

## Job Description

Latest Review Date: 5th September 2022  
Reviewed & Updated by: Liz Allen, Operational Manager  
Next Review: August 2023

### Job Title:

Healthcare Support (Community Based) York Integrated Community Team (YICT)

### Job Purpose:

The post holder, under the direction of the York Integrated Community Team, will provide appropriate care and support to patients and their carers, in their own homes.

The post involves supporting people in potentially distressing, unpredictable situations and may involve supporting terminally ill patients and their families or carers.

### Position in Organisational Structure:

Responsible and Accountable to Clinical and Operational Managers

**Clinical Duties:** (This list is not exhaustive and may be subject to alteration, but the role includes all duties that may reasonably fall within the job purpose)

Accountable for the delivery of efficient and appropriate care in accordance to relevant standards, guidelines and codes of conduct;

The following activities undertaken will demand some day or evening work, and lone working.

1. To perform robust independent first visit assessments of patients in their own home
2. To provide care and support as set out as appropriate following a first visit assessment. Tailoring care as is required to the individual.
3. To maintain written records and other related information as required and report all changes in the patient's condition to the registered nurse on duty or overnight services.
4. To ensure patient's comfort, safety and dignity at all times.
5. To assist and support patient's and carers as appropriate.

6. To assist patients to meet their basic needs, including prompting and administering medication as required, diet, maintaining personal hygiene, assessing and using toilet facilities as appropriate.
7. To respect the privacy and dignity of the patient at all times, keeping to the code of confidentiality.
8. Planned and Unplanned Cover: To contribute to maintaining the levels of service expected of our patients and the Practice in achieving its goals by taking a 'fair' share of covering colleagues planned and unplanned absence.
9. To effectively, efficiently and appropriately acknowledge, signpost and/or handle queries autonomously as deemed appropriate.
10. Administrative Record Keeping: Responsible for maintaining accurate records / discharging and archiving patients paperwork. Completing YICT Healthcare Support visit data and ensuring this is inputted correctly.
11. Ensuring Healthcare Support colleagues receive accurate client visit allocations and in a timely manner via telephone and/or email.
12. To perform physical observations on patients using the necessary equipment (BP monitor, blood sugar, pulse oximeter) when it is deemed appropriate or when advised to by manager or nurse team.
13. To ensure referrals to other agencies are made appropriately.
14. To ensure any CQC requirements and/or documentation for which the post holder is responsible for is completed timely and accurately. To also ensure any procedures and processes applicable to the role are followed timely and accurately.
15. To ensure you devote the whole of your time, attention and abilities to your role, our business and its goals.
16. Such other duties as may reasonably be delegated from time to time.

#### Education and Training:

In accordance with the concept of lifelong learning, develop own knowledge and skills and contribute to provide information to others to help their development. This will include:

1. Taking ownership for own development, learning and performance, including participating in team meetings.
2. To attend training offered by YICT clinical staff and ensure this is up to date.
3. Taking responsibility for maintaining own personal development portfolio.

4. Demonstrating to new staff members the skills and activities carried out, including shadowing, home visits and office-based workload.
5. Participate in performance review and appraisal.
6. Infection Prevention and Control is everyone's responsibility; therefore, PMG are committed to ensuring that all employees work collaboratively to reduce the risk of healthcare associated infection. In order to achieve this, all staff are expected to comply with Infection prevention and Control (IPC) Policies, to attend IPC training as part of their induction programme, attend mandatory IPC training or complete the e-learning programme annually and/or complete the workbook, as appropriate to their role.
7. To undertake training identified appropriate/necessary to perform the role.

#### **Other Responsibilities:**

##### **Communication:**

1. Establish and maintain communication with individuals and groups about difficult or complex matters, overcoming any problems in communication.
2. Communicating clearly, concisely and effectively with other team members.
3. To develop good communications with the patient and his/her family, passing on all relevant information to the on-call team member and other professionals as appropriate, e.g. out of hours GP's.
4. To treat all patient information as confidential.

### Competencies:

#### Behaviours:

- ✦ **Teamwork:** Work effectively and professionally within the wider Practice clinical team and a local surgery team through willingness to proactively support and assist their peers and colleagues.
  
- ✦ **Autonomous:** Ability to work independently by making informed decisions and clinical judgement. Whilst also having the ability to recognise when a problem / issue should be escalated or referred to the wider clinical team because it falls outside of the scope of the role and clinical knowledge.
  
- ✦ **Can-Do Attitude:** Ability to react to and face challenges or setbacks in a positive manner with a commitment to continuous improvement of their own skills and behaviours and also of the service.

- ✦ **Customer Service:** Ability to remain focused on providing and continuously improving an excellent patient and internal customer service (colleagues).
- ✦ **Deadline / Target Driven:** Ability to work efficiently and to strict deadlines. To be driven by the setting and achieving of individual and team targets.
- ✦ **Attention to Detail:** Ability to gather, process, analyse and input large volumes of information to deadlines whilst maintaining highest levels of attention to detail.
- ✦ **Confidentiality:** Ability to exercise and adhere to the Practice confidentiality policies.
- ✦ **Work Prioritisation:** Ability to organise, prioritise and manage your own work demands by assessing levels of urgency and importance.

**Skills:**

- ✦ **'Communication Skills'**. Good Verbal and written communication.

- ✦ **'Ability to build professional and appropriate rapport with patients'**.

I. Able to calmly, professionally and efficiently **identify patient's needs**

II. Able to, calmly, professionally and efficiently **deliver patient's needs** with a warm reassuring demeanour

Or

Able to skilfully signpost the patient to the **most appropriate person or alternative solution to their needs**

III. To be able to skilfully navigate and defuse potentially disgruntled customers or sensitive and/or emotive situations by using assertive language and exhibiting a warm reassuring demeanour

IV. Able to professionally and effectively tailor your **communication style** to suit the needs of a varied spectrum of customers ranging from Patients of all walks of life, family members, carers, Partners, External Agencies, Colleagues and Clinicians

- ✦ **'Risk Management'**: Although it is essential the post holder is able to work autonomously, it is equally important the post holder to access support and advice as appropriate.

Demonstrate an awareness of the scope / boundaries of their own responsibilities, decision making, skills and knowledge is vital and to assertively and appropriately escalate and/or access support.

- ✦ **IT Literate:** competent in the use of Microsoft Applications and a proven ability to learn how to navigate and interrogate systems, input data with an attention to detail and follow processes and procedures.

## Qualifications / Requirements:

### Essential

- ✦ Basic Awareness of Safeguarding Children training
- ✦ Safeguarding Vulnerable Adults Training
- ✦ Manual Handling
- ✦ Food Safety Level 2
- ✦ Certification of Enhanced Criminal Record Check with children's and/or adult's barred list
- ✦ Appropriate evidence of qualifications for any procedure and/or care the individual is asked to provide within the team and scope of their role
- ✦ Good basic education to GCSE or equivalent
- ✦ Experience of working in a customer focussed environment
- ✦ To maintain and effective full driving license and have use of a personal car with appropriate MOT and Insurance Documentation

### Desirable

- ✦ NVQ Level 2 In Care
- ✦ Experience of working in a community health/social care setting

## Customers / Key Stakeholders:

Supporting the Practice in achieving our Strategic Goals. Examples of the most direct customers:

**External Customers:**

- ✦ District Nurses
- ✦ Warden Control Service
- ✦ Trust: Community Response Team, Community Therapy Team
- ✦ Local Authority: Adult Social Services
- ✦ Patients, Carers, Families
- ✦ Out of Hours Services
- ✦ Social Services
- ✦ Voluntary Sector Agencies

**Internal Customers:**

- ✦ Service Coordinator
- ✦ Clinical Manager
- ✦ Operational Manager
- ✦ Wider Clinical Team (Practice Nursing and GP team) ✦ York Integrated Community Team colleagues

Does the job involve:		How frequent:				
	Yes	No	Rare	Occasional	Frequent	Where indicated 'yes', please provide examples of how the postholder will be required to do so. Please explain why you have stated the frequency level (i.e., daily, weekly, ad hoc)
Lifting weights / objects between 6 – 15 kilos	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lifting weights / objects above 15 kilos	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Using equipment to lift, push or pull patients / objects	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Occasionally required to use manual handling equipment for patients
Lifting heavy containers or equipment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Running in an emergency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Driving alone / passengers / goods	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Home visiting service to patients in their own home Occasional transport of equipment
Working at height	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Invasive surgical procedures	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Concentration to assess patients / analyse information	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Assessment of patients condition throughout shift and when taking observations

Responding to emergency situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sudden deterioration of patient or fall requiring calling of ambulance
Changing plans/ appointments/ meetings depending upon needs of role	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Shifts may be re-arranged at short notice due to changing condition of patient or due to unexpected staff absence
Carrying out clinical interventions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Informing patients / family / carers of unwelcoming news	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Confirming to family members deterioration of patient
Caring for terminally ill patients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	All patients cared for by service have poor prognosis
Dealing with difficult family situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Family of patient may be distressed by deterioration of patient
Caring for / working with patients with severely challenging behaviour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Typing up of formal minutes / case conferences	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Writing up of patients notes and visits
Clinical / hands on patient / client care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Help with toileting, turning, washing & feeding etc
Contacts with blood / bodily fluids	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Patient may be sick or require catheter bag emptying etc Taking of bloods
Exposure to verbal aggression	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Patient and relatives could be upset/also due to diagnosis and cognitive impairment
Exposure to physical aggression	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There is always the potential
Exposure to unpleasant working conditions (i.e., dust, dirt, fleas)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Visits patient's homes some can be very unkempt

Exposure to harmful chemicals / radiation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Attending the scene of an emergency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Food preparation and handling	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Helping to feed or offer drinks to patient and meal preparation
Working on computer for majority of work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Use of road transport	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Drives to patient's home to deliver care