


Document Title:	Healthcare Assistant – Job Description	Document No:	102/16F10	
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Role Summary: Support and assist residents enabling them to fulfil their activities of daily living ensuring that residents are encouraged to be as independent as possible. Establish and maintain relationships with residents that are based on respect and equality.

Reports to: Person in Charge or delegated person and will work under the direct supervision of the Nurse in Charge.

<u>Vision</u>		<u>Core Purpose</u>
To be the best national provider of residential care for the older person. To be a place to work where everyone can excel.		Working together, we strive to maximise the wellbeing of those in our care.
<u>Values</u>		
Teamwork We combine our unique strengths to achieve our core purpose.		Warmth We are welcoming, kind and homely in our work and interactions.
Energy We look for new and innovative ways to maximise the wellbeing of those in our care.		Empowerment We support and encourage everyone to fulfil their potential.
Advocacy We respect and promote the rights and welfare of those with whom we interact.		Empathy We aim to understand how others may be thinking or feeling.
<u>Key Competencies - Attributes</u>		
1.	Professional Competency	A high standard of suitability is necessary to effectively discharge the duties of the role in line with legislation, best standards & practices, Sonas Values, Code of Conduct and Policies & Procedures.
2.	Leadership	Support and mentor employees, give colleagues recognition, share information and best standards & practices. Help others when additional assistance is required; increased workload, short staffed and facilitate colleagues in time of need.
3.	Organisational and Time Management	Manage, prioritise and organise workload effectively and efficiently within given timeframes. Timely and accurate information provided to management team, colleagues, healthcare professionals, residents and their families.
4.	Interpersonal Skills	Excellent English language verbal and written skills. Understands the importance of verbal and nonverbal communication – 7% words, 38% emotions/tones and 55% body language.
5.	Change Processes	Open, embrace and adapt to change smoothly. Help others to manage the emotional impact of change.
6.	Problem Solving & Decision Making	Identifies problems & uses facts and data available in solving problems within the bounds of their responsibility, accountability, authority & ability. Consults with management if required.
7.	Customer Service	Always strives for excellence. Ensures current best standards and practices are followed at all times. Open to complaints and feedback.
8.	Delegation	Embrace additional responsibility and duties in order to gain new skills and knowledge. Participate and consult with management on decision making. Assist colleagues to gain new skills and grow in their roles.

Duties & Responsibilities will include but not limited to:

- Support and assist residents enabling them to fulfil their activities of daily living ensuring that residents are encouraged to be as independent as possible.
- Deliver a high standard of person-centred care ensuring all practices reflects the privacy, dignity and respect of our residents and underpins all the basic values that contribute to an excellent quality of life.
- Establish and maintain relationships with residents that are based on respect and equality.
- Promote, encourage and practice the ethos of person-centred care.
- Participate in organising and carrying out social outings and in-house activities.
- Maintain resident's dining rooms, living areas and bedrooms in a neat, presentable and hygienic state.
- Support and assist the management team during internal and external audits/inspections.
- Must be available to work various day, night and weekend shifts when required.

Education & Qualifications:	Skills and Experience:
<ul style="list-style-type: none"> • Must have completed full FETAC/QQI Major Award Level 5 in Healthcare or related field. • Modules completed in Care of the Older Person, Infection Prevention & Control, Nutrition and Palliative Care Support are desirable. • Current and valid CPR, Dementia, Infection Control, Manual and Resident Moving & Handling & Safeguarding of Vulnerable Adults Certificates (training can be provided if required). 	<ul style="list-style-type: none"> • Previous working experience in care of the older person within a residential care home setting is desirable. • Possess a high regard for and practice good health and safety procedures at all times. • Passionate about delivering outstanding care to older people and be a committed, patient and caring person with a sense of humour and a positive outlook on life.

General:

- Comply and adhere to the Sonas' Values, Code of Conduct & Policies and Procedures.
- Attend and participate in training and assessments as required to refresh or gain new knowledge/skills.
- Due to the nature of our business, flexibility with rostered days and hours of work is required.

Dress Code:

- The nature of our business requires a high degree of cleanliness and hygiene; employees should keep a professional appearance and ensure they wear the appropriate uniform/clothing/PPE at all times.

Health Safety Environment Quality:

- A candidate for and any person holding the office must be of good character and free from any defect or disease which would hinder them unsuitable to hold the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.
- Promote and maintain a positive HSEQ culture and safe work environment in conjunction with the Sonas Health & Safety Statement.
- Report all accidents and/or incidents involving residents, staff or the public as per Sonas policy.
- Proactively engage in all quality initiatives while ensuring best practice standards are promoted and maintained.
- Ensure all written documentation is accurate, timely and legible; keeping all records up to date.

Acceptance of Terms & Conditions of Job Description:

The above duties are not exhaustive and you may be allocated project work/other duties outside the scope of this job description. You are expected to be fully professional and flexible in this regard and complete all tasks directed. The work of Sonas is by its nature, flexible and likely to change. Therefore this Job Description will be reviewed regularly and may be amended in line with the needs / demands of the work.

I understand that this job description and the details contained therein form part of my terms and conditions of employment with the Employer, and I hereby acknowledge receipt of this job description, which I have read, understand and agree to accept.

Employee Name (Print):

Employee signature:

Date:

One copy to be retained by employee, a signed copy to be placed on employee's file.