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| Job Title:  | Healthcare Assistant – HMP Chelmsford |
| Reports to (job title):  | Service Manager |
| Line Manager to:  | XXX |
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## Job purpose

As a Healthcare Assistant based at HMP Chelmsford your days will be rewarding and varied, your responsibilities will include; providing high quality patient care under the guidance of qualified nurses and therapists, setting up and preparing for clinics and supporting patients attending clinics.

As part of our commitment to your lifelong learning we offer the care certificate to all our unregistered health care professionals. This is the start of your education and training with us and forms part of a robust induction programme giving you the fundamental evidence-based training to support you in your role with us.

The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours we expect of specific job roles in health and social care services.

You will also have the opportunity to then build and develop your skills and knowledge through the Trainee Nursing Associate programme and qualify as an NMC registered Nursing Associate. Please note that, in any case, the healthcare staff will not be expected to be responsible for or involved with prisoners' restraints.

**The role will include 12.5 hour shift work on a rotary pattern with flexible work days. Including night work, every other weekend with night and weekend enhancements greatly topping up the stated salary.**

Shifts are between the hours of 7am and 7pm. If you were to work full time hours, you would typically work 3 days one week and 4 the other.

**About our prisons service:**

We operate round-the-clock, nurse-led healthcare including prisoner screening on arrival and all primary care such as minor surgery, in-patient units, and prescribing. We also coordinate a wide range of other service providers, such as GP practices, to provide seamless care.

The safety of our team and the people we look after, particularly the most vulnerable, is our priority and we work closely with prison management. We also maximise the amount of ‘wing-based’ care given, which not only helps us to reduce risk posed by moving prisoners, but also helps improve waiting times and reduce the number of missed appointments.

Our motivated teams are driven by our belief that if you are a prisoner, you should receive same level of healthcare that you would in the community. We know that improving prisoners’ short and long-term health reduces their likelihood of reoffending.

## Key responsibilities

Within this role, you will:

* Work as part of the multidisciplinary team participating in procedures and duties in accordance with agreed standards relevant to role
* Participate in the assessment process of care needs and implementation of programmes of holistic care within set standards
* Extend current practice in line with HCRG Care Group policy, including the dispensing of prescribed medication under supervision
* Undertake all aspects of medicines management related activities listed below in accordance with HCRG Care Group medicines policy where appropriate training has been given and competencies have been achieved: medicine administration and understanding of supervised and in-possession medicines, ordering of medicines, safe storage of medicines, safe transportation of medicines. Attend appropriate training and maintain competencies in relevant areas
* Work in partnership with clients ensuring privacy and dignity is maintained
* Assist in promotion of health and wellbeing of clients
* Undertake clinical interventions as delegate by a senior team member
* Maintain close liaison with the senior team member who is responsible for the workload
* Maintain clear and comprehensive, signed and contemporaneous records according to HCRG Care Group procedures
* Assist with clerical and administrative duties as required
* Work in co-operation with all other professionals and agencies involved in the care the client

### The Ideal Candidate

You will have a resilient and 'can-do' attitude, be passionate about delivering a high level of care and looking for a role where no 2 days are the same. Previous care experience is not essential.

There may also be the opportunity to take on night shifts dependent on service requirements.

You will be confident using IT systems and be able to demonstrate working knowledge of Microsoft Office packages i.e. Outlook, Word, Excel.

## 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.

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| **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](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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.

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| Employee signature |
| Manager signature |