>Criteria for short listing are based on the requirements of the post as outlined in the post specific requirements, duties, skills, competencies and/or knowledge section of this job specification and the information supplied in the competency based application form.</p> <p>Therefore, it is very important that you think about your experience in light of those requirements.</p> <p><u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u></p> <p>Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and may be called to interview in 'bands' depending on the service needs of the organisation.</p>
<p><b>Diversity, Equality and Inclusion</b></p>	<p>The HSE is an equal opportunities employer.</p> <p>Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that</p>

	<p>employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.</p> <p>The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.</p> <p>The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition.</p> <p>For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <a href="https://www.hse.ie/eng/staff/resources/diversity/">https://www.hse.ie/eng/staff/resources/diversity/</a></p>
<b>Code of Practice</b>	<p>The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commissioners for Public Service Appointments (CPSA). The Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, feedback facilitates for applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE's review process is available in the document posted with each vacancy entitled "Code of Practice, Information for Candidates".</p> <p>Codes of practice are published by the CPSA and are available on <a href="http://www.careersinhealthcare.ie">www.careersinhealthcare.ie</a> in the document posted with each vacancy entitled "Code of Practice, information for candidates or on <a href="http://www.cpsa-online.ie">www.cpsa-online.ie</a>.</p>
<b>Mental Health Commission</b>  <b>Standards / Infection Control/ HIQA</b>	<p>Employees must have a working knowledge of Mental Health Commission Standards as they apply to the role.</p> <p>Employees must have a working knowledge of Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards and HIQA etc.</p>
<b>Protection of Persons Reporting Child Abuse Act 1998</b>	<p>This post is one of those designated in accordance with Section 2 of the Protection of Persons Reporting Child Abuse Act, 1998. You will remain a designated employee for the duration of your employment in this post or for the duration of your employment to such other post as is included in the categories specified in the Ministerial Direction. Such employee will on receiving a report of child abuse formally notify the Principal Social Worker in the community care area in which the child is living. An information pack containing more specific details will be issued on employment to the post. You will be required to complete mandatory Children First Training.</p>

This job specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned.



## Health Care Assistant Terms and Conditions of Employment

<b>Tenure</b>	<p>A panel may be created from which permanent and specified purpose vacancies may be filled in full or part time capacity. The tenure of these posts will be indicated at “expression of interest” stage.</p> <p>Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013.</p>
<b>Remuneration</b>	<p>The Salary scale for the post is (01/03/23) PSPP</p> <p><b>Grade Code 6075</b> €31,723 €33,158 €34,670 €35,072 €36,059 €36,912 €38,142 €39,416 €40,738</p> <p><b>Grade Code 6012</b> €36,947 €37,998 €39,121 €40,197 €41,349 €42,534 €43,757</p>
<b>Working Week</b>	<p>The standard working week applying to the post is to be confirmed at Job Offer stage.</p> <p>HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16<sup>th</sup> 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016).</p>
<b>Annual Leave</b>	<p>The annual leave associated with the post is to be confirmed at contracting stage.</p>
<b>Superannuation</b>	<p>This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01<sup>st</sup> January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled at 31<sup>st</sup> December 2004.</p>
<b>Probation</b>	<p>Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71.</p>
<b>Infection Control</b>	<p>Have a working knowledge of HIQA Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.</p>
<b>Health &amp; Safety</b>	<p>It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line</p>

	<p>managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> <li>• Developing a SSSS for the department/service<sup>1</sup>, as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.</li> <li>• Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.</li> <li>• Consulting and communicating with staff and safety representatives on OSH matters.</li> <li>• Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.</li> <li>• Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures<sup>2</sup>.</li> <li>• Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.</li> <li>• Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.</li> </ul> <p><b>Note:</b> Detailed roles and responsibilities of Line Managers are outlined in local SSSS.</p>
--	---

<sup>1</sup> A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages

<sup>2</sup> See link on health and safety web-pages to latest Incident Management Policy