Healthcare Assistant (HCA)

## Job details

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| Job title: | Healthcare Assistance (HCA) |
| Department: | Basildon and Brentwood (Serious Mental Illness Health Check Service) |
| Location: | Basildon and Brentwood Primary Care Networks |
| Reporting to:  (job title only) | Service Lead/Manager |
| Accountable to:  (where applicable) | Service Lead/Manager |
| Job purpose: | - The HCA will liaise closely at all levels within the teams.  - To embrace any new ideas with confidence and enthusiasm that will take the  practice forward.   * To carry out annual physical healthcare checks for individuals on the Serious Mental Illness (SMI) register * To provide information, advice or signposting to support patients’ physical health and wellbeing * To support GP practices in Basildon and Brentwood area to achieve their Quality and Outcomes Framework (QOF) targets relating to mental health patients on the SMI register |
| Role and Responsibilities: | * To carry out a series of physical health checks including: smoking status, alcohol intake, sleep, diet, exercise, substance misuse, BMI, waist circumference, blood pressure, glucose, cholesterol * To offer advice and support in relation to health and wellbeing * To interpret and act upon information obtained from the physical health assessment, in accordance to scope of practice, seeking advice if necessary * To record and submit physical healthcare data via electronic patient recording systems – SystmOne * The HCA will work autonomously in accordance with specific practice guidelines and protocols in relation to carrying out physical health care checks * To engage in training as appropriate to the role * Observe current health and safety working practices * Effectively use supervision to continually inform current practice * Adhere to code of conduct and standards of proficiency as outlined by Vita Health Group * Conduct clinical audit, routine outcome monitoring and reporting to inform evidence-based practice and service development changes * To lead on and implement service delivery changes supported by the service manager where necessary * To work autonomously and as part of a multi-disciplinary team * Maintain high standards of clinical record keeping * To work in collaboration with the service and key stakeholders to ensure the service is effective, safe and accessible to service users   Any other reasonable request as required |
| Additional information: | Travel is an essential part of this role. Occasional overnight stays may be required, so a full clean driving licence is desired.  VHG have highly successful services and value our clinical staff who are offered regular training and supervision to maintain a high performing workforce and achieve the best results possible for our clients |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * NVQ/QCF in Health and Social Care   or   * Certificate in Community Mental Health   or   * Associate Practitioner Training and/or HCA care certificate | * Diploma in delivering health care assistant interventions in primary care/community * Associate Practitioner Course |
| **Experience** | * Experience of working with people who experience physical and/or mental health problems * Experience of using electronic patient recording systems * Worked in a service with agreed targets in place demonstrating clinical outcomes * Experience of working autonomously as well as part of a team | * Experience of carrying out physical health checks * Experience of providing wellbeing/healthy living advice and support * Experience of working with people who have Serious Mental Illness (SMI) * Experience of within a primary care/community settings * Experience of using SystemOne * Experience of using psychologically informed therapeutic interventions – relaxation training, problem-solving |
| **Skills/knowledge** | * Understanding of how mental health and physical health factors interrelate and influence wellbeing * IT literate – intermediate level minimum – ability to use multiple patient-record systems * Demonstrates high standards in written and verbal communication * Ability to manage own caseload and time |  |
| **Personal competencies and qualities** | * Compassionate, kind and caring towards others * Excellent verbal and written communication skills * High level of enthusiasm and motivation * Ability to work individually or within a team and foster good working relationships * Ability to work under pressure and be adaptive * Excellent time management skills * An awareness of and commitment to supporting and facilitating diversity and inclusion * Ability to travel to locations throughout the organisation as required * To embrace new ideas with confidence and enthusiasm that drive service development and improvement | * Car driver |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
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