

Healthcare Assistant/Clinical Support Worker (Permanent)

Responsible to:	Hospital At Home (Acute) Ward Manager
Accountable to:	Head of Nursing
Salary:	£14,000 - £17,000 per annum plus unsocial hours payments. (Unsocial hours supplements apply 20.00 – 23.00 and to weekend working)

Job Summary:

Assist in the nursing care of patients with a diverse range of conditions

Carry out a range of patient care tasks in support of registered nursing staff

Provide support to MediHome clinical staff to facilitate the delivery of patient care. This will include supporting, co-ordinating and undertaking the full range of administrative tasks

Principal Accountabilities:

Patient Care Duties

Effectively communicate with all patients in order to promote their comfort and wellbeing

Assess patient comfort and condition, informing registered nurses of any changes

Undertake initial nursing assessments under the supervision of the nursing team

Perform and record clinical observations of patients and have an awareness of their relevance

Undertake minor dressings and treatments whilst under the supervision of a registered nurse

Maintain accurate, legible and legally substantive records of care and assessment undertaken

Maintain patient confidentiality and dignity at all times

Be familiar with and adhere to MediHome's policies and procedures including infection control, moving and handling, etc.

Comply with all MediHome corporate policies, local policies and legal requirements relating to clinical care

Monitor stock levels and report shortfalls to the Clinical Care Co-ordinator

Discuss and review personal and professional development needs during annual appraisal and develop, agree and document action points in a personal development plan

Attend all mandatory training and 'in house' study days and meetings and discussions when required by others

Utilise all resources within MediHome effectively to deliver quality care at all times

Administrative Duties

Liaise with ward staff/admin staff, MediHome clinical staff and patients in order to co-ordinate the transfer of patients into MediHome care.

To answer the telephone and take messages for the clinical staff

Maintain accurate and up-to-date lists of potential and current MediHome patients

To prepare patient notes and to ensure that all up-to-date information with regard to care plans is available when required

To explain MediHome services to patients at pre-admission clinics or once they are inpatients

Ensure patient paper and electronic records, are up to date and in good order and available to the clinical staff when required.

Deal with telephone enquiries, providing accurate up-to-date information whilst projecting a positive image of the service.

To undertake general filing and administration on behalf of the clinical staff including the completion of statistical returns as necessary.

To assist in general duties

To liaise with other trust departments, i.e. Physiotherapy, Pharmacy, Outpatients, etc.

To input on the Electronic Patient Record system and successor systems as they become available

To maintain adequate stocks of stationery and clinical stock for the team

To provide a general support service to ward staff including collecting and delivering items on an ad-hoc basis, e.g. stock, etc.

To ensure a seamless administrative service to patients from transfer to discharge, including liaising with district nurses, community physiotherapy teams, GPs, etc.

General

Ensure that MediHome confidential information is not disclosed, including information about staff and patients, to any unauthorised member of staff, or to anyone outside the employment of MediHome who is not authorised such information

Act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of MediHome Ltd.

Ensure that MediHome confidential information is not disclosed, including information about staff and patients, to any unauthorised member of staff, or to anyone outside the employment of MediHome who is not authorised to such information.

Healthcare Assistant/Clinical Support Worker – Person Specification

Requirements	Essential	Desirable
Education & Qualifications	NVQ level 3 in Healthcare or equivalent experience	
Knowledge and Experience	Minimum of two years experience working in a healthcare environment	<p>Previous experience of working in an acute healthcare environment</p> <p>Experience working in an administrative environment</p>
Skills & Abilities	<p>Flexible and adaptable</p> <p>Ability to work as part of a team</p> <p>Good telephone manner</p> <p>Basic IT Skills</p> <p>Ability to prioritise workload</p> <p>Good communication and interpersonal skills</p> <p>Ability to use own initiative with direction</p>	
Other Requirements	<p>Awareness of confidentiality</p> <p>Awareness of standard of conduct and care</p> <p>Able to work flexible shift patterns</p>	