

Job Title:	Community Health Assistant
Reports to (job title):	Specialist Community Public Health Nurse (SCPHN)
Line Manager to:	N/A

## Job purpose

The post holder will be a member of the 0-19 Children and Families public health 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 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 Children's Continuing Care provision supports our Surrey-wide 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

### Care Delivery & Support

- Deliver care packages to children, young people, and families in homes, schools, clinics, and community settings, as directed by qualified professionals.
- Support assessments, monitor progress, and contribute to care reviews using approved tools and under supervision.
- Implement individual and group interventions and co-facilitate training, workshops, and community programmes.

### Safeguarding & Referrals

- Identify and escalate safeguarding concerns in line with Surrey's safeguarding procedures.

- Make referrals to appropriate professionals/agencies following team discussions.

## Teamwork & Communication

- Build strong relationships with families, schools, and multi-disciplinary teams.
- Maintain professional boundaries and communicate sensitively with families.
- Document care accurately in paper and electronic records and contribute to team meetings and reports.

## Planning & Autonomy

- Manage own caseload within assigned duties, prioritising and planning care independently, while working within Lone Working and organisational policies.

## Service Development & Administration

- Assist with audits, projects, and service improvement initiatives.
- Complete relevant administrative tasks and support equipment maintenance and procurement.

## Training & Development

- Engage in ongoing training, supervision, and personal development (PDR).
- Support new staff induction and provide guidance to colleagues.

## Compliance & Governance

- Follow all clinical, information governance, and health & safety protocols.
- Maintain up-to-date training and competency records.

## Research & Data

- Participate in audits and promote evidence-based practices.
- Contribute to population profiles and service delivery insights.

## 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
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## 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

- 4 GCSEs 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
- Ability to 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

- Care certificate qualification
- Diploma / Degree in Health and Social Care.
- Associate Practitioner Qualification.
- Previous experience of working within the NHS , early years setting or community setting .

Employee signature

---

Manager signature

---

# Job Description