

Job Title:	Healthcare Assistant
Reports to (job title):	Staff Nurse/Team Sister
Line Manager to:	No line management responsibility

Job purpose

The post holder is expected to be an effective care co-ordinator within the service in helping to support the timely sourcing of appropriate care packages to assist with patient flow and safe discharges from the acute hospital wards. As part of the Integrated Discharge Team, you will also be responsible for assisting to help collate and provide the required information within the team to assist with the daily running of the service, alongside assessment and discharge planning of patients' needs ensuring the team provide a high quality, effective specialist service to patients and their families/carers.

Base

The base for the service will predominantly be Gravesham Community Hospital, however there will be the need/expectation that the post holder will attend the local acute hospital when required and may also need to visit associated sites across different organisations where appropriate, and/or other sites within our organisation.

This post is responsible for

- To act in accordance with the Integrated Discharge Team in processing new referrals. This includes but is not limited to screening and allocating referrals.
- Entering referral documents onto the EMIS clinical system, logging referral details onto the service's internal databases and pro-actively following up and obtaining further information as required to facilitate discharges.
- Processing referrals onto allocated pathways, in a timely manner, cross referencing with the caseloads and signposting appropriately across the organisation.
- Acting as a member of the Integrated Discharge Team in providing updates on patient status on the caseload for Darent Valley Hospital, Medway Foundation Trust, Community Hospitals, Kent County Council, ICB, etc...
- Communicate efficiently with multiple organisations, care agencies, HCRG Care Group Services/teams and voluntary sector services.
- Engage, attend and provide updates in daily Integrated Discharge Team meetings, in relation to patient discharges.
- Support with management of the central mailbox, following processes to signpost emails to appropriate teams within the organisation, and to escalate any concerns as appropriate.
- To support and promote a proactive approach towards management of patient flow and discharge.

- To work closely with multi-disciplinary teams to standardise good practice throughout the organisation.
- To communicate with all members of the multi-disciplinary team when a concern is raised regarding a patient’s discharge, escalating to the Team Sister or Head of Integrated Discharge Services as necessary.
- To link with the health care professionals, patients and carers to ensure appropriate standards of care and communication are met.
- Liaise with individual care agencies and Kent County Council social services department regarding packages of care and placement for patients, ready for discharge as required.
- Ensure good communication with patient, carers and relatives about plans for discharge and on an agreed date as necessary.
- To collate and present daily activity data to Team Sister or Head of Integrated Discharge Services.
- To provide colleague support/guidance to facilitate discharges and notify of any admissions/delays.
- To support with the duties of other colleagues within the team during their absence.
- To undertake any other tasks as required commensurate with grade.
- To support Team Sister with following up on costings post sourcing a package of care and provide support to colleagues where required.
- To ensure funding tracker is kept up to date and is accurate at all times.
- Knowledge and understanding of funding pathway.
- To support Team Sister with sending off costings/transfer of care forms if needed to Kent County Council.

Outline of Job Schedule:

The Integrated Discharge Team operates 7 days a week, 365 days a year, within the following hours:

Monday to Friday: 8am to 5pm

Saturday to Sunday and bank holidays: 10am to 4pm

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"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • 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 with 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

Education, Training & Qualifications

- NVQ level 2 (care)

Communication

- Ability to work within a Team
- Ability to work alone
- Ability to listen to and to communicate with patients and carers in a compassionate and caring manner
- Ability to communicate respectfully with all colleagues

Planning & Organisational Skills

- Ability to be flexible with working hours across a seven-day week
- Ability to undertake nursing skills and to prioritise visits in accordance with patient need
- Ability to organise own workload without direct supervision
- Ability to input data manually and electronically according to organisational policies
- Works within agreed Policies and Procedures

Knowledge

- Knowledge of recent developments within health and social care
- Competent IT skills
- Interest in working in community nursing

Analytical & Judgmental Skills

- Ability to operate community equipment
- Ability to assess needs and implement care
- Ability to identify and pass on urgent information to the Senior Sister/Team Sister

Experience

- Previous health or social care experience

Emotional Skills

- Able to cope with occasional exposure to distressing or emotional circumstances.

Physical Skills

- Ability to travel effectively and efficiently within the locality and at times, across the DGSS area in Kent

Job Description

- Dexterity/physical effort to enable clinical skills to be performed e.g. venepuncture, compression bandaging

Desirable

- NVQ Level 3
- Previous Community experience
- Skills to include venepuncture, monitoring blood glucose, care of catheters, stoma and simple wounds

Other requirements:

- Current driving license and access to a car during the working day.

Employee signature

Manager signature
