

Job Title:	Community Health Assistant
Reports to (job title):	Clinical Team Leader
Line Manager to:	N/A

Job purpose

The post holder will be a member of the Healthy Family Team. They will be:

Assisting and supporting the delivery of provision in the child/young person's own home, in the community, schools and early years and clinic setting.

Supporting universal, **targeted** and specialist services providing a high standard of care and delivery of an evidenced based and needs led service to improve health outcomes for children and families.

Carrying out assigned tasks for children, young people and families as directed and under the supervision of a qualified team professional.

The post holder will have scope to modify packages of care depending on the progress and outcomes achieved.

Base

Our Healthy Family Team supports our Surrey Children and Family Health service and you will be based at one of our Office Hubs across Surrey with the opportunity for hybrid working.

HCRG Care Group is a flexible-first employer, whilst you will have an office base, our teams are agile and work in flexible/hybrid arrangements.

Key responsibilities

Clinical Responsibilities

- Deliver packages of care to support children, young people and families, in a range of settings as directed by the qualified team professional and within the competencies required for the duties.
- Work across a range of settings including family homes, in community venues and environments, schools, early years setting and clinics.
- To support assessment processes and review of progress against set outcomes feedback to qualified team professionals as appropriate.

- To contribute to the review of progress of recommended provision depending on the needs of each child and the outcomes expected in conjunction with qualified team professionals.
- Use assessment questionnaires and review tools as appropriate or directed by qualified team professional.
- Build and develop good working relationships with other community stakeholders, school and wider multi - disciplinary team.
- Support the service to deliver on the Healthy Child Programme, including initiatives, programmes and projects to support children ,young people and families e.g. Baby Friendly Initiative, emotional health and wellbeing including health promotion and teaching in schools.
- To support the Surrey Child and Family Health Advice Line.
- To implement a range of specialist child-centred individual and/or group interventions, using clinical reasoning skills, with support and guidance from a qualified team professional as appropriate.
- Run and co-ordinate training, groups and workshops for children and young people and families and professionals.
- To be responsible for equipment used in carrying out duties and to adhere to departmental policies and guidelines to ensure safe use of equipment by self and others. Advise qualified team professionals of any equipment/materials needed for the service.
- To maintain clear and comprehensive, signed and contemporaneous records according to company procedures
- To maintain contemporaneous records according to organisational and national guidelines.
- To make referrals to other professionals and agencies if required following discussion with appropriate qualified team professional.
- Take appropriate action in cases of suspected or actual child abuse, working within own competencies and Surrey safeguarding code of practice and procedures and participate in safeguarding supervision.
- To demonstrate ongoing personal development through participation in internal and external development opportunities including participation in own PDR appraisal and by taking an active part in clinical supervision.
- To ensure that clinical roles and competencies are maintained where appropriate training has been given and competencies have been assessed, including keeping an up to date Quality and Safety ~~statutory and mandatory~~ training profile.
- To assist with administrative duties as required that underpins clinical activity.
- To participate in the delivery of team and service plans, audits and to contribute or implement specific projects within the team.
- Be prepared to be flexible within contracted hours and work flexibly across services to meet the fluctuating needs.

Communication skills

- Maintaining accurate and contemporaneous documentation in the child/young person's paper and electronic records and providing written reports if requested in accordance with the professional and organisation standards.
- Ability to make referrals to the wider multi-disciplinary team and other agencies.
- Participate in discussions at professional forums and team meetings.
- To provide support and advice for the child's family and parents about all aspects of their care that relate to their needs, adjusting use of language to allow for their level of comprehension.
- Provide advice, instruction or training to groups.
- To be able to demonstrate empathy and sensitivity when providing and receiving information requiring tact or persuasive skills.
- Responsible for communicating any issues relating to workload and responsibilities.
- Maintains professional working boundaries with the families and colleagues at all times.
- Provide and receive complex or sensitive information.

Analytical and judgemental skills

- Able to understand complex family situations and respond and refer appropriately escalate concerns to a qualified team professional.
- Contribute to Healthy Family Team population profiles within locality and school communities.
- Participate in team/service audits.

Planning and organisational skills

- Be responsible for planning own work diary to meet caseload allocated by a qualified team professional.
- Required to use any computer system used by the organisation providing appropriate training has been given.
- Able to prioritise work and deliver packages of care in a timely manner.
- Ability to work unsupervised and follow Lone Working policy.

Patient / client care

- Promote an environment that is conducive to children/family engagement.
- Responsible for discussing the child's/young person's support/intervention plan with the qualified named team professional.
- Responsible for delivering care in accordance with relevant care/intervention plans, Standard Operating Procedures and guidance.

- Ensure any concerns relating to the child/young person's clinical condition, safety or in relation to safeguarding concerns are escalated, reported and documented.

Policy and service development

- Work within SFCH policies and guidance
- Contribute to service and policy review and development of SFCH services protocols and guidance.

Financial and physical resources

- Responsible for care and safe keeping of medical equipment.

Human resources

- Participate in the appraisal process and agree personal development objectives.
- Provide shadowing opportunities and support training of others.
- Support/participate in induction for new team members and maintain an effective learning environment.
- Participates in safeguarding supervision.

Information resources

- Maintain record keeping in line with organisational guidance.
- Ensure safe storage and access to IT systems to protect client confidentiality in line with organisational Information Governance policy.

Research and development

- Contribute to organisational audits.
- Support evidence based practice.

Freedom to act

- Work to organisational policy and procedures
- Able to modify packages of care
- Work is managed, rather than supervised and outcomes and interventions are assessed at 1:1s or agreed intervals.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the

expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
• Inspire • Understand • Communicate	• Challenge • Improve • Learn	• Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead

- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Good general education at least 4 GCSEs or equivalent, minimum of which 2 must be Maths and English (or equivalent).
- NVQ level 4 or CACHE level 3 Diploma in Child Care and Education or BTEC National Diploma in Children's Care, Learning and Development or evidence of transferrable skills in working with children for a minimum of 2 years.
- Previous experience of working as part of a team
- Understanding of confidentiality particularly in relation to children and their families and information governance
- Evidence of specific knowledge relating to client group/ professions
- Good organisation and time management skills
- Able to develop, establish and maintain positive relationships with both internal and external partner agencies
- Ability to manage sensitive issues with tact and diplomacy
- Good verbal and written communication skills
- Ability to work as an effective team member
- Ability to recognise and respond appropriately to children and their families in challenging situations
- Excellent IT skills
- Work independently within agreed guidelines and policies
- To gather, analyse and evaluate clinical information with supervision
- To identify risk and how to minimise its effects upon individuals safety
- Willingness to learn new skills, undertake training and adapt positively to changes in working practices

Desirable

- Diploma / Degree in Health and Social Care.
- Associate Practitioner Qualification
- Previous experience of working within the NHS , early years setting or community setting
- Experience of working within a multi-agency team

Other requirements: Car driver with access to a car for work purposes.