**St. John’s Hospital**

**Health Care Assistant**

**Job Specification, Terms and Conditions:**

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| **Job Title, Grade and Grade Code** | Health Care Assistant  Grade Code: 6075 |
| **Competition Reference** | SJL08 2024 03 |
| **Whole Time**  **Equivalent** | 1 WTE |
| **Closing Date** | closing date 6th September @ 12 noon |
| **Proposed Interview date(s)** | To be confirmed |
| **Taking up Appointment** | Due to service needs the successful candidate must be in a position to take up the post as soon as possible. |
| **Informal Enquiries** | Email: hr@stjohnshospital.ie |
| **Duration of Post** | Permanent Whole-time and Temporary Whole-time |
| **Location of Post** | St. John’s Hospital, John’s Square, Limerick, V94 H272 |
| **Organisational Area** | St. John’s Hospital Limerick, UL Hospitals Group, HSE Mid - West |
| **Post Specific Information** | Details on this campaign can be found at <http://www.stjohnshospital.ie/management-and-admistration/recruitment/> |
| **Details of Service** | St John’s Hospital, Limerick is Voluntary Hospital founded in 1780 by the Little Company of Mary Sisters.  It is a Model 2S, acute general hospital funded by the HSE and member of University of Limerick Hospitals Group (ULHG). It is a longstanding teaching hospital for medical, nursing and allied healthcare professional staff and is an academic partner of the University of Limerick. The hospital provides a wide range of inpatient and outpatient services, including general medicine, general surgery, urology, gynaecology and endoscopy services.  The hospital also has an Urgent Care Centre incorporating a Local Injuries Unit and Medical Assessment Unit. The Injury Unit is the busiest in the Midwest region and second busiest Unit nationally after the Mercy Hospital (Source: HSE BIU data October 2022)  We are committed to providing the highest quality service to all our patients in a professional, safe and caring environment. We endeavour to provide an effective, efficient service in a timely manner at all times with equal access for all our patients. We aim to provide individual patient centred care to each patient and their families and to promote patient participation in their care. We encourage good interpersonal relationships and we collaborate extensively with key external stakeholders including the HSE, Voluntary Healthcare Forum and other local healthcare providers. We promote staff and service development through education, motivation and encouragement. We are committed to providing an effective learning environment for both present and future health service staff. The Hospital has a total of 99 beds – 89 In-Patient beds and 10 Day Care beds. The In-Patient specialties are General Medicine, General Surgery and Gynaecology. We also have an Urgent Care Centre incorporating a Local Injuries Unit and Medical Assessment Unit. We are a Teaching Hospital affiliated to the University of Limerick.  Our 5-year Strategy (2022-2027) includes a key business plan for a new in-patient bed block to be built on site, bringing the total number of beds on site to 200. We are working with the HSE to support our business plan by approving funding for the development and resources needed for the additional bed capacity.  Other clinical services provided on site include:   * Consultant Out-Patient Clinics * Diagnostic Radiological and Laboratory services * Day Surgery * Clinical Nurse Specialists in the areas of Diabetes, Continence Management, Respiratory Care, Tissue Viability, Infection Control, Palliative Care and Pain Management * A Dietetic service providing nutritional assessment, dietary advice, education and evaluation * Occupational Therapy * Speech and Language Therapy * Social worker support * Physiotherapy services * Chaplaincy Service   Clinical Research and Innovation:  We have an active Audit, Research and Innovation Committee and access to a Rapid Innovation Unit, which collaborates with clinical staff across UL Hospitals to enhance patient experience, producing many pioneering quality improvement initiatives. This “Science Foundation” sponsored unit uses 3D printing and other engineering pathways to find live patient-centric digital manufacturing solutions to bedside care issues. |
| **Service mission, vision and values** | **Our Purpose**  Together we work to enhance the health and wellbeing of all those in our care and inspire those who deliver it every day.  **Our Vision**  To be a leading provider of healthcare services where innovation and excellence are at the heart of the patient experience.  **Mission statement**  Faithful to our tradition, we provide the highest possible standard of care and treatment in a professional and compassionate manner to every person who avails of our services.  **Our Values**  To listen to each other and seek opportunities to help and support one another.  To deliver high quality, safe and reliable healthcare in accordance with evidence based best practice in an effectively managed and maintained environment.  To provide healthcare based on the assessed needs and preferences of our service users which ensures mutual respect, holistic care and continuous learning and training.  To deliver excellence in care through monitoring, evaluating and continually improving our services. |
| **Key working relationships** | The primary role of the Health Care Assistant (HCA) is to assist in the implementation of the care plan as determined by the registered nurse. |
| **Reporting Arrangements** | The post holder will:   * Report directly to the Clinical Nurse Manager * Is accountable to the Director of Nursing |
| **Purpose of the Post**  **Job summary** | Patients require assistance in some or all activities of daily living. It is the duty of the nurse to assess, plan, implement and evaluate the care required by the patient. The primary role of the Health Care Assistant (HCA) is to assist the nurse in the implementation of the care plan as determined by the registered nurse.  The role involves collaborating with the nursing staff, in assisting patients with the activities of daily living, and collaborating with all members of ward staff in creating an efficient, safe and friendly environment for care delivery. The HCA has been trained in the taking and recording of the patient’s observations i.e. blood pressure, pulse, temperature and respirations, testing patient’s urine specimens and the measurement and application of anti-embolic stockings e.g. TEDs. |
| **Principle Duties and Responsibilities** | **Accountability**  HCA’s are accountable for their actions in the delivery of patient care for which they have been trained and must not undertake any duty for which they are not trained. If HCA’s feel that certain requests are beyond their capabilities, they should make this known to the person(s) making the request.  **Education/ Qualifications**  The recognised qualification for Health Care Assistants is the FETAC (QQI Level 5) Health Care Support Certificate. All newly recruited Health Care Assistants must possess this qualification**.**  **Personal Conduct**  HCA’s should conduct themselves in a manner that conveys respect of the individual and ensures safe patient care. The personal characteristics that indicate these principles include**:**  **Confidentiality**  At all times, maintain patient’s confidentiality.  **Courtesy**  Be courteous in all dealings with patients, colleagues and visitors.  **Accountability**  Take responsibility for own actions**.**  **Communication**  Respond to patients, colleagues and visitors appropriately, record all information accurately and report all relevant information. Be able to work as a team member**.**  **Hygiene Standards/Infection Prevention & Control**  Read the Infection Control policies and ask your manager to explain parts that you may not understand. Deliver a high standard of patient care. Be vigilant in ensuring that a high level of hygiene and cleanliness is maintained. Practice hand hygiene according to hospital policy**.**  **Dignity and Privacy**  All patients are entitled to have their dignity and privacy maintained as much as is possible in the hospital setting. Ensure practice is reflective of this.  **Health and Safety**  Know and understand the Health and Safety regulations and apply them in the workplace.  **Health Care Assistant Duties**  **The HCA’s role will involve some of the following activities, along with others that may be necessary in the context of specific ward situations.**  **Maintaining a Safe Environment:**  **These steps will include:**   * The HCA will participate in maintaining a safe environment for patients, visitors and staff, by maintaining vigilance to identify potential hazards, and by taking the necessary steps to remove the hazards. * Ensure all practices adhere to the Infection Control and Prevention Policy * Assist in keeping all ward or unit areas clean and tidy * Move or assist in moving equipment and furniture as necessary * Washing and making up unoccupied beds when necessary * Returning trays and equipment to proper storage areas * Attending to the hygiene of equipment such as IV stands, infusion pumps, hoists, bed cages, patient chairs, commodes and other ward equipment * Attend to spillages, when necessary, as quickly as possible to prevent accidents * Assist in the disposal of clinical waste according to Hospital policy * Carefully dismantle clean procedure trolleys after their use * Assist mobile, but disorientated, patients to navigate safely around the ward * Assist feeble visitors on the ward to prevent them falling or injuring themselves * Escort / transport patients within or outside the hospital when necessary * Remain with patients who require custodial supervision * Prepare ward and bed areas for the reception of new patients * Assist with the safekeeping of patient’s personal property in conjunction with the nursing staff * Report broken or unsafe items that need repair * Carry out errands   **Communicating**   * Communication skills will be used to provide a caring service to patients, colleagues and the public in a courteous and effective manner. * Treat everyone in a manner in which they themselves would like to be treated * Operate in accordance with the values of the Hospital. These values include integrity and openness, respect and support, caring, commitment and loyalty to the organisation * Demonstrate a range of listening skills appropriate to the context of different patient, visitor and ward situations * Contribute to the efficiency and effectiveness of the ward by communicating openly with the nursing staff about patients’ and relatives’ needs * Be perceptive in interpreting non-verbal communication * Use a range of communication methods to exchange information with the nursing staff * Participate in constructing a physical environment that communicates peace, comfort and caring to patients and their families * Direct all enquiries about a patient’s condition to a member of the nursing staff. This includes both telephone and verbal inquiries   **Confidentiality:**   * Health Care Assistants have important obligations in relation to maintaining confidentiality. * This applies to information accessed through interactions with patients and their relatives or through interactions with other ward staff. However, there is also an obligation to report to the staff nurse, or other relevant authority, any information that may indicate the potential of harm occurring to any person.   **Breathing:**   * The HCA will assist staff nurses in maintaining patients’ adequate breathing. * Recognise signs of distressed breathing in patients and report these to the nursing staff * Assist with positioning the patient to make breathing easier and more effective * Locate and bring oxygen supplying equipment to the bedside as directed by the nursing staff * Help patients conserve their oxygen supply and reduce their demands for oxygen by positioning personal items such as drinks, tissues and reading materials within easy reach of the patient * Maintain the ward in a well-ventilated condition and in the condition perceived by the patient as being most comfortable * Maintain a calming and relaxing atmosphere for the patient   **Eating and Drinking:**  Under the direction of the nursing staff:  Prepare patients to enjoy their meals as much as possible (for example by offering mouth washes or opportunities to clean teeth or dentures, to use toilet facilities and to wash their hands as appropriate)   * Prepare the eating environment by making it as aesthetically pleasant as possible by removing unnecessary items from the immediate bedside (commodes, urinals and sputum cartons, for example) * Feed or help to feed patients as directed * Assist patients with cutting or arranging their food so it can be easily eaten * Observe the amounts of food and liquids consumed by patients who need special monitoring in this area and document appropriately * Making patients comfortable after their meals (for example, repositioning them for a nap, offering opportunities to clean their teeth or dentures) * Encouraging patients to drink plenty of fluid and making this possible by offering refreshing drinks frequently   **Eliminating:**   * Supervise patients in toilets and bathrooms when this is necessary * Place patients on bedpans or commodes or assist nurses in doing this and ensure that patients are not left in this position longer than necessary * Attend to patients’ post elimination hygiene needs * Assist with the care of incontinent patients * Measure and record volume of urine eliminated by patients when this is a concern and as directed by the nursing staff * Empty urinals recording volumes when directed * Emptying urine drainage bags and recording volumes * Emptying colostomy bags and other drainage bags as directed by the nursing staff * Disposing of used sputum containers * Taking care of clothing belonging to patients which may become soiled * The HCA will strictly adhere to the universal precautions identified in the infection control policy document so as to prevent spread of infection when dealing with human waste products   **Personal cleansing and dressing:**   * HCA’s contribute to patients’ comfort and maintenance of personal dignity by assisting them, when necessary, with personal cleansing and dressing activities. * Washing patients in bed, shower or bath and observing and reporting the condition of patient’s skin * Helping with, or performing mouth care * Shaving patients when necessary * Caring for patients’ hair and nails as needed * Helping patients to dress and groom   **Controlling body temperature:**   * Peoples’ comfort and indeed survival depend on their body temperature being maintained within a normal range. * Offering extra blankets or removing them as requested by the patient or by the nurse charged with the care of the patient * Providing other warming equipment as directed by the nurse * Taking and recording patient’s temperature as directed by the nurse   **Mobilising:**   * Assist patients with walking when this is appropriate * Position patients comfortably and in a manner that enables mobility either in bed or on a chair * Assist with turning and positioning patients in bed * Provide patients with aids that enhance opportunities for mobility in consultation with the nursing staff * Participate in moving patients as directed by the nursing staff and according to correct procedures which aim to prevent injury to all parties involved * Report all falls, or other untoward events, experienced by patients to the nursing staff   **Death and Dying:**   * Addressing issues relating to death and dying constitutes an important part of the HCA’s role. * Establishing a quiet, comfortable and dignified environment for the dying person and family members to share * Listening with respect and with empathy to relatives who may wish to chat * Providing comforting and refreshing drinks or snacks for relatives who may be spending long periods both day or night with their dying family member * Providing comfort measures for the dying person as directed by the nursing staff. These may include frequent small sips of fluid, sponging of a warm forehead, adjusting pillows and bedclothes * Assisting with the preparation of the body for its removal to the mortuary * Organisation of the dead person’s belongings for their return to the family   **Collaboration in other ward activities including:**   * Taking and recording of patient’s observations as directed by the nurse, and reporting abnormalities * Assisting the nurse in the provision of quality nursing service * Accepting guidance and assisting the nurse in duties associated with the delivery of care and management of the ward/healthcare environment and other support duties as appropriate * Assisting in creating a safe environment for patients, colleagues and visitors * Checking ward stocks and listing those that need re-ordering * Maintaining orderly storage of supplies * Reporting to the nursing staff any requests from patients or relatives * Reporting to the nursing staff any complaints of pain, distress etc. expressed by patients * Undertaking training and development of further skills as directed by the Director of Nursing   The HCA must report to and work under the supervision and direction of the nursing staff in relation to all duties / tasks  Nursing staff will allocate duties in accordance with their professional judgement and the HCA’s competence as determined by the registered nurse  The nursing staff must not allocate any duty to the HCA for which he/she has not been trained  Confidentiality:  In the course of your employment you may have access to, or hear information concerning, the medical or personal affairs of patients and/or staff, or other health service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be left in safe custody when no longer required. You will be required to comply with the legislation in respect of the General Data Protection Regulation (GDPR).  **The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.**  **This job description indicates the main responsibilities and duties of the post and is subject to review and amendment to reflect the changing needs of the hospital service. The extent and speed of change in the delivery of health care is such that adaptability is essential. The incumbent will be required to establish, maintain, enhance and develop their professional knowledge, skills and aptitudes in order to respond to a developing service situation.** |
| **Eligibility Criteria**  **Qualifications and/or experience** | 1. **Professional Qualifications, Experience, Etc:**   (a) Candidates must have at the closing date for receipt of applications, hold:  (i) The relevant QQI (formally FETAC) Level 5 qualification  **Or**  (ii) An equivalent relevant health care qualification or a comparable healthcare qualification as outlined in the Quality and Qualifications Ireland (QQI) NARIC Ireland Framework.  **Or**  (iii) Be employed as a Health Care Assistant or a comparable role.  **And**  (b) Candidates must have the personal competence and capacity to properly discharge the duties of the role. **Desirable:** Leaving Cert / Applied Leaving Cert  Experience in a Hospital environment   1. **Age**   Age restriction shall only apply to a candidate where s/he is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs.   1. **Health**   Candidates for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.     1. **Character**   Each candidate for and any person holding the office must be of good character. |
|  | With regard to Criterion (i), the listing below has been identified as what is considered relevant health skills QQI (formally FETAC) Level 5\* qualifications:   * QQI Level 5 Healthcare Support * QQI Level 5 Nursing Studies * QQI Level 5 Community Care * QQI Level 5 Health Service Skills * QQI Level 5 Community Health Services   \*(A full QQI/FETAC 5 Major award requires a minimum of 120 credits/8 Modules – Please note a Component Certificate will not suffice.)  **Students currently undertaking a Bachelor of Science in Nursing or Midwifery and have successfully completed Year 2 of the programme at the closing date for receipt of applications will be considered under point (ii) as outline above.** |
| **Post Specific Requirements** | Candidates must have a demonstrable competence and capacity to properly discharge the duties of the role.  Health Care Assistant experience in a Healthcare setting. |
| **Essential Skills, competencies and/or knowledge** | **The Successful Healthcare Assistant must demonstrate the following:**  **Professional Knowledge:**   * Demonstrates evidence of experience working in a Health or Caring Service * Demonstrates awareness of person-centred approach * Demonstrates awareness of role of the Nurse * Demonstrates knowledge of Health & Safety regulations * Demonstrations knowledge of Health Services and role of Health Care Assistant   **Planning & Organising:**   * Demonstrates evidence of effective planning and organising skills * Demonstrates flexible approach to work * Demonstrates ability to work on own initiative * Demonstrates good organisational ability with practical competence   **Team Work:**   * Demonstrates ability to work as a member of a team and make positive contributions to the team * Demonstrates an understanding of one’s own role and the roles of others within the team * Demonstrates respect for other team members * Demonstrates a willingness to participate in change initiatives * Understands the need to be flexible and actively adapt within ones’ own role   **Patient/Customer Focus:**   * Demonstrates ability to work in a patient/customer focused environment * Demonstrates evidence of ability to empathise with and treat patients, babies, relatives and colleagues with dignity and respect. * Demonstrates an understanding of the diversity and cultural and ethnic needs of the service users.   **Communication & Interpersonal Skills:**   * Demonstrate effective communication skills both written and verbal. |
| **Other requirements specific to the post** | The successful applicant will be required to work flexibly in response to changing local/organisational requirements. |
| **Competition Specific Selection Process**  **Short listing / Interview** | Applications should be submitted by completing the hospital’s standard job application form. Application forms and full particulars relating to the post are available on St. John’s Hospital website, Details on this campaign can be found at  <http://www.stjohnshospital.ie/management-and-admistration/recruitment/> or contact the HR department St. John’s Hospital.  Completed application forms to Human Resources Department, St. John’s Hospital. [recruitment@stjohnshospital.ie](mailto:recruitment@stjohnshospital.ie)  **Ranking/Shortlisting/Interview**  A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.  Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| The reform programme outlined for the health services may impact on this role and as structures change the job description may be reviewed.  This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. It is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office. | |



**St. John’s Hospital**

**Health Care Assistant**

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| **Tenure** | The appointment will be Permanent and Whole Time.  A panel may be formed from which Permanent/temporary whole-time posts may be filled.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004. |
| **Remuneration** | The salary scale for this post is in accordance with HSE approved salary scales,  01/06/2024 grade code 6075:  €33,934; €35,383; €36,910; €37,316; €38,313; €39,175; €40,417; €41,704; €43,039  New appointees to any grade start at the minimum point of the scale. Increment credit will be applied for recognised relevant service in Ireland and aboard (Department of Health Circular 2/2011) Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard working week applying to the post is: **39** hours delivered on a 5 over 7-day roster including days/nights and weekends. The nature of the post may involve/require attendance at the Hospital outside of scheduled hours.  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave entitlement is in accordance with St. John’s Hospital/HSE approved leave entitlements. |
| **Superannuation** | All pensionable staff become members of the pension scheme. |
| **Probation** | Employment will be probationary for the first six months, during which time the Department Head will carry out periodic probation assessment reviews. The appointee will cease to hold office at the end of or during the probationary period unless during such period the Hospital has certified that their service is satisfactory |
| **Mandatory Training and Health and Safety at Work Act** | The post holder is obliged to fulfil mandatory training requirements in line with this post. All staff must comply with all Hospital Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (2005), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors |
| **Children First Act** | Schedule 2 of the Children First Act 2015 specifies that this post falls under the classes of persons as “Mandated Persons” for the purpose of the Act. As a mandated person, under the legislation you are required to report any knowledge, belief or reasonable suspicion that a child has been harmed, is being harmed, or is at risk of being harmed. It is a requirement of this post that you complete the HSELand training in relation to Children First and any other training the Hospital deems appropriate in this regard |
| **Uniform** | The appointee will be required to comply with and actively promote the existing dress code regulations.  The appointee will also be required to wear an identity badge in line with existing conditions. |
| **Sick Leave** | There is a discretionary sick pay scheme, details of which are available from the Human Resources Department. Sick pay is contingent on full cooperation and compliance with the Hospital’s absence management procedures. |
| **Place of residence** | The person appointed will be required to reside within a reasonable distance of the Hospital. |
| **GDPR** | The post holder is obliged to adhere to General Data Protection Regulations 2018. All staff who have access to patients’ care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Hospital’s Confidentiality Policy. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with FOI and GDPR 2018. Hospital policies and procedures at all times. Details of the Hospital’s policies are available on the intranet |
| **Infection Prevention and Control** | The post holder is obliged to adhere to Hospital policies and procedures relating to Hand Hygiene and Infection Prevention and Control and to assist in undertaking hand hygiene audits as required. |
| **Proficiency in the English Language** | Fluency in the English language is a requirement of this role.  Proficiency in spoken English is assessed during the interview process. |
| **Termination of Employment** | One months’ notice in writing, on either side, except in circumstances where the Hospital authority is of the opinion that the holder of the office has failed to perform satisfactorily the duties of his/her office or has misconducted himself/herself in relation to such office or is otherwise unfit to hold office.  The mandatory retirement age for new entrant staff in employment in the public service after 1st January 2013 is 70 years.  All other appointees in accordance with HR Circular 029/2018 who have not already reached their retirement age before 26th December 2018 will have the choice to work beyond the age of 65 to age 70 if they so choose |