



## Job Description - Health Support Personal Assistant

<b>Job Title</b>	Health Support Personal Assistant		
<b>Grade</b>	Band 2		
<b>Job Base</b>	MSH @ Home (a division of MSH Health & Wellbeing CIC – MHW-CIC) Liverpool Road, Angel / Community Working Central NE London		
<b>Responsible to</b>	CEO/Clinical Director		
<b>Managed by</b>	Care Manager	<b>Accountable to</b>	Senior Carer

### JOB SUMMARY

1. To carry out domiciliary, companionship, care and treatment tasks, to provide the highest quality of **care** to all clients, respecting their rights, choice, privacy and dignity.
2. To empower clients to live as independently as possible within their own homes, delivering care as delegated by professionally qualified staff, in partnership with the client and/or their family, as documented within a personalised care plan. Such care to be delivered at all times with a significant level of interpersonal skill and **compassion**.
3. To demonstrate **competency** through engagement with continual professional development and learning, to ensure you have the knowledge required to frequently observe the clients condition, contribute to assessment of care needs, maintaining the welfare of clients, promoting independence and providing a quality customer focus at all times.
4. Assist in the provision of healthcare to male & female clients, working in partnership with the client, their family and qualified healthcare professionals to assist with medication and treatment compliance, monitoring of chronic health conditions and co-morbidity, alerting appropriate qualified individuals of any acute changes in the clients condition. To ensure the welfare and dignity of clients at all times, having the **courage** to raise concerns regarding the physical, socioeconomic or psychological wellbeing of the client to appropriate individuals or regulatory bodies.
5. To ensure effective **communication**, both verbal and written at all times. This will include utilising highly developed interpersonal skills, as well of excellent record keeping, ensuring data protection and confidentiality, particularly when using information devices, such as smartphones and tablets.
6. To be flexible in the approach to your work, with a **commitment** to providing the very best service at all times, being mindful to your duty of care. Demonstrating through your behaviour adherence to all MHW-CIC policies and procedures, whilst exhibiting pride in your work at all times.



## MAIN TASKS & RESPONSIBILITIES

### 1. Communication & Relationship Skills

- Demonstrate a courteous and helpful approach to clients, partners, family and their friends, to your colleagues and managers at all times when undertaking your role.
- Provide routine information, orally and in written forms, pertaining to the service with regard to care provided and welfare of the client, documented in the care plan in accordance with MHW-CIC record keeping policies & procedures.
- Imparts condition related information (within scope of competency) to clients and their family with regard to their condition and/or wellbeing, utilising all appropriate opportunities to promote good health and wellbeing, promoting independence.
- To ensure clear and plain English is spoken at all times, and for those Health Support Personal Assistants for whom English is a second language, at NO time should you use your native language in the earshot of clients and/or their families unless you have their explicit permission to do so.
- Following appropriate training you will use tact and persuasive skills to impart complex information in relation to health conditions and treatments, including undertaking holistic assessment of clients when supporting them to maintain optimal health and wellbeing.
- To utilise electronic communication mediums, such as email and web applications, within information governance procedures, to facilitate effective communication within the team and where appropriate, with clients and their families.
- To participate in team meetings and training events, as required, ensuring active participation and help form trusting relationships within and across the team
- To maintain the reputation of the organisation, display courtesy and reverence at all times in all given situations, even when confronted by rude or verbally aggressive clients or family members, employing diplomacy to distil hostility and retain effective dialogue .

### 2. Analytical & Judgemental Skills

- Will undertake (following training and assessment of competency) on-going assessment of clients, especially if you observe a change in their health or wellbeing. This will include receiving information from the client and/or family and deferring to a qualified member of healthcare staff if the client and/or family have questions, which the post holder feels unable to answer themselves.
- Using basic triage skills (following training and assessment of competency), decide the priority of order of personal care tasks, in accordance with the documented care plan,

deferring to a qualified member of healthcare staff if the clients users condition requires urgent attention.

- Inform a member of qualified member of healthcare staff should a client and/or family member divulge information that impacts, or could potentially impact on their on-going care.

### **3. Planning & Organisational Skills**

- To ensure that you adhere at all times with the MHW-CIC absence reporting policies and procedures, with specific regard to lateness, sickness or other untoward absences, reporting as early as possible to the On-Call Manager/Registered Nurse.
- To ensure that you arrive in good time at the clients' home, appropriately dressed in a clean and presentable company uniform, with your name badge and ID badge clearly visible. This also applies to attending all team meetings and training events or any other work related appointments or meetings.
- To assist in planning resource requirements related to care activities, such as provision of personal protective clothing (e.g. gloves and aprons).
- To prepare clients for clinical examinations and procedures and to assist members of qualified healthcare staff with the examination or procedure, when required.
- Prioritise your workload and plan you day to ensure appropriate time is spent with each client, and allowing adequate travel time between visits. To maintain contact liaison with the On-Call Manager/Registered Nurse should an untoward incident cause delay or slippage to your schedule.
- Assist clients with complex health needs who require regular hospital or GP review, scheduling follow-up and review appointments, ensuring appointments are recorded on their care plans and accompanying clients to such appointments if required.
- To work semi-autonomously within the remit of your role, including planning and scheduling of visits for clients, ordering of supplies and consumables for provision of care.

### **4. Physical Skills**

- To undertake more complex aspects of client care, e.g. venepuncture, blood glucose monitoring, assisting members of qualified healthcare staff in carrying out assessment and treatment of clients requiring home care. Other tasks include the preparation of light meals and nutritional supplements for clients, and general cleaning, laundry and house keeping tasks. This will require manual dexterity, and developed hand eye co-ordination, where accuracy is important to manipulate fine tools.

- To undertake complex aspects of the Health Support Personal Assistant's role, including provision of personal and intimate care, and administration of other treatments within scope of competency.
- Use of advanced keyboard skills to record details of care provided and client related healthcare and wellbeing information, where there is a requirement for speed and accuracy.
- As per the MHW-CIC Environmental & Impact policy and procedures, Home Support Personal Assistants will be provided with company push cycles (carbon neutral and promoting employee health and wellbeing) when visiting clients in the community (accept during adverse weather conditions). This will require a degree of manual dexterity, co-ordination and balance.

## 5. Responsibility for Patient/Client Care

- To plan and implement personal care for clients, working autonomously and seeking guidance from clinical healthcare staff where appropriate, ensuring that privacy and dignity is respected at all times.
- Carry out tasks in delivering and supporting direct client personal care under the supervision (direct or indirect) of members of qualified healthcare staff. Able to demonstrate abilities and competencies gained (following training where necessary) to enable tasks to be delegated from professionally qualified staff. Such personal care tasks will include (but not be limited to):
  - Assistance with washing, including bathing, showering, strip wash and bed bathing;
  - Promotion of continence, including assist clients on/off the toilet, changing of continence pads, emptying of indwelling catheter urine draining devices, care of stoma sites, including changing of stoma collection bags. This may also include emptying and cleaning of commodes, bed pans and urine bottles. These care tasks require you to maintain the dignity of the client at all times, being sensitive to their needs;
  - Assisting with dressing and undressing. This may also include application of medical devices, such as compression stockings, leg callipers, etc.;
  - Assisting with grooming needs and beauty regimes, including brushing of hair, shaving, application of non-medical skin creams, make up, etc.. At all times empowering the client to feel good about their appearance and maintaining their dignity, whilst facilitating their expression of individuality;
  - Assist with dental care and oral hygiene, including assistance to brush and floss teeth, rinse with mouthwash, clean dentures and fixtures and assist clients to maintain optimal oral health and hygiene.
- To ensure the integrity and promote skin health with those clients with limited mobility, assessing and raising any concerns or changes to qualified healthcare staff for assessment,

to prevent tissue deterioration and the development of pressure sores. This will include appropriate use of pressure relieving devices, such as cushions and mattresses as directed by qualified healthcare staff.

- To provide clients with nutritional support, promoting a healthy diet whilst respecting their choices at all times. For some clients this may include assisting them with eating, such as cutting food or feeding, and for those on special diets or with nutritional challenges ensuring you accurately record their intake as instructed by qualified healthcare staff.
- Provision of nutritional support will include preparing or reheating prepared food, provision of light meals and nutritious snacks, and administration of diet supplements. Maintaining strict food hygiene and preparation standards, keeping the clients kitchen clean, with surfaces wiped at all times. It also includes the cleaning of dishes and eating utensils as well as appropriate management of food waste.
- To assist with house keeping duties, as directed by the client and/or family, including regular changing of bed linen, laundry and/or collection/receipt of dry cleaning, folding and packing of laundered items. In addition cleaning duties to maintain a healthy and hazard free living environment, including dusting, hovering, mopping, cleaning of glass/mirrors, etc., as required/dictated.
- To promote medication prompts, assist with the taking of prescribed medication, and (following appropriate training and assessment) administration of medication, ensuring accurate recording on the Medication Administration Record (MAR) sheet in accordance with the relevant MHW-CIC Administration of Medications Policy.
- Assist as required with basic shopping requirements, including food and general provisions, keeping a clear receipt of all purchases, recorded on the appropriate form, in accordance with MHW-CIC standing financial instructions.
- To ensure all the above care is at all times delivered in a non-judgemental, neutral manner regardless of the clients gender, age, sexual orientation, race, ethnicity, and the factors/behaviours leading to their requirement for the receipt of home care.

## 6. Responsibility for Policy/Service Development

- To maintain accurate records of care given in line with MHW-CIC record keeping policies and procedures.
- To report untoward incidents and any other relevant information to the On-call Manager/Registered Nurse
- To be aware of and adhere to company policies and procedures, whilst following any local policies. May contribute and propose changes to draft policies and procedures during consultation period.
- To maintain high standards of personal appearance and presentation at all times, adhering to the company uniform policy.

## 7. Responsibility for Financial & Physical Resources

- Where it maybe required, to assist in the ordering of stock items required for the provision of care to our clients, such as personal protective clothing (e.g. gloves and aprons) and ensure your personal care kit is well stocked at all times.
- Adhere to company and local procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
- Assist in the restocking of supplies and maintenance of equipment as directed by a qualified member of the healthcare team.
- Be mindful in the use of resources at all times, considering cost, necessity and environmental impact of actions and behaviours.
- Where it may be necessary to purchase items in relation to your role, ensure you gain a valid receipt for each purchase and that expenses are claimed within two months, in accordance with MHW-CIC standing financial instructions.
- To ensure at all times that company issued property, such as bicycles, smart phones and tablets, personal care kits, etc., are stored securely and used appropriately in the undertaking of your duties, with any faults or losses being reported to the On-call Manager/Registered Nurse immediately.

## 8. Responsibility for Human Resources

- Proactively participate in 1:1 meetings with line manager/supervisor, identifying own learning needs, negotiating ways that these can be met.
- Assist with the supervision and teaching of pre-registration student nurses, external visitors and less experienced Health Support Personal Assistants, ensuring that client focussed care is provided.
- Undertake, as directed teaching/instruction of non-healthcare colleagues and members of the public/clients and family, particularly with regard to promotion of the services offered by MHW-CIC.

## 9. Responsibility for Information Resources

- To be actively involved with maintaining data quality on all client records and care plans, paper or digital/on-line, ensuring client information kept on these systems is accurate and up to date, adhering at all times to the MHW-CIC record keeping policies and procedures.
- To use standard Microsoft office applications within your role, especially email applications for team communication.
- To contribute with suggestions and comments towards the development of information systems and data collection techniques within the service.

## 10. Responsibility for Research & Development

- Participate in the collection of data audit and research data as required.
- Ensure that practice is evidence based at all times.
- To utilise all opportunities offered to attend in-house training and external study days, conferences and events to ensure practice is up to date and current.

## 11. Freedom to Act

- The post holder will work semi-autonomously within standard operating procedures, following company and statutory procedures, and seeking guidance from qualified healthcare professionals when required.
- Inform a member of qualified healthcare staff if asked to carry out a task which the individual does not have the competency or capacity to do.
- Participate fully as a team member, sharing knowledge and information, to support colleagues, to promote a cohesive community team and the achievement of team objectives.
- To communicate whereabouts to the On-call Manager/Registered Nurse on duty, when in the community and undertaking home visits.
- Communicate issues of concern relating to the behaviour, conduct or practice of colleagues to the On-call Manager/Registered Nurse (or any other Director if the concern pertains to On-call Manager) as appropriate.

## 12. Physical Effort

- The post requires a combination of sitting, standing, bending, crouching and lifting to undertake care duties.
- As per the MHW-CIC Environmental & Impact policy and procedures, Home Support Personal Assistants will be provided with company bicycles (carbon neutral and promoting employee health and wellbeing) when visiting clients in the community (accept during adverse weather conditions). This will require a degree of physical stamina.
- Post holders may be required to lift items weighing up to 5kg when undertaking their duties.

## 13. Mental Effort

- The work is predictable and the role defined within standard operating procedures, although very rarely (as not an acute care setting) may have to deal with untoward incidents such as clients becoming unwell, which will require concentration to undertake initial assessments.
- Concentration is required to undertake assessments of clients, this will on occasions be prolonged when dealing with skin care assessments and recommending appropriate care interventions.
- Concentration is also required for data entry during the recording of client related information, updating care plans and progress notes, where there is also a requirement for accuracy and speed to ensure data is entered in a timely fashion with minimum error.

## 14. Emotional Effort

- To provide physical and emotional support (in the form of listening, explanation and reassurance) to clients receiving care, ensuring you that you adhere to our 6C philosophy (care, compassion, competency, courage, communication and commitment) at all times.
- To ensure the maintenance of clients/service users privacy and dignity at all times, promoting and supporting their rights and choices with regard to their care.
- Occasional exposure to distressing incidents, such as the unexpected deterioration of a client. Any such incidents should be discussed with the most senior member of qualified healthcare staff available and seek support if required.





## 15. Working Conditions

- Continuous exposure to VDU equipment when undertaking your duties.
- Occasionally exposure to verbally aggressive clients, especially those with dementia and other neurological impairments.
- Deals with blood samples/body fluids which may be potentially infectious and unpleasant in nature.
- Keeping work areas and clients home environments clean and tidy, maintaining a safe and pleasant home environment, being mindful of infection control procedures.
- Will be exposed to inclement weather as frequent requirement to undertake home visits, working out doors.



**PERSON SPECIFICATION**

**Job Title** Health Support Personal Assistant

**Grade** Band 2

**Job Base** MSH @ Home (a division of MSH Health & Wellbeing CIC – MHW-CIC)  
Liverpool Road, Angel / Community Working Central NE London

Requirements	Essential	Desirable
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Excellent English language abilities demonstrated through effective communication skills.</li> <li>• Good general GCSE education or equivalent.</li> <li>• NVQ II or Diploma level courses in health &amp; social care, or equivalent life/work experience.</li> <li>• NVQ III course in relevant subject and/or equivalent through short courses and training days.</li> <li>• Understanding of Information Governance &amp; confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Venepuncture or phlebotomy course/qualification.</li> <li>• European Computer Driving License (ECDL).</li> </ul>
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Customer service experience and/or experience of working in a health or social care setting.</li> <li>• Basic knowledge of care provision for the elderly and/or willingness to learn</li> <li>• Basic knowledge of chronic health conditions specific to the older person and/or willingness to learn</li> <li>• Understanding of Child Protection &amp; Protection of Vulnerable Adults procedures and/or willingness to learn</li> <li>• Basic understanding of infection control</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of outreach.</li> <li>• Experience of working with marginalised populations, such as MSM or sex workers.</li> <li>• Previous reception experience.</li> </ul>

	procedures, and/or willingness to learn	
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Numerate and literate.</li> <li>• Excellent communication skills, including verbal skills and written communication.</li> <li>• Approachable and open, able to listen and discuss frankly personal care related matters.</li> <li>• Able to reassure and calm distressed individuals.</li> </ul>	<ul style="list-style-type: none"> <li>• Basic counselling skills.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Able to carry out assigned tasks effectively in a busy and ever changing environment.</li> <li>• Able to demonstrate a non-judgemental approach to clients and their families.</li> <li>• Friendly and courteous, presenting a professional corporate image at all time and in all given situations.</li> <li>• Able to cope under pressure, being aware of own support needs.</li> <li>• Punctual and reliable, adhering to dress codes and presenting professional image at all times.</li> <li>• Maturity of attitude towards the care of older persons and those with disabilities</li> </ul>	<ul style="list-style-type: none"> <li>• Committed to the development of the service; keen to develop role and engage with training and development opportunities.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Reliable work record.</li> <li>• Evident interest in health &amp; wellbeing</li> <li>• Ability to ride a push bike and willingness to undertake cycling proficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced ICT skills.</li> </ul>