



JOB DESCRIPTION	
Job Title	Senior Healthcare Assistant
Reports To	Together Team Leader, Clinical Services Director
Location	Devon
Hours	35 hours per week
Salary	Level 4
Date Updated	March 2021

JOB PURPOSE

The post-holder is responsible for:

1. Undertaking the role of senior healthcare assistant, abiding at all times by EDP, and national restrictions; regulations, policies and procedures applicable to this role.
2. Supporting and assisting the clinical team in the provision of a range of healthcare assessments and treatments under the direction and supervision of qualified members of clinical staff.
3. Undertaking clinical supervision.
4. Delivering treatment to the highest standards of care under the supervision of the Line Manager or Clinical Leads and to take part in the development, implementation and evaluation of clinical interventions.
5. Implementing agreed policies and clinical standards as part of a multi-disciplinary integrated team.
6. Working closely with stakeholders, both statutory and voluntary, working sensitivity when adapting to the changing needs of the service.
7. Providing harm reduction support, information and advice to individuals in relation to substance misuse.
8. Working in collaboration with partners and stakeholders to support engagement and improve access to appropriate services for our clients.
9. Support colleagues in relation to detoxifications.
10. Providing relevant clinical interventions to service users in line with service provision.
11. Holistically assessing the health and well-being of patients, working in partnership with other members of the health care team to ensure a co-ordinated package of care.
12. Delivering vaccination (under a PSD) and blood testing programmes; alongside clear and consistent harm reduction and health promotion to help reduce the number of Hepatitis A (HAV), Hepatitis B (HAB) AND Hepatitis C (HCV) among local injecting drug users.
13. Promoting access to secondary care and ongoing clinical management for HCV+.
14. Initiating onward referrals to partner agencies where necessary.
15. Communicating the service vision and deliver its mission, corporate strategies and business plan.

MAIN DUTIES AND RESPONSIBILITIES

Clinical Delivery (Level 4)

- Delivering Naloxone training and issuing of naloxone.
- Delivering regular Blood Borne Virus (BBV) training, including Dry Blood Spot Test (DBST) training to recovery workers and undertaking DBST as part of their job role. Delivering training for new staff and refresher updates for existing staff.
- Providing support, guidance and oversight to recovery workers undertaking DBST and ensure they fulfil the competencies required for undertaking DBST within their practice.
- Ensuring all BBV test results are relayed to service users in a timely manner and that every effort, within set protocols, is taken to ensure service users receive results.

- Delivering (and/or supporting recovery workers in the delivery of) all positive DBST results to the service users and supporting them with appropriate information and advice, including written information, explaining the care pathway with regards to further assessment and referral to Hepatology Department for access to treatment.
- Ensuring all BBV results are recorded in the service user's electronic record (HALO) and all paper records are kept up-to-date and stored in a secure environment to ensure information governance and confidentiality.
- Ensuring all service users that have tested positive for HIV or HBV are referred urgently to the appropriate services, as per pathways and protocols.
- Undertaking initial assessment of all service users diagnosed with hepatitis C, taking a basic history ready for review by the Hepatology Department.
- After assessment gaining consent to arrange referral to Hepatology Department outreach clinic.
- If required escorting service users to outreach clinic sessions or engaging with peer mentors to carry out this role.
- Support and retain contact with all service users with early liver disease who are to be placed on the HCV Treatment waiting list.
- For service users with moderate to advanced liver disease who are prioritised for treatment, encourage them to attend clinical review at their local hospital, and to attend all necessary investigations prior to treatment.
- If required escort service users to the hospital appointments or engage with peer mentors to carry out this role.
- Assist the Hepatology Department with the care of service users undergoing anti-viral treatment, supporting their compliance with treatment regimens and engagement with treatment monitoring.
- Assist the Hepatology Department with the follow up care post anti-viral treatment, supporting service users' compliance with post treatment monitoring and promoting harm minimisation to prevent re-infection.
- When appropriate assist with taking blood samples necessary for treatment monitoring.
- Undertake Hepatitis B vaccinations as per vaccination schedules, protocols and PSD's.
- Undertake Health & Wellbeing Assessments.
- Notify the lead clinician in the service HUB of any relevant matter concerning the mental or physical health of service users.
- Respond to any medical emergency and offer First Aid to service users.
- Any other reasonable duties as requested by a manager within EDP.

General Responsibilities

Professional

- Undertake statutory and mandatory training as required by the service.
- Pro-actively promote your role within the service.

Administration

- Fully document all aspects of patient care and complete all required paperwork for legal and administrative purposes in accordance with relevant standards.
- Work in accordance with internal administrative systems relating to but not limited to the management of clinical data.
- Send and receive written information on behalf of the service relating to the physical and social welfare of patients.
- Work closely with other clinical staff and managers in the setting up and/or improving of systems for monitoring/measuring performance against Clinical Governance and Quality Indicator targets and work to deliver the SMS contract pertinent to the service.

- Support, contribute to, and participate in external inspections.

Special Working Conditions

- The post holder is required to travel independently between sites, occasionally patients' homes and to attend meetings etc.
- The post holder will have contact with bodily fluids i.e. wound exudates, urine, blood, etc. whilst in clinical practice and must take precautions as required to minimise the risk of infection/contamination using personal protective equipment (PPE).

Vulnerable Adults, Children and Young People

- All members of staff have a duty to safeguard and promote the welfare of vulnerable adults, children and young people in all relevant areas of their work. This will include timely attendance at relevant training events and compliance with the service policies.

Communication and working relationships

- Establish and maintain effective communication pathways with all staff, visitors and stakeholders

Note

This job description is intended to provide an outline of the key tasks and responsibilities. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account developments within the service.

FURTHER INFORMATION

EDP Values

All employees within EDP will be expected to adopt and promote these values:

Belief – We believe people can make it

We firmly believe in everyone's potential. We know that people can and do make remarkable changes.

Respect – How we work is as important as what we do

We will treat everyone respectfully – whether they use our services, work for us or work with us. We are creative, curious and flexible

Partners – We do it together

We see partnerships as the key to better futures for people affected by substance misuse. We develop strong and meaningful partnerships with people who use our services, staff, other agencies, our funders, research bodies and our communities. We will ensure that our services are accessible to all.

Ambition – We focus on recovery and outcomes

We want a world where people are no longer blamed for their substance misuse, no longer socially excluded and are given support to take ownership of and rebuild their lives. We will call for more understanding, more compassion and more resources to make this happen. We will support staff and service users to keep learning and to set and achieve ambitious targets.

Confidentiality

Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.

Data Protection

To comply with current laws in relation to data protection and information governance.

Conflict of duties

All applicants to any post within EDP are required to declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with EDP. Failure to do so may result in an application being rejected or dismissal after appointment.

Equal Opportunities and Diversity

To ensure that all service users, their partners, colleagues are treated as individuals within EDP's Diversity and Equality framework

Health and Safety

You are required to comply at all times with the requirements of the Health and Safety regulations. You are responsible for taking reasonable care with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself. You are required to comply with EDP policies at all times.

PERSON SPECIFICATION

All criteria are Essential unless otherwise indicated

Attributes		Criteria
1. Experience (through paid or voluntary work)	1.1	A successful track record of delivering a range of healthcare interventions.
	1.2	Demonstrable experience of clinical/health assessment, care planning and management and evaluation of care.
	1.3	Evidence of peer group or working within a multi-disciplinary team.
	1.4	A successful track record of delivering healthcare interventions in a community setting (desirable).
	1.5	Clinical experience in more than one specialty including substance misuse (desirable).
	1.6	Devising and delivering immunisation and vaccination programs (desirable).
	1.7	Safer injecting techniques and philosophy of harm minimisation in drug treatment work (desirable).
	1.8	Dealing with physical health issues associated with injecting drug users and appropriate clinical interventions (desirable).
2. General and Special Knowledge	2.1	A knowledge and understanding of policies related to the safeguarding of children and vulnerable adults.
	2.2	A strong understanding of/commitment to multi-disciplinary working and working in partnership with other organisations.
	2.5	Awareness of knowledge of own accountability and autonomous practice.
	2.6	Infection Control measures.

	2.7	An understanding of models of recovery, and the role of the community in supporting recovery (desirable).
	2.8	Dealing with physical health issues associated with injecting drug users and appropriate clinical interventions (desirable).
	2.9	Evidenced ability to reflect on own practice and use a range of feedback mechanisms/information to improve quality of care offered.
	2.10	Service user focus.
	2.11	Knowledge of dealing with difficult people and personal safety (desirable).
	2.12	Knowledge and understanding of group work (desirable).
	2.14	BBV testing and treatment (desirable).
	2.15	Detoxification processes and practice (desirable).
	2.16	Immunisation programs (desirable).
3. Qualifications and Training	3.1	NVQ Level 3 in Health & Social Care or equivalent.
	3.2	Basic Life Support.
	3.3	Evidence of developing self through continuing development.
	3.4	Qualified to perform immunisation and vaccinations (desirable).
4. Skills and abilities	4.1	Ability to deliver consistently high quality health care.
	4.2	Excellent interpersonal and communication skills.
	4.3	Excellent time management & organisational with the ability to manage competing/conflicting demands.
	4.4	Excellent IT skills & awareness linked to the use of Microsoft Windows software.
	4.5	Ability to communicate effectively and work well with colleagues, ensuring healthcare plans align with recovery plans.
	4.6	Ability to deal with emotional content of sessions and constructively challenge abusive, aggressive or discriminatory attitude and behaviours.
	4.7	Ability to develop constructive therapeutic alliances with service users whilst maintaining professional boundaries.
	4.8	Ability to maintain high quality and defensible case records and documentation, within deadlines.
	4.9	Ability to negotiate and work jointly with colleagues in the pursuit of appropriate clinical interventions and recovery treatment for individuals.
	4.10	Commitment to continuous development, and to share specialist knowledge.
	4.11	Ability to work effectively, flexibly and adaptably as a team player in a collaborative and supportive manner.
	4.12	Good clinical judgement and decision making skills.
	4.13	Maintains a positive attitude to work demands.
	4.14	Consistently able to work effectively and respectfully within a multidisciplinary team.
	4.15	Ability to understand the limits of his or her competencies and the wisdom to seek advice when these are reached.
5. Additional Factors	5.1	Ability to travel across the service area.
	5.2	Demonstrates continual development and lifelong learning.
	5.3	A commitment to equality of opportunity, valuing diversity, and anti-discriminatory practice, reflected in professional relationships with service users, colleagues and the public.
	5.4	A desire to work within, and contribute to, a culture that is positive, dynamic, forward thinking and outcomes-focused.
	5.5	A non-judgmental attitude towards people affected by substance use.