



Providing professional and caring support to individuals and families throughout County Clare

With over 50 years of service to the people of Clare; Clarecare is a professional social enterprise organisation with charitable status, providing a range of people centred social services to individuals and families in County Clare. Current services provided include Family Support, Elderly Care Services, Counselling and Bushypark Residential Addiction Treatment Centre. Clarecare's headquarters are based in Ennis with local offices in Shannon, Kilrush, Bushypark, Killaloe and Ennistymon. Further information is available on www.clarecare.ie www.bushypark.ie

JOB DESCRIPTION

TITLE: Healthcare Assistant/ Home Support
(Subject to funding and successful completion of probation)

DESCRIPTION OF ROLE:

We require a ***caring, kind and considerate*** person who will support Clarecare in delivering a dedicated community-based Homecare service to people who are experiencing difficulties coping, thereby facilitating them to remain at home within their community. (Please refer to full outline of position below).

ROLE: To provide practical Healthcare Assistant/Home Support on behalf of Clarecare's Homecare Service by performing duties and tasks to facilitate our clients to live at home in a safe secure and comfortable way.

OBJECTIVE: The objective of this role is to deliver an effective & efficient Homecare service to support older people (with assessed care needs) and where relevant, their informal carer's (family, friends who provide care) so as to enable the client to be as independent as possible in their own home, for as long as possible. The successful candidate will work as part of the Homecare team in Clarecare and liaise regularly with same. Flexibility and willingness to travel is essential. You may be required to work outside of normal hours if necessary. Training and supervision will be provided to the successful candidate.

JOB RELATIONS: The Healthcare Assistant/ Home Support, will report to the Homecare Co-ordinator in the relevant geographical area and work as part of a wider Homecare Service team in Clarecare. S/he will link with other relevant Departments/Services within Clarecare as relevant and also liaise with (PHN) Public Health Nurses and other Health Care Professionals, where relevant, as part of the role.

HOURS OF WORK: This is a part-time permanent role (subject to receipt of continued HSE funding and successful completion of 12 months probationary period). Due to the nature of the Home Support Services for Older People and HSE's terms of business (i.e. HSE offer Home Support hours for clients to Clarecare and other similar Homecare Agencies); we are unable to ascertain at any given time, the volume of business being offered/provided by HSE and therefore, are unable to offer regular work hours to the Healthcare Assistant/ Home Support. However, as per The Employment (Miscellaneous Provisions) Act 2018, at the end of an initial 12 months continuous service (probationary period) with Clarecare, Healthcare Assistant/Home Support staff may apply to be placed on a band of hours that include the average hours worked by them in the previous 12 months period.

A Healthcare Assistant/Home Support staff's normal hours of work will be as outlined on the Client Care Plan Assignment roster relevant to each Homecare client and hours of work provided are solely based on client needs. Amendments to assigned work hours/duties can only be made/approved by the Homecare Co-ordinator or designate. The Service reserves the right to alter these working hours/assigned duties from time to time based on the needs of the Client/Service.

JOB LOCATION: The position offered is based in the community providing Homecare services to vulnerable clients in the community. The successful candidate will be required to travel as part of their daily role and may be requested from time to time, to travel to other Clarecare centre locations in the course of his/her work as and when required e.g. for training purposes, etc. Therefore, a full clean current driver's licence, use of own vehicle for work purposes, and willingness to indemnify Clarecare re using your car for business purposes is essential for this role.

Annual Leave: The annual leave associated with the post is calculated as 8% annual leave entitlement based on the hours worked. Public Holidays entitlement applies where relevant.

RESPONSIBILITIES OF THE POSITION:
General Responsibilities:
<ul style="list-style-type: none"> To report to the Homecare Co-ordinator in your area or designate.
<ul style="list-style-type: none"> To adhere to Clarecare policies and procedures in relation to all work as a Healthcare Assistant/Home Support Staff with Clarecare.
<ul style="list-style-type: none"> To adhere to Safeguarding Vulnerable Persons at risk policy and Procedure.
<ul style="list-style-type: none"> To adhere to safe procedures in the movement and handling of clients.
<ul style="list-style-type: none"> To adhere to guidelines on Infection Control.
<ul style="list-style-type: none"> The dignity, privacy, confidentiality, individuality and rights of the client shall be respected at all times by the Healthcare Assistant/Home Support staff member.
<ul style="list-style-type: none"> Have a working knowledge of the 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 and comply with associated Clarecare/HSE protocols for implementing and maintaining these standards as appropriate to the role.
<ul style="list-style-type: none"> To maintain files in accordance with Clarecare standards in order to ensure that excellent record keeping practices are in place.
<ul style="list-style-type: none"> To maintain the principles of confidentiality in all areas of work.
<ul style="list-style-type: none"> To complete files and records as required by the Homecare Service Manager or designate.
<ul style="list-style-type: none"> To support the work of the Homecare Service within Clarecare.
<ul style="list-style-type: none"> To attend supervision sessions with the Homecare Co-ordinator or designate.
<ul style="list-style-type: none"> To maintain professional boundaries in all work with colleagues, peers, external parties, etc.
<ul style="list-style-type: none"> To perform such other duties appropriate to the office as may be assigned to you by the Homecare Co-ordinator or designate.
<ul style="list-style-type: none"> Be caring, reliable, trustworthy, and deliver kindness, consideration and respect to all.
<ul style="list-style-type: none"> A keen interest in providing high standards of care provision to elderly clients in a community setting.
<ul style="list-style-type: none"> Self-motivated with a professional attitude working on his/her own initiative.
<ul style="list-style-type: none"> By its nature home care requires Home Support / Health Carer Assistants to travel from place to place. S/he must therefore have the ability to do this, either by public transport or by their own means.
<ul style="list-style-type: none"> Must have strong interpersonal and communication skills. Fluency in the English language is essential, to include both written and verbal language skills. All staff must be competent to communicate effectively with service users and communicate in a respectful and appropriate manner.
Specific Responsibilities: *This role may involve some or all of the following. This is not intended as a complete list and is supplied for information only
<ul style="list-style-type: none"> The Healthcare Assistant/Home Support staff will be briefed before undertaking any assignment with the specific tasks involved but in every case it is incumbent upon the employee to carry out the work in a safe and professional way and must adhere to the specific instructions as well as the policies and procedures of Clarecare e.g. "Code of Conduct for Carer's" and Clarecare's "Code of Conduct Policy including Staff Gifts, Tips, Loans and Will Bequests" and HSE Policy on "Safeguarding Vulnerable Persons at Risk Of Abuse", Dec 2014 and HSE Policy on "Safeguarding Children", Children First Act 2015 and any other relevant policies & procedures.
<ul style="list-style-type: none"> In order to carry out the role successfully, the Healthcare Assistant/ Home Support staff member must be aware of the needs and requirements of the client and must communicate successfully not only with the client but also with other stakeholders such as next of kin, other family members, and other healthcare professionals e.g. PHN's.
<ul style="list-style-type: none"> The Healthcare Assistant/ Home Support has a responsibility to alert the Homecare Co-ordinator or designate as a matter of urgency, any changes or causes for concern in the client's condition.

<ul style="list-style-type: none"> • To report any accidents/incidents immediately to your Homecare Co-ordinator that may occur while providing care to the client in their own home.
<ul style="list-style-type: none"> • Assist clients to get up, dress and prepare them for their day which includes, washing, bathing, showering, oral care, grooming of clients, toileting, assisting with use of commode and emptying same.
<ul style="list-style-type: none"> • Contenance management and assistance.
<ul style="list-style-type: none"> • Using manual handling equipment as relevant, once training has been received and confirmed by you e.g. hoist.
<ul style="list-style-type: none"> • Working with other care professionals such as PHN's, GPs, etc.
<ul style="list-style-type: none"> • Prompting with prescribed medication, when required.
<ul style="list-style-type: none"> • Assist clients with bedtime routine, including undressing and washing.
<ul style="list-style-type: none"> • Preparation of meals and assistance with same.
<ul style="list-style-type: none"> • General household duties e.g. bed making and laundry.
<ul style="list-style-type: none"> • Shopping and supplies management where relevant and maintain receipts for all such transactions.
<ul style="list-style-type: none"> • Records with accuracy and detail. Ability to keep accurate records of care visits in dedicated folder provided in clients home.
<ul style="list-style-type: none"> • Commitment to own professional and personal development; A thorough training programme is provided to every member of the Clarecare Homecare team. This constitutes both initial and ongoing training and is a requirement of all staff.
<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.

REQUIREMENTS/ QUALIFICATIONS FOR THIS POSITION
Essential Requirements:
Qualifications:
<p>Candidates must possess the following qualifications/meet the following essential criteria relative to the Healthcare Assistant/Home Support role:</p> <p>(i) Be certified at QQI Level 5 in Health Service Skills or Healthcare Support or Community Care or Nursing Studies i.e. hold certification in 2 modules of Care of the Older Person and Care Skills Modules completed at the time of application. In addition, the remaining 6 modules (outlined below*) must be completed within 11 months of taking up employment with Clarecare.</p> <p><u>Or</u></p> <p>(ii) Be certified at QQI Level 5 Certificate in Healthcare (<u>All 8 Modules completed – Major Award</u>)</p> <p><u>Or</u></p> <p>(iii) Hold a qualification from another jurisdiction that satisfies the above essential qualification requirements. Clarecare will recognise formal healthcare qualifications from outside of Ireland that are relevant to homecare provided they have comparable modules of an equivalent professional standard.</p> <p><u>*The below 2 Modules are mandatory for eligibility to this position:</u></p> <ul style="list-style-type: none"> • Care of the Older Person • Care Skills <p>In addition, each candidate must complete within 11 months of being employed with Clarecare, the following additional remaining QQI modules to ensure all 8 modules of Healthcare Support Course are completed as per Clarecare's regulations:</p> <ul style="list-style-type: none"> • Care Support • Infection Prevention and Control • Safety and Health at Works • Palliative Care Support • Activities of Living Patient care • Communications
Essential Knowledge/ Skills/ Experience:

<ul style="list-style-type: none"> • Hold a minimum of 1 years' relevant experience of quality care provision gained in a Nursing Home/Hospital/Day Centre or community setting 	
<ul style="list-style-type: none"> • To hold current Manual Handling & Patient Moving & Handling certification. Current First Aid Training completed is desirable. 	
<ul style="list-style-type: none"> • Awareness and understanding of regulations and legislation within the Homecare profession. 	
<ul style="list-style-type: none"> • Awareness and understanding of safeguarding adults at risk policies & procedures 	
<ul style="list-style-type: none"> • Healthcare Assistant/ Home Support are frequently the only people that a client may see on a daily basis thus there is a responsibility to report any relevant information back to the Homecare Co-ordinator in the relevant geographical area. It should be clearly understood that the role requires a great deal, sometimes both in physical and emotional ways, and also carries a weight of responsibility. 	
<ul style="list-style-type: none"> • A thorough training programme is applicable to every member of the Clarecare Homecare team. This constitutes both initial and ongoing training and is a requirement of all staff. 	
<ul style="list-style-type: none"> • To be able to attend at the rostered time, all rostered client calls and understand the importance of such calls. 	
<ul style="list-style-type: none"> • To report any digression from the client's care plan and to report any concerns/issues regarding the client or his/her care to the Homecare Co-ordinator as a matter of urgency. 	
<ul style="list-style-type: none"> • To install and use the Clarecare OneTouch Database system app effectively on your own personal mobile smartphone and attend all relevant training on same and use the system for clocking in/clocking out purposes and recording mileage for travel expenses re-imburement purposes. 	
<ul style="list-style-type: none"> • To provide Clarecare with your personal email address to facilitate receipt of electronic monthly payslips. 	
<ul style="list-style-type: none"> • Participating in interdisciplinary meetings between Homecare Co-ordinator, PHN, other third parties e.g. Physio, Palliative Care Staff, etc to develop care plans in conjunction with other care providers; ensuring smooth care plan advancement for client. 	
<ul style="list-style-type: none"> • To attend relevant meetings and training e.g. meetings with Homecare Co-ordinator, meetings with PHN's, etc. 	
<ul style="list-style-type: none"> • To undertake any other relevant duties as assigned. 	
<ul style="list-style-type: none"> • Would need an in-date Patient Moving and Handling, CPR, Infection Control and Elder Abuse Certs desirable but training can be provided. 	
Work Competencies Required:	
<ul style="list-style-type: none"> • Flexible and approachable with a positive attitude, even under pressure. 	
<ul style="list-style-type: none"> • Ability to deal with emergencies and difficult situations that may arise. 	
<ul style="list-style-type: none"> • Excellent attention to detail with a keen interest in the welfare of clients essential 	
<ul style="list-style-type: none"> • Ability to foster positive working relations and be flexible and adaptable in one's approach to work. 	
<ul style="list-style-type: none"> • Ability to maintain and foster confidentiality at all times. 	
<ul style="list-style-type: none"> • Ability to work on own initiative and as part of a team. 	
<ul style="list-style-type: none"> • To uphold the values of Clarecare. 	
<ul style="list-style-type: none"> • Capable of multi-tasking with high level organisational skills, excellent time management skills and the ability to prioritise. 	
<ul style="list-style-type: none"> • Strives to reach the highest standards in customer service. 	
<ul style="list-style-type: none"> • Making a positive difference to the elderly and most vulnerable by ensuring dignity, privacy and autonomy are respected and promoted at all times in line with Clarecare expectations 	
<ul style="list-style-type: none"> • Are focused on safeguarding those we care for. 	
<ul style="list-style-type: none"> • Has the ability to motivate the client to maximise or achieve independence. 	
<ul style="list-style-type: none"> • Must have a genuine regard for the welfare and quality of life of others. 	
Individual Core Competencies Required:	
<ul style="list-style-type: none"> • Patience 	Adaptability
<ul style="list-style-type: none"> • Empathy 	Integrity
<ul style="list-style-type: none"> • Reliability 	Teamwork
<ul style="list-style-type: none"> • Flexibility 	Punctual
<ul style="list-style-type: none"> • Enthusiasm 	Confidentiality
<ul style="list-style-type: none"> • Responsible 	Trustworthy

Desirable:
<ul style="list-style-type: none"> • A knowledge of the philosophy and ethos of Clarecare. • An understanding of person-centred dementia care and have attended dementia awareness programmes e.g. Understanding Dementia Home Care Education Programme
Key Relationships:
<ul style="list-style-type: none"> • Homecare Service Manager / PHN's / HSE Homecare team • CEO • Other Homecare Co-ordinator's and broader Homecare team • Training Dept. • Wider Clarecare team
Other Essential Requirements:
<ul style="list-style-type: none"> • A positive 'fit to work' medical (if required). • A positive Garda vetting disclosure through Clarecare. • Two positive written references from your current and most recent employer. • Use of own vehicle for work purposes, full clean driver's licence and willingness to indemnify Clarecare re using your car for business purposes.

NOTE: The above list of duties is not exclusive or exhaustive. Unforeseen policy changes or emerging needs may create new and different demands on the position. The post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.