



**Health Care Support Assistant (formerly Home Help)
Job Specification & Terms and Conditions**

Job Title and Grade	Health Care Support Assistant (Grade Code. 6494)
Campaign Reference	NRS11038
Closing Date	Thursday 28 th October 2021 at 12 noon
Proposed Interview Date (s)	Interviews will be held after the closing date. Each eligible applicant will be notified of their interview date and time.
Taking up Appointment	Start dates are dependent on vacancies, therefore some jobs will have an immediate start date, and others will occur at various times throughout the lifetime of the panel.
Location of Post	Supplementary panels are being formed by county for: <ul style="list-style-type: none"> Community Healthcare Kildare & West Wicklow (CHO 7) – for the areas of Kildare, West Wicklow only
Details of Service	The HSE Home Support Service for Older People works in partnership with service users and their families to support them to remain in their own homes for as long as possible. The Home Support Service is a 7-day service which may include evening, night-time and weekend cover and provides essential support to family carers. The purpose, level and range of care and supports are designed in a personalised way and will change according to the changing assessed needs of the person.
Reporting Relationship	Health Care Manager
Purpose of the Post	<p>To enhance quality of life and wellbeing for primarily older people by providing access to integrated care and support that is planned around their needs and choices, supporting them to live well in their own homes and communities.</p> <p>The Health Care Support Assistant (HCSA) is a key member of the multi-disciplinary team responsible for the provision of a quality service to support people in the community to remain in their own home for as long as possible.</p> <p>The HCSA provides the assistance, support and direct personal care required to maximise the independence and wellbeing of service users. They work under delegation, direction and supervision, of health care professionals: -</p> <ul style="list-style-type: none"> To look after the physical, emotional, cultural and psychosocial needs of service users using a person centred approach To observe and promote service user's choice, independence, dignity, privacy, fulfilment and other rights To create and maintain good professional relationships with service user's, their carer, family and friends and other team members To adhere to all Health Service Executive policies, procedures and guidelines. To promote a positive, personal and professional profile, ensuring the good reputation of the HSE at all times.
Principal Duties and Responsibilities	Service users may require assistance in some or all activities of daily living (ADLs) and instrumental activities of daily living (IADLs) as identified by an individualised care needs

assessment. The primary role of the Health Care Support Assistant is to assist in the implementation of the service user's individual care plan.

Duties will vary depending on the assessed needs of the service user and may include the following functions:

Care Provision

- To provide personal care and support to service users with a wide range of assessed needs, illnesses and disabilities.
- To know and understand the care and support needs of the service user.
- To deliver the care detailed in the service user's care plan using a person centred enabling approach.

To assist service users with the activities of daily living (ADLs) and instrumental activities of daily living (IADLs) as indicated by the service user's care plan, including but not limited to:

- Personal care and hygiene e.g. bathing, dressing and showering.
- Maintain skin integrity.
- Assist with continence care.
- Assist with mobility and exercise programmes, as directed by the service user's care plan.
- Provide medication prompts as directed by the service user's care plan.
- Assist with eating and drinking.
- To support the service user's social needs as well as physical care needs as set out in the individual care plan i.e. supporting participation in meaningful social activities including: maintaining interests, hobbies, and roles that are important to the person.
- On occasion accompany the service user in activities outside of the home where such assistance is central to improving or maintaining function, independence and wellbeing as directed by the service user's care plan.
- Domestic cleaning specific to service user as directed by the Health Care Support Manager where non-performance of such duties impacts on the health & safety and well-being of the individual. The HCSA will, where appropriate, assist the person with these tasks i.e. 'doing with' rather than 'doing for' where such assistance is central to improving or maintaining function, independence and wellbeing for the service user.

General

- To work as part of the multi-disciplinary team in order to deliver Home Support Services.
- To provide the highest quality care by delivering support in a manner which is sensitive to the service user's culture, disability, race, age, sexuality, marital or civil partnership status, transgender status or religion/belief.
- Be courteous and helpful to service users and their carer's at all times ensuring respect for each person's dignity, confidentiality and individuality.

Recording and Reporting

- To complete and maintain a daily work schedule as part of the overall care plan.
- To maintain appropriate records to meet the needs of the service, observing and promptly reporting back any changes or concerns in the service user's circumstances or condition.
- To regularly read care and support plans, acknowledging changes.

- To continue to monitor where concerns have been reported and recorded.
- To recognise the signs of abuse and immediately report abuse or suspected abuse.
- To report any complaints to their line manager
- To ensure that timesheets are accurate and submitted on time.

Communication and Team Work:

- Ensure all actions support the enhancement of a person-centred service and a personal-centred culture within the team.
- Maintain good communication and develop effective working relationships with service users, carers and other team members.
- Communicate effectively with service users taking into account their differing levels of ability to understand and their specific care needs and condition.
- Report to the line manager any changes in the service user's physical and emotional condition or behaviour.
- Participate in and contribute to the team including handovers/meetings/care planning on service related issues.
- Co-operate with quality reviews/service evaluations and assist with the implementation of any necessary corrective action.
- Respect diversity within the team.

Risk Management, Infection Control and Hygiene Services

The management of Risk, Infection Control, and Hygiene Services is the responsibility of everyone and will be achieved within a progressive, honest and open environment.

- To adhere to Safeguarding Vulnerable Persons at Risk Policy and Procedure.
- Contribute towards the provision of a safe environment for service users and other team members whilst respecting the service user's choice and rights.
- To adhere to guidelines on PPE and infection prevention and control policies and procedures.
- Apply universal precautions at all times to minimise the risks of cross infection.
- Comply with hygiene service requirements, incorporating environment and facilities, hand hygiene, catering, cleaning, the management of laundry, waste and equipment,
- Work within own role and understand and adhere to all Health Service Executive policies, guidelines and procedures.
- Undertake assigned duties under the direction of the Home Support Coordinator in such a way as to ensure that care is of a high standard.
- Report all complaints in accordance with service policy.
- Maintain a safe and healthy environment for one's own self and others in accordance with infection control policies and procedures.
- Is familiar with and adheres to all waste management policies and procedures.
- Is familiar with the relevant Organisational Policies, Procedures and Standards and attend training as appropriate.
- Foster and support a quality improvement culture in relation to hygiene services.
- To take responsibility for the safe handling of property and equipment belonging to the service user.

Workplace Health and Safety

In accordance with the Health and Safety at work policy, it is each staff member's responsibility to observe all rules relating to health and safety and conduct at work and to use any equipment provided in a safe and responsible manner.

	<ul style="list-style-type: none"> • Understand and adhere to all relevant HSE policies, guidelines and procedures, comply with health and safety, PPE and infection prevention control and risk management procedures, and comply with statutory obligations. • Report any incident or potential incident which may compromise the health and safety of the service user. • Not undertake any duty related to the service user for which he/she is not trained. • Bring to the attention of a responsible person any perceived shortcoming in the safety arrangements or any defects in work equipment. • To observe all health & safety rules and take reasonable care, raising any concerns to the Home Support Coordinator. • To use safely and efficiently, equipment provided in the work place. • To adhere to safe procedures in the movement and handling of service users. <p><u>Confidentiality</u> In the course of this employment, the post may have access to, or hear, information concerning the medical or personal affairs of service users or other health services' business. Such records and information are strictly confidential. Unless acting on the instructions of an authorised officer, on no account must information concerning staff, service users 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 they must be kept in safe custody when no longer required.</p> <p><u>Continued Professional Development</u></p> <ul style="list-style-type: none"> • Be prepared to undertake training/certification as may be required and deemed necessary to meet the requirements of the post going forward. • Ensure that knowledge and skills are updated to maintain safe standards of care for service users. • Participate in appraisal and the development of a performance development plan in agreement with the Home Support Coordinator. • Participate in in-service education and training programmes and avail of other learning activities, as requested, to maintain/develop competence. <p>This job description indicates the main functions and responsibilities of the post and is subject to review and amendment in light of changing circumstances and may include other duties and responsibilities as may be determined from time to time by the designated Line Manager.</p>
<p>Eligibility Criteria</p> <p>Qualifications and/or experience</p>	<p>Candidates must, on the latest date for receiving completed application forms for the office possess:</p> <p>1. Qualification</p> <ul style="list-style-type: none"> (i) Have successfully completed any two of the modules Care Support or Safety & Health at Work or Care Skills as part of a QQI Level 5 Certificate and be willing to complete a Certificate in Healthcare Support at QQI Level 5 (within a timeframe agreed with your Manager) <li style="text-align: center;">OR (ii) A QQI Level 5 Certificate in Healthcare Support <li style="text-align: center;">Or (iii) An equivalent qualification from another jurisdiction <p style="text-align: center;">And</p>

	<p>The requisite knowledge and ability to enable him/her to discharge the duties of the post satisfactorily.</p> <p><u>2. Health</u></p> <p>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.</p> <p><u>3. Character</u></p> <p>Candidates for and any person holding the office must be of good character.</p>
Post Specific Requirements	Experience in a caring role in an informal/formal setting
Other requirements specific to the post	This role may involve travel, access to suitable personal transport to allow the proper discharge of the duties of the post is a requirement for the role.
Skills, competencies and/or knowledge	<p><u>Knowledge & Experience</u></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> • Knowledge of the service provided in the home by Home Support Services. • Knowledge of community care services. • Knowledge of the role of the Home Care Support Assistant in the community. • Knowledge of care of the older person. • Knowledge of care of persons with disabilities. • Experience of housekeeping/cooking. • Experience in a caring role in an informal/formal setting • Shows awareness for actual and potential risk in the work place • Demonstrates knowledge of health and safety procedures e.g. manual handling, PPE and infection control. • A full understanding of the importance of confidentiality in the role <p><u>Teamwork Skills</u></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> • The ability to work on one's own initiative as well as work with a wider multidisciplinary/multi-agency team • Ability to work in a challenging and busy environment • Motivation and an innovative approach to the job within a changing working environment <p><u>Commitment to providing a Quality Service</u></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> • Demonstrates ability to work in a client focused environment. • Demonstrate basic management skills to maintain clean equipment and to maintain a clean and tidy environment. • Demonstrates the ability to maintain confidentiality.

	<ul style="list-style-type: none"> • Demonstrates evidence of empathy and the ability to ensure that all service users are treated with dignity and respect and ensure that the welfare of the service user is a key consideration at all times. • Demonstrates the ability to use sound practical judgement and decisiveness. • Demonstrate understanding of the service user’s diversity, cultural and ethnic needs • Demonstrates a kind, caring disposition and an understanding of the impact of stress on clients, families and carers during illness. • Motivation to fulfil the role and contribute to improving the service. • A core belief in and passion for the provision of high quality care <p><u>Planning and Organising Skills</u></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> • An ability to plan and complete tasks allocated and to organise workload in a methodical manner • The ability to manage competing or unexpected demands and prioritise the most important task at the time. • Ability to plan and complete care allocated in the care plan and to organise workload in a methodical manner and deal with the unexpected should it arise <p><u>Communication & Interpersonal Skills</u></p> <p>Demonstrates:</p> <ul style="list-style-type: none"> • Excellent communication skills to engage with clients, families, carers, and colleagues and maintain the confidentiality of the service. • The ability to understand and communicate effectively with clients who may have communication difficulties
<p>Campaign Specific Selection Process</p> <p>Shortlisting / Interview</p>	<p>A short-listing exercise 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.</p> <p><u>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</u></p> <p>Those successful at the short-listing 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.</p>
<p>Code of Practice</p>	<p>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 Code of Practice sets out how the core principles of probity, merit, equity and fairness might be applied on a principle basis. The Code also specifies the responsibilities placed on candidates, facilities for feedback to applicants on matters relating to their application when requested, and outlines procedures in relation to requests for a review of the recruitment and selection process and review in relation to allegations of a breach of the Code of Practice. Additional information on the HSE’s review process is available in the document posted with each vacancy entitled “Code of Practice, Information for Candidates”.</p> <p>Codes of practice are published by the CPSA and are available on www.hse.ie/eng/staff/jobs in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on www.cpsa.ie.</p>

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 Care Support Assistant (formerly Home Help)
Terms and Conditions of Employment**

Tenure	<p>The current vacancies available are permanent/temporary and whole time/part-time.</p> <p>The post is pensionable. A panel will be created from which permanent and specified purpose vacancies of full or part time duration will be filled. The tenure of these posts will be indicated at “expression of interest” stage.</p> <p>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.</p>
Remuneration	<p>(01/10/20) € 29,062 - € 30,421 - € 31,854 - € 32,234 - € 33,169 - € 33,976 - € 35,141 - € 36,348 - € 37,600</p> <p>€29,062 – €37,600 per annum full-time. Salary is calculated pro-rata to hours worked for part-time.</p> <p>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.</p>
Working Week	<p>As assigned, not greater than 39 hours per week to include out of hours service as assigned by Manager i.e. evening service, weekend duties.</p> <p>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).</p>
Annual Leave	<p>Annual leave is calculated on a pro-rata basis i.e. 8.8% of actual hours worked.</p>
Superannuation	<p>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</p>
Age	<p>The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants.</p> <p>* <u>Public Servants not affected by this legislation:</u> 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.</p>

	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 Persons Reporting Child Abuse Act 1998	As this post is one of those designated under the Protection of Persons Reporting Child Abuse Act 1998, appointment to this post appoints one as a designated officer in accordance with Section 2 of the Act. You will remain a designated officer for the duration of your appointment to your current post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. You will receive full information on your responsibilities under the Act on appointment.
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.
Health & Safety	<p>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).</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> • Developing a SSSS for the ward/department/service¹, 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 ward/department/service are appropriately managed and investigated in accordance with HSE procedures. • 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 ward/department/service and staff through, respectively, local audit and performance achievement meetings for example. <p>Note: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.</p>

¹ A template SSSS and guidelines are available on the National Health and Safety Function/H&S web-pages

	<p>¹A template SSSS and guidelines are available on the National Health and Safety Function, here: https://www.hse.ie/eng/staff/safetywellbeing/about%20us/</p> <p>² See link on health and safety web-pages to latest Incident Management Policy</p>
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