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| **Job Title and Grade** | **Health Care Assistant (HCA) *(Grade Code 6075)*** |
| **Competition Reference** | *To be completed by Recruiter* |
| **Closing Date** | *To be completed by Recruiter* |
| **Proposed Interview date(s)** | *Insert proposed date of interviews* |
| **Taking up Appointment** | A start date will be indicated at job offer stage |
| **Location of Post** | Insert location  There is currently xx permanent / specified purpose / part time / whole-time vacancy available in xxxxxxxxxx  A panel may be formed as a result of this campaign for Health Care Assistant from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Please provide name & contact details for person who will deal with informal enquiries. |
| **Details of Service** | * *What service does the unit provide* * *What client group is served by the unit* * *What are the possible future developments for the service* * *What is the team structure?* * *What area is covered by this service?*   *There is no limit to the text that can be inserted here. Please use this section to highlight the service and generate interest in the service and job being recruited for.* |
| **Reporting Relationship** | The post holder working within the Public Health Nursing (PHN) team in Primary Care will report to the Assistant Director of Public Health Nursing/Director of Public Health Nursing or their delegated officer.  The post holder working within the Palliative Care Services team and Hospices Care Teams will report to the Assistant Director Of Nursing/Director of Nursing or their delegated officer.  The role of the HCA is to support the delivery of patient care under the supervision and direction of qualified nursing personnel (Shannon et al., 2001). |
| **Key Working Relationships** | Health Care Assistant will work as part of a primary care team reporting to the Assistant Director of Public Health Nursing/Director of Public Health Nursing or their delegated officer, performing duties as delegated by the RGN/PHN and/or PHN. |
| **Purpose of the Post** | To assist with the delivery of patient care under the supervision and direction of Nursing or other Professional Staff.  “Healthcare assistants provide assistance, support and direct personal care to patients and residents in a variety of healthcare settings such as hospitals, clinics, nursing homes, aged care facilities, as well as community and domestic settings. They generally work in support, or under delegation, direction and supervision, of health professionals. They support multi-disciplinary teams in the delivery of high-quality care.” - International Standard Classification of Occupations (ISCO). |
| **Principal Duties and Responsibilities** | Duties appropriate to the Health Care Assistant, may vary depending on the care setting.  The Health Care Assistant role involves:   * The duties outlined hereunder * Any other duties that may be necessary in the context of specific situations.   **Core Responsibilities**  *The Health Care Assistant will:*   * Carry out baseline clinical observations under delegation of the Nurse in charge; recording of blood pressure, taking of pulse, taking of temperature and urinalysis. Required training in Activities of Living Patient Care minor module must be completed. * Assist under the direction of the Community Registered General Nurse (CRGN)/ Public Health Nurse (PHN) in the provision of quality service by promoting and adopting the Health Service Executive’s philosophy of care, working in line with national and locally devised policies and regulations. * Demonstrate motivation and appreciate the importance of providing a quality service for patients and the public. * Respect patients/resident, their families and colleagues as individuals showing dignity, courtesy and professionalism at all times. * Act as an advocate for patients. * Actively promote the participation of patients in their own care, and encourage as much independence as possible. * Maintain the confidentiality of all information made available to him / her during the course of his / her work. * Demonstrate good interpersonal skills and be able to work as part of a team. * Promote a culture that values diversity and respect in the workplace.   **Quality and Safety**  *The Health Care Assistant will:*   * Support the implementation and evaluation of quality standards and improvement initiatives * Work within own role, adhering to current legislation, policies, procedures protocols and guidelines * Undertake assigned duties under the direction of a CRGN/PHN in such a way as to ensure that care is of a high standard * Report all complaints in accordance with service policy * Ensure all actions support the enhancement of a person-centred service and a person-centred culture within the team * Co-operate with quality reviews /service evaluations and assist with the implementation of any necessary corrective action.   **Health & Safety including Maintaining a Safe Environment :**  *The Health Care Assistant will:*   * In accordance with Health and Safety at Work policy, observe all rules relating to Health and Safety and Conduct at Work and to use any equipment provided in a safe and responsible manner. * Understand and adhere to all relevant HSE policies, guidelines, and procedures, comply with health and safety, infection control and risk management procedures, comply with statutory obligations. * Report any accidents, near misses, incident or potential incident to the person in charge which may compromise the health and safety of patients / clients / residents, staff or visitors and take appropriate action including completion of near miss / incident forms. * Attend training courses as required. Only undertake any duty related to patient / client / resident care for which he / she is trained. * Maintain a strict code of personal and general hygiene in the workplace as per work schedules and existing policies and procedures.   + Present to work wearing the agreed attire, footwear, and identification, having regard to the highest standard of attire and personal hygiene. This includes not having possession of personal mobile phones while delivering patient care. * Conduct his / herself in a manner that ensures safe patient / client care. Participates in maintaining a safe environment for patients, visitors and staff by ensuring vigilance in identifying potential hazards and by taking the necessary steps to remove such hazards.   These steps will include:   * + Report broken or unsafe items that need repair and take them out of circulation as required   + Move, or assist in moving, equipment and/or furniture as necessary.   + Attending to the hygiene (disinfecting and cleaning) of equipment such as I.V. stands, infusion pumps, hoists, beds, patient chairs, commodes or other equipment.   + Be responsible for the appropriate storage and infection prevention of patient/resident equipment on the centre.   + Assist in keeping all centre areas clean and tidy.   + Assist in the disposal of clinical waste according to Primary Care policies.   + Washing and making up beds and bed side chairs and table top when necessary.   + Prepare centre and bed areas for the reception of new patients.   + Returning trays and equipment to proper storage areas.   + Attend to spillages when necessary as quickly as possible to prevent accidents.   + Be aware of fire risks, and minimise same where possible. Be aware of fire exits, keep free from obstructions, attend mandatory fire training and participate in fire drills.   + Provide support for patients who require enhanced care.   + Assist patients with mobility and reduce the risk for patients who are disorientated when moving around.   + Assist visitors to prevent them falling or injuring themselves.   **Education & Training**  *The Health Care Assistant will:*   * Attend induction and mandatory in-service education. * As directed, participate in the induction of new staff. * Participate in team based development, education, training and learning. * Participate in appraisal and the development of a personal development plan in conjunction with his / her line manager. * Ensure knowledge and skills are updated to maintain safe standards of care for patient.   **Communication and Teamwork :**  Effective communication is a core skill required by Health Care Assistants. These skills will be used to provide a caring service to the public in a courteous and effective manner.  *The Health Care Assistant will:*   * Operate in accordance with the values of the HSE. These values include integrity and openness, respect and support, caring and loyalty to the organisation (Dignity at work Policy). * Deal courteously with patients, their family, with visitors, other healthcare workers and with anyone whom they come in to contact in the course of their duties. * Demonstrate a range of listening skills appropriate to the context of patient, visitor and centre situations. Be perceptive in interpreting non-verbal communication. Communicate effectively with patients taking into account their differing levels of ability to understand and their condition. * Use a range of communication methods to exchange information with nursing staff. Direct all enquiries about a patient’s condition to a member of the nursing staff. This includes both telephone and verbal inquiries. Report to nursing staff any requests from patients or relatives and any complaints of pain and distress expressed by the patients. Complete records accurately. * Report to nursing staff any changes in the patient’s physical and emotional condition or behaviour using ISBAR or similar communication framework/communication tool as per local policy. Required training in the communication framework/communication tool must be completed. * Communicate effectively with all grades of staff and disciplines contributing to effective team working. Respect culture and diversity within the team. Strive to foster good working relationships within the team including handling conflict. Work effectively and co-operatively with colleagues in all disciplines. Develop and maintain good interpersonal relationships. * Participate and contribute to the team including handovers/meetings /care planning, as appropriate on service related issues. Contribute to the development of a multidisciplinary assessment and care plan, and assist in its implementation and evaluation in consultation with the Nurse, patient and family as appropriate. * Participate in maintaining a physical environment that communicates peace, comfort and caring to patients and their families.   The HCA has important obligations in relation to maintaining confidentiality. This applies to information accessed through interactions with patients and their relatives or through interactions with other staff. However, there is also an obligation to report to the nurse in charge, or other relevant authority any information that may indicate the potential of harm occurring to any person.  **Breathing:**  Report any signs of distress or change in patients breathing pattern to the CRGN/PHN immediately. The Health Care Assistant will assist the Nurse in positioning the patient to assist breathing.  *The Health Care Assistant will:*   * Recognise signs of distressed breathing in patients and report these to the Nurse. Required training in Activities of Living Patient Care minor module must be completed. * Assist with positioning the patient to make breathing easier and more effective. * Maintain a calming and relaxing atmosphere for the patient/resident.   **Eating and Drinking**  The Health Care Assistant has a significant contribution to make in helping patients meet their needs for food and drink.  In the context of patient care and under the direction of the Nurse,  *The Health Care Assistant will:*   * Prepare the eating environment if applicable by removing any clutter prior to meals and making it as aesthetically pleasant as possible. (for example removing commodes, urinals and sputum containers) * Assist patients at mealtimes and ensure patients individual needs are met e.g. toilet assistance before and after meals if required and to wash their hands as appropriate * Liaise with the patient /family and the CRGN/PHN to source alternative diet if offered meals are not eaten. * Encourage patients to drink plenty of fluids and making this possible by offering refreshing drink frequently. * Ensure all information is given to the CRGN/PHN in a timely manner.   **Elimination:**  The Health Care Assistant will assist with patients elimination needs as appropriate.  *The Health Care Assistant will:*   * Supervise patients in the toilet and bathrooms when this is necessary and appropriate * Assist patients on bedpans or commodes or assist the CRGN/PHN in doing this * Attend to patients post elimination hygiene needs and promote good hand washing. * Assist the patients with incontinence wear as required. * Measure and record volume of urine eliminated as directed by nursing staff. Required training in Activities of Living Patient Care minor module must be completed. * Empty urinals recording volumes as directed * Empty urine drainage bags and other drainage bags as required and measure volumes and record value as appropriate * Taking care of patients clothing which may become soiled * The Health Care Assistant will strictly adhere to the standard precautions identified in the infection control policy so as to prevent spread of infection when dealing with human waste products.   **Personal Cleansing and Dressing:**  The Health Care Assistant contributes to patient comfort and maintenance of personal dignity by assisting them, when necessary with personal and intimate care and dressing activities.  These may include;   * Bed bathing patients or assisting patients to shower where necessary. * Helping with or performing oral care * Shaving patients when necessary * Helping patients to dress and groom. * HCA report any changes in skin integrity to CRGN/PHN. * Carry out assigned and delegated responsibilities involving direct care and all activities of daily living under the supervision of the CRGN/PHN i.e. to assist patients maintain standards of personal hygiene, dietary intake, physical, mental health and any other personal needs.   **Controlling Body Temperature:**  The HealthCare Assistant will assist in maintaining patient comfort and body temperature within normal ranges in the following ways;   * By offering extra blankets or removing them as requested by the patient or by the CRGN/PHN * All changes in the patient’s temperature and subsequent interventions must be immediately reported to the CRGN/PHN to alert the possibility of deterioration in the patient’s medical condition. Required training in Activities of Living Patient Care minor module must be completed.   **Mobilising:**  The Health Care Assistant will help patients to maintain or regain their independence by assisting them to mobilise in the following ways;   * Assist patients with walking when it is appropriate * Position patients comfortably and in a manner that enables mobility either in bed or on a chair * Assist with repositioning the patient in bed and documenting same. * Assist patients with aids that enhance opportunities for mobility in consultation with the CRGN/PHN * Participate in moving or handling patients as directed and according to primary care policy * 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 Health Care Assistant role. This may include;   * 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 comfort measures for the person as directed by the nursing staff. These may include frequent small sips of fluid, sponging off a warm forehead or adjusting pillows or bedclothes and assisting the team in the repositioning the patient.   **Collaboration in Other care /care area Activities**  The efficiency and effectiveness with which a care provider can meet the needs of its clients depends on how well all the staff work together as a team. The Health Care Assistant is a key member of the Public Health Nursing care team, and may be requested to undertake some activities that are indirectly related to patient care.  They may include:   * Checking care area stocks and listing those that need reordering * Restocking as required * Maintaining orderly storage of supplies   **The above Job Specification 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.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | 1. **Professional Qualifications, Experience, etc** 2. **Candidates must have at the closing date for receipt of applications:** 3. The relevant health skills QQI (formerly FETAC) level 5 qualification.   **OR**   1. An equivalent relevant health care qualification or a comparable healthcare   qualification as outlined in the Quality and Qualifications Ireland (QQI) NARIC  Ireland framework.  **OR**   1. Be currently employed as a Health Care Assistant or a comparable role.   **AND**   1. Candidates must have the personal competence and capacity to properly discharge the duties of the role. 2. **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**   Candidates 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 QQI (formerly FETAC) Level 5\* Major Award in Healthcare 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.) |
| **Post Specific Requirements, additional qualifications and/or experience required** | * *This section may be used to include educational or experience requirements that are deemed necessary for a specific post in a specific location. Fluency in Irish where it is established that this is an essential requirement in delivering the service.*   *If service requires any post specific requirements/additional qualifications e.g. sector specific QQI level 5 minor module, it has to be listed as desirable so as not to preclude applicants from shortlisting.* |
| **Other requirements specific to the post** | *Please outline the specific criteria that are specific to the post, e.g. access to transport as post will involve frequent travel, participate in an on-call rota.* |
| **Skills, competencies and/or knowledge** | ***Demonstrates the following***  **Professional Knowledge**   * + Demonstrates evidence of experience working in a Health or Caring Service   + Demonstrates awareness of person centered approach   + Demonstrates awareness of role of the Nurse   + Demonstrates knowledge of Health & Safety regulations   + Demonstrates 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   **Teamwork**   * + Demonstrates ability to work as a member of team and make positive contributions to that 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**   * + Demonstrates effective communication skills both written and verbal |
| **Competition Specific Selection Process**  **Shortlisting / Interview** | Short listing may be carried out on the basis of information supplied in your application form. The criteria for short listing 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. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.  Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.  The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.  The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition.  For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/> |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).  The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.  The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| 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. | |

**HEALTH SERVICES EXECUTIVE**

**Terms and Conditions of Employment**

**Health Care Assistant**

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| **Tenure** | The current vacancy available is **permanent/temporary** and **whole time/part-time.**  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration** | The Salary scale for the post is: **PLEASE INSERT (Pro Rata - part-time)**  **PLEASE INSERT the most recent salary scales for the role and grade code.**  New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (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 to be confirmed at Job Offer stage.  **Please include the following paragraph for posts that traditionally worked 9-5, Monday to Friday. Do not include for nursing and other posts that are required to work shifts over a 7-day week.**  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 associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the centre/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |

**\*\*\*\*\*\*\*Helpful Reminders\*\*\*\*\*\*\***

**1) Please remember to delete any prompts and / or tables (in dark blue) in the sections above**

**2) Ensure all fonts are now in black**

1. A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

   2 See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)