



## GWT (N) JOB DESCRIPTION

<b>Job Title</b>	Residential Home Care Assistant (RHCA)	<b>Post Ser No:</b>	
<b>Grade/Entry Spine</b>	EG-01	<b>Dept/Loc:</b>	<b>GWT RH</b>
<p>1. <b><u>Core Competencies:</u></b></p> <p><b>1.1: Setting Direction : Making Effective Decisions:</b> displaying sound judgement, apply evidence and knowledge to arrive at accurate, expert and professional decisions.</p> <p><b>1.2: Engaging People (Leading and Communicating):</b> Good listening skills; establishing good relationships with all stakeholders, showing respect and treating everyone equally; engaging with people in a straightforward, truthful and candid way.</p> <p><b>1.3: Engaging People (Collaborating and partnering; teamwork):</b> Being approachable and delivering results by involving others and being open to challenge, however uncomfortable. Professional integrity; communicating effectively with colleagues and staff; showing respect to others; being prepared to help out others;</p> <p><b>1.4: Engaging People (Developing Individual and Team Capability):</b> having a strong, self-motivated focus on continuous learning for oneself, others and GWT(N).</p> <p><b>1.5: Delivering results: Achieving Good Outcomes (Knowledge, Skills and Performance):</b> sound clinical knowledge within own professional field, following clinical and service guidelines, keeping clear records, being accessible to staff and pensioners</p> <p><b>1.6: Delivering results: Delivering at Pace:</b> Being punctual and reliable and coping well with work pressures.</p> <p><b>1.7: Delivering results: Managing a Quality Service:</b> asking for advice when needed; responding constructively to feedback; recognizing and dealing appropriately with safeguarding issues; protecting pensioners from risk</p>			
<p>2. <b><u>Essential Qualifications, Skills and/or Experience:</u></b></p> <p>2.1: Minimum certificate of training from Age care or employer recognized equivalent</p> <p>2.2: Must have passed SLC / CMA / ANM (or minimum 5 years experience of working in care for the elderly)</p> <p>2.3: Minimum of two years' experience in related field</p> <p>2.4: Basic English written skills, native speaker Nepali language</p> <p>2.5: Basic computer skills</p>			
<p>3. <b><u>Desirable Qualifications, Skills and/or Experience:</u></b></p> <p>3.1: Prior Experience working with international companies or NGOs.</p> <p>3.2: Experience in care for the elderly is highly advantageous</p> <p>3.3: Previous experience with NGO, INGO or related field</p> <p>3.4: Additional language skills (Rai, Limbu, Gurung etc) are desirable</p>			
<p>4. <b><u>Key Responsibilities:</u></b></p> <p>This position is directed by the residential Home Clinical Manager (RHCM) and is accountable for working closely with all GWT (N) Residential staff and to work as part of a team to provide and maintain professional standards in accordance with the principles of care as set out by the guidelines.</p> <p>To support day to day delivery of highest standards of residents' holistic care to meet the needs, perception and wellbeing of Residents by creating a homely environment where residents are valued and dignified; To ensure that each resident's needs are met as per care plan in a holistic way.</p> <p><b>4.1. <u>Delivery of Care to Residents:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Personal Care:</b> <ul style="list-style-type: none"> <li>- To carry out care and tasks detailed as specified in the individual patient centric approach Care Plan to high standard.</li> <li>- To provide personal care and support to residents with a wide range of needs, illnesses and</li> </ul> </li> </ul>			

disabilities. Such as providing /assisting with morning care, brushing, bathing, showering or sponging in bed, caring of nails, dressing/undressing, grooming, shaving and hair care, bed making .

- Assist residents to meet daily living needs, mobility toileting, continence management and other support in accordance with resident care plan.
- Assist and responsible for the house keeping activities of residents room, must be clean and hygienic condition, assist in laundry for collection linen and distribution of clothes for the residents
- To contribute to updating of individual care plan, to take part in any reassessment of residents' care needs
- To assist RHN for medication/ vital signs at the agreed level of support.
- Under guidance from RH CM and the RHN take actions to enable the resident to carry out as much self care and other activities as possible.
- Assisting in cleaning of Clinical rooms & medical equipments and devices.
- To assist and take residents for Hospital visit and hospitalization and duty as required.
- To maintain residents' rights to privacy, dignity, choice, autonomy and safety while providing care to resident at all times.

#### **Social / Mental/Spiritual Care:**

- To be aware of changes in the residents' general, emotional and mental health and take appropriate steps and inform to line manager to ensure the resident wellbeing.
- To be aware and identify the spiritual needs of the residents and fulfilling their needs with liaising with their relatives, friends and advisors.
- To conduct and assisting the residents in social engaging program activities and routine outing visit, shopping etc.
- To contribute to updating and assist in the implementation of planned individual resident program, behaviour management, social, recreational and other support as planned
- To provide information and feedback to the line managers regarding changes in the resident that may be physical, emotional or social, regular observations, concerns, complaints
- To create the atmosphere so that residents can feel homely environment that meet holistic way to respecting the Clients choice and rights

#### **Nutritional care and Support:**

- Assisting the residents with eating/ drinking and escorting the residents from rooms to dining room and back
- Identify and understand individual preferences of each resident.
- Take part in meal preparation and diet plan for residents and observe the nutritional pattern of the residents and keep the record accurately.

#### **4.2: Documentation:**

- To maintain all care records accurately and in timely manner.
- Write legibly in a concise, timely and factual manner, in accordance with GWTN polices and management directives
- Ensure all charts and other documentation is completed correctly, on a timely basis as per accepted protocol and management directive.
- To protect the confidentiality of all information relating to the residents and not divulge information to anyone who is not authorised to receive it
- To promptly report to the office line managers any issues concerning any incidents, care, support, well being or behaviour of the Client and update records accordingly

#### **4.3: Communication and Teamwork**

- To maintain good communication and develop effective working relationships with residents and staffs and relatives
- To provide companionship and empathetic relationship with the residents, actively talking and listening to them about their interests
- To help the residents to maintain contact with their family and friends

#### **4.4: Training:**

- To take responsibility for own professional development and act as an effective role model.
- To discuss current performance and future development needs with RH CM as part of the appraisal system.
- To keep up to date with relevant CPD and developments in practice, attending courses as identified through the appraisal process or as part of mandatory training.
- Take responsibility for personal development by keeping abreast of developments in the field of caring for older people.

**4.5. General Responsibilities:**

- Take responsibility for safe handling of property and equipment belonging to the residents.
- To assist RHN to maintain all equipment and needed consumables, clean and in full working order as required
- Ensure all health and safety requirement are met and all accidents and incidents reported to the Nurse Manager and reported in accordance with the GWT Incident Policy.
- Take responsibility for the safeguarding of adults, and follow the Trust's whistle blowing policy as required.
- Participate in all relevant staff meetings
- Participate in quality assurance and audit activities

**4.6. Others**

- To work within, promote and ensure compliance with GWT policies, practices, Equal Employment Opportunity (EEO) and corporate values.
- Comply with all policies on:
  - notification of accidents and other health and safety requirements
  - Statutory legislation in particular the health and hygiene regulations
  - Nationally and locally agreed codes of good practice
  - Fire precautions
- Perform other tasks as allocated by the RHCM or EOL Admin (RH) as might be required;

**5. Generic Objectives (TBC)**

**6. Pre-Appointment Training/Briefing:**

- 6.1: Medical Induction training as per GWT policy
- 6.2: Specific induction training by RHCM and EOL Admin (RH)

**7. Post-Appointment Training:**

- 7.1: Access to NHS e-learning and lecturio
- 7.2: GWT internal remote CME classes and specific trainings as appropriate
- 7.3: Mandatory Individual Continuation Training as per GWT Training Policy

**8. Reporting Chain:**

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| 8.1: 1 <sup>st</sup> Appraiser:                     | Residential Home Clinical Manager (RHCM) |
| 8.2: 2 <sup>nd</sup> Appraiser:                     | OMM                                      |
| 8.3: Appraisal Input from:                          | EOL Admin (RH)                           |
| 8.4: 1 <sup>st</sup> appraiser for following staff: | NA                                       |
| 8.5: Joint appraising/ management duties with:      | NA                                       |

.....Medical Director..... Drafted	..... Date	.....Medical Director..... Approved	...12 <sup>th</sup> May 2021 Date
..... Post Holder's Signature	..... Date	..... Fd Dir Signature	..... Date
Version 1.0 as at (date)	12 <sup>th</sup> May 2021		