

Staff Role Profile: Community Crisis Support Service (CCSS) Healthcare Assistant

Job Level	2a	Salary Range	
Directorate	Health	Work location	Humanity House Nottingham NG8 6AT
Contract	Temp	Reports to	Service Coordinator

Scale and scope of role

Direct reports	None	Indirect reports	None
Budgetary responsibility / accountability	None	Accountability for other resources	None
Reach and impact	<p>The role is to deliver social care support for service users as part of the CCSS service.</p> <p>The service offers rapid response short term social care to people who are at risk of admission to hospital or care home due to a combination of medical deterioration and/or an inability to cope at home. The service also offers rapid response to NUH hospitals with discharge to assess service. CCSS is registered with the Care Quality Commission for the delivery of personal care.</p>		

Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies.

We offer a wide range of staff benefits, these include:

- 36 days holiday (including Bank Holidays) per annum, pro rata
- Option to buy an extra 5 days annual leave
- Up to 6% contributory pension

- Flexible working policy
- Access to our dedicated staff discounts scheme (access to hundreds of discounts from online retailers to shopping vouchers to holiday providers). You may also be eligible to join a further national scheme with even more discounts.
- A wide range of learning and development opportunities from role specific pathways to personal/leadership development and apprenticeships.

Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Directorate overview

The role of CCSS Healthcare Assistant sits within the Health and Care directorate.

Our Health services help to prevent people from reaching crisis point; reducing admissions to hospitals and the need for residential and nursing care.

We are committed to delivering a person-centred service and enabling service users to achieve their personal outcomes. These may include enhanced quality of life, increased confidence and independence, and an improved sense of choice and control.

Service Overview

The overall aim of the crisis response service is to avoid unnecessary hospital admissions, or emergency admissions to a care home. The service will offer rapid response short term social care to people who are at risk of an emergency admission to hospital or care home due to a combination of medical deterioration and/or an inability to cope at home. It will provide short term 'stop-gap' care while longer term services are organised, where required. It will also help individuals maintain or regain their maximum achievable independence through the provision of both health and social care. The service will be provided as part of a range of home-based integrated care for the registered adult population and/or their carers at a time of crisis or in order to prevent a crisis, and to ensure a longer term solution following a time of crisis.

Purpose of the role

The role of Healthcare Assistant will be responsible for managing service delivery on their shift. This will include, organising the service visit diary, supporting staff carrying out visits and ensuring that information is recorded in an accurate and timely manner. The role is also responsible for the service user care package from receipt of referral through assessment and coordination of any current or long term solutions to regular updates to referrers and medical professionals on a case by case basis. The post holder should be aware that they may need to be available to carry out service user visits including the delivery of care actions. The post requires the ability to comply with a work rota which includes weekend and bank holiday working.

Objectives

- > To support individuals and their carers using a reablement approach to remain in their own environment
- > To provide support and care for a specified period of time while alternative services are organised, as appropriate, or whilst independence is regained.
- > To work closely with all other partner agencies involved in the patients' care to provide consistent and responsive care pathways, in particular working with the local care delivery group.
- > To support individuals and carers in their own environment in improving quality of life (measured through quality of life indicators)
- > The post holder will respond to referrals from clinicians and community health professional in the contract area
- > The post holder will be required to have the ability to assess service users' needs and complete a care plan for the individual
- > The post holder will need to have experience in the delivery of personal care, medication prompting and signposting practical and emotional support in the service user's home.

Main responsibilities

1. Service delivery

- > To undertake shifts on a rota basis over seven days per week offering crisis support in the community within the area of the contract.
- > To have the ability to provide assessment of service users and to develop a care plan of their needs and report back any changes in service users' condition.
- > To support individuals with their personal care, medication prompts, light meal preparation/drinks, shopping and practical emotional support.
- > To ensure as safe as possible living environment for service users whilst respecting their choice and rights.
- > To make follow up calls as required and to assist service users with activities to re-enable their daily living skills
- > To maintain accurate and appropriate records in service users care plans and update office records and systems accordingly.
- > To ensure when service users health deteriorates escalation procedures are followed
- > To have the ability and knowledge to offer signposting in support of service users' needs
- > To assist the CCSS service coordinators in general duties to ensure the smooth running of the service.

2. Quality and performance

- > To comply with instructions and policies for CCSS service with respect to its CQC obligations
- > To comply with British Red Cross Health and Safety policies including those on lone working, manual handling and infection control.
- > To ensure that the highest standards are delivered which comply with BRC Quality Standard Framework.
- > To ensure service users' health and wellbeing is preserved and safeguarding policies and procedures are followed at all times.

3. Team member

- > Work with colleagues to ensure that health and safety legislation and risk assessments are understood and implemented and that staff safety is secured
- > Adhere to policies and procedures regarding data protection and confidentiality
- > To undertake training as required and be prepared to travel within the Area to attend any relevant meetings
- > To provide support as required to the overall British Red Cross emergency response function – e.g. support to ER colleagues during a serious flooding incident
- > Undertake any other relevant duties that may be required from time to time
- > Willingness to flexibility around the needs of the service (evening and weekends).

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and / or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

Criminal Records Check

Type of criminal record checks required for this role

England and Wales - Disclosure and Barring Service Check (DBS)
Enhanced - Child and Adult Workforce

Diversity

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences – including disabled and ethnic minority candidates. This is to contribute to the breadth of experience we need to respond to people in crisis. You can read more about our commitment to diversity [on our website](#).

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Education	Desirable ✓✓	<ul style="list-style-type: none"> > NVQ Level 3 or equivalent in health and social care (or a willingness to work towards this) > Educated to GCSE level (or equivalent by experience) 	S & I
	Essential ✓✓	<ul style="list-style-type: none"> > Ability to work as part of a team and on own initiative > Able to plan own workload > Ability to communicate with health and social care professionals > Ability to deal with service user queries in a diplomatic, professional and confidential manner. 	S & I
	Desirable	<ul style="list-style-type: none"> > Good telephone manner > Excellent interpersonal and communication skills 	S
Knowledge	Essential ✓✓	<ul style="list-style-type: none"> > Knowledge of supporting service users' who may be disabled and/or frail, cognitively impaired. > Good geographical knowledge of the service catchment area. > IT literate > Knowledge of services provided by the NHS and Social Care 	S
	Desirable	<ul style="list-style-type: none"> > Working with individuals with a sensory or physical impairment, or who may be frail due to old age 	S & I
Experience	Essential ✓✓	<ul style="list-style-type: none"> > Good working experience of the delivery of social care support including personal care, feeding and medication prompting > Participation in a multi-disciplinary team environment 	S & I
	Desirable	<ul style="list-style-type: none"> > Experience in delivering high quality services to the public > Experience of finding information through the internet and other sources. 	S & I

		<ul style="list-style-type: none"> > Experience of supporting service users who have ongoing long term illnesses including service users who are end of life. 	
Behaviours	<p>FOCUSSING ON PEOPLE IN CRISIS</p> <ul style="list-style-type: none"> > Finds ways to define and continually improve services for people in crisis <p>WORKING COLLABORATIVELY</p> <ul style="list-style-type: none"> > Helps others to understand the common ground <p>SOLUTION FOCUSED</p> <ul style="list-style-type: none"> > Anticipates obstacles, thinks ahead about next steps and contingencies 		I
Additional requirements	<p>Essential ✓✓</p>	<ul style="list-style-type: none"> > Full driving licence holder and access to vehicle, ability to use the vehicle on a daily basis for service user visits (business insurance required) > Willingness to work flexible hours > Upholds the fundamental principles and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic). > Ensures inclusive practice and promotes diversity > Ensure anti-discriminatory practice and promote diversity. > Willingness to undertake training as required > Able to travel around the area as required 	I
	Desirable	<ul style="list-style-type: none"> > Working knowledge of health and safety practices > Understanding of the risk assessment process 	S & I

In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. N.B.
All disabled candidates who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme