

**St. John's Hospital, Limerick  
Health Care Assistant**



**Job Specification, Terms and Conditions:**

<b>Job Title, Grade and Grade Code</b>	Health Care Assistant  Grade Code: 6075
<b>Competition Reference</b>	SJL/06-2022/4
<b>Whole Time Equivalent</b>	1 WTE
<b>Closing Date</b>	<b>24/06/2022 12.00</b>
<b>Proposed Interview date(s)</b>	To be confirmed
<b>Taking up Appointment</b>	A start date will be indicated at job offer stage
<b>Duration of Post</b>	Permanent Whole-time and Pensionable
<b>Location of Post</b>	St. John's Hospital, John's Square, Limerick , V94 H272
<b>Organisational Area</b>	St. John's Hospital Limerick, UL Hospitals Group, HSE West
<b>Post Specific Information</b>	Details on this campaign can be found at <a href="http://www.stjohnshospital.ie/management-and-administration/recruitment/">http://www.stjohnshospital.ie/management-and-administration/recruitment/</a>
<b>Details of Service</b>	St John's Hospital, Limerick is a Voluntary Hospital founded in 1780. It is a Model 2S, acute general hospital and a member of the University of Limerick Hospitals Group. The hospital provides a range of inpatient and outpatient services, including general medicine, general surgery, urology, gynaecology and endoscopy services. The hospital also has an Urgent Care Centre incorporating a Local Injuries Unit and Medical Assessment Unit.
<b>Service mission, vision and values</b>	<p>St. John's is an acute General Public Voluntary Hospital, funded by the Health Service Executive.</p> <p><u>Mission statement</u> Faithful to our tradition, we provide the highest possible standard of care and treatment in a professional and compassionate manner to every person who avails of our services.</p> <p><u>Aims and Objectives</u></p> <ol style="list-style-type: none"> <li>1. To deliver high quality, safe and reliable healthcare in accordance with evidence based best practice in an effectively managed and maintained environment.</li> <li>2. To provide healthcare based on the assessed needs and preferences of our service users which ensures mutual respect, holistic care and continuous learning, and training.</li> <li>3. To monitor, evaluate and continually improve our services.</li> </ol>
<b>Key working relationships</b>	Patients require assistance in some or all activities of daily living. It is the duty of the nurse to assess, plan, implement and evaluate the care required by the

	<p>patient. The primary role of the Health Care Assistant ( HCA) is to assist the nurse in the implementation of the care plan as determined by the registered nurse.</p> <p>The role involves collaborating with the nursing staff, in assisting patients with the activities of daily living, and collaborating with all members of ward staff in creating an efficient, safe and friendly environment for care delivery. The HCA has been trained in the taking and recording of the patients observations i.e. blood pressure, pulse, temperature and respirations, testing patients urine specimens and the measurement and application of anti-embolic stockings e.g. TEDs.</p>
<b>Reporting Arrangements</b>	<p>The post holder will:</p> <ul style="list-style-type: none"> <li>• Report directly to the Clinical Nurse Manager</li> <li>• Is accountable to the Director of Nursing</li> </ul>
<b>Purpose of the Post</b>	<p>Patients require assistance in some or all activities of daily living. It is the duty of the nurse to assess, plan, implement and evaluate the care required by the patient. The primary role of the Health Care Assistant ( HCA) is to assist the nurse in the implementation of the care plan as determined by the registered nurse.</p>
<b>Job summary</b>	<p>The role involves collaborating with the nursing staff, in assisting patients with the activities of daily living, and collaborating with all members of ward staff in creating an efficient, safe and friendly environment for care delivery. The HCA has been trained in the taking and recording of the patients observations i.e. blood pressure, pulse, temperature and respirations, testing patients urine specimens and the measurement and application of anti-embolic stockings e.g. TEDs.</p>
<b>Principle Duties and Responsibilities</b>	<p><u>Accountability:</u></p> <p>HCA's are accountable for their actions in the delivery of patient care for which they have been trained and must not undertake any duty for which they are not trained. If HCA's feel that certain requests are beyond their capabilities, they should make this known to the person(s) making the request.</p> <p><u>Education/ Qualifications</u></p> <p>The recognised qualification for Health Care Assistants is the FETAC (QQI Level 5) Health Care Support Certificate. All newly recruited Health Care Assistants must possess this qualification.</p> <p><u>Personal Conduct:</u></p> <p>HCA's should conduct themselves in a manner that conveys respect of the individual and ensures safe patient care. The personal characteristics that indicate these principles include:</p> <p><u>Confidentiality</u></p> <p>At all times, maintain patient's confidentiality.</p> <p><u>Courtesy</u></p> <p>Be courteous in all dealings with patients, colleagues and visitors.</p> <p><u>Accountability</u></p> <p>Take responsibility for own actions.</p>

### Communication

Respond to patients, colleagues and visitors appropriately, record all information accurately and report all relevant information. Be able to work as a team member.

### Hygiene Standards/Infection Prevention & Control

Read the Infection Control policies and ask your manager to explain parts that you may not understand. Deliver a high standard of patient care. Be vigilant in ensuring that a high level of hygiene and cleanliness is maintained. Practice hand hygiene according to hospital policy.

### Dignity and Privacy

All patients are entitled to have their dignity and privacy maintained as much as is possible in the hospital setting. Ensure practice is reflective of this.

### Health and Safety

Know and understand the Health and Safety regulations and apply them in the workplace.

### DUTIES:

**The HCA's role will involve some of the following activities, along with others that may be necessary in the context of specific ward situations.**

Maintaining a Safe Environment:

**The HCA will participate in maintaining a safe environment for patients, visitors and staff, by maintaining vigilance to identify potential hazards, and by taking the necessary steps to remove the hazards.**

These steps will include:

- Ensure all practices adhere to the Infection Control and Prevention Policy
- Assist in keeping all ward or unit areas clean and tidy
- Move or assist in moving equipment and furniture as necessary
- Washing and making up unoccupied beds when necessary
- Returning trays and equipment to proper storage areas
- Attending to the hygiene of equipment such as IV stands, infusion pumps, hoists, bed cages, patient chairs, commodes and other ward equipment
- Attend to spillages, when necessary, as quickly as possible to prevent accidents
- Assist in the disposal of clinical waste according to Hospital policy
- Carefully dismantle clean procedure trolleys after their use
- Assist mobile, but disorientated, patients to navigate safely around the ward
- Assist feeble visitors on the ward to prevent them falling or injuring themselves
- Escort / transport patients within or outside the hospital when necessary
- Remain with patients who require custodial supervision
- Prepare ward and bed areas for the reception of new patients
- Assist with the safekeeping of patient's personal property in conjunction with the nursing staff
- Report broken or unsafe items that need repair
- Carry out errands

### **Communicating:**

**Communication skills will be used to provide a caring service to patients, colleagues and the public in a courteous and effective manner.**

**HCA's will:**

- Treat everyone in a manner in which they themselves would like to be treated
- Operate in accordance with the values of the Hospital. These values include integrity and openness, respect and support, caring, commitment and loyalty to the organisation
- Demonstrate a range of listening skills appropriate to the context of different patient, visitor and ward situations
- Contribute to the efficiency and effectiveness of the ward by communicating openly with the nursing staff about patients' and relatives' needs
- Be perceptive in interpreting non-verbal communication
- Use a range of communication methods to exchange information with the nursing staff
- Participate in constructing a physical environment that communicates peace, comfort and caring to patients and their families
- Direct all enquiries about a patient's condition to a member of the nursing staff. This includes both telephone and verbal inquiries

**HCA's have important obligations in relation to maintaining confidentiality. This applies to information accessed through interactions with patients and their relatives or through interactions with other ward staff. However, there is also an obligation to report to the staff nurse, or other relevant authority, any information that may indicate the potential of harm occurring to any person.**

**Breathing:**

**The HCA will assist staff nurses in maintaining patients' adequate breathing.**

**They will:**

- Recognise signs of distressed breathing in patients and report these to the nursing staff
- Assist with positioning the patient to make breathing easier and more effective
- Locate and bring oxygen supplying equipment to the bedside as directed by the nursing staff
- Help patients conserve their oxygen supply and reduce their demands for oxygen by positioning personal items such as drinks, tissues and reading materials within easy reach of the patient
- Maintain the ward in a well-ventilated condition and in the condition perceived by the patient as being most comfortable
- Maintain a calming and relaxing atmosphere for the patient

**Eating and Drinking:**

**The HCA has a significant contribution to make in helping patients meet their needs for food and drink.**

**Under the direction of the nursing staff they will:**

- Prepare patients to enjoy their meals as much as possible (for example by offering mouth washes or opportunities to clean teeth or dentures, to use toilet facilities and to wash their hands as appropriate)

- Prepare the eating environment by making it as aesthetically pleasant as possible by removing unnecessary items from the immediate bedside (commodes, urinals and sputum cartons, for example)
- Feed or help to feed patients as directed
- Assist patients with cutting or arranging their food so it can be easily eaten
- Observe the amounts of food and liquids consumed by patients who need special monitoring in this area and document appropriately
- Making patients comfortable after their meals (for example, repositioning them for a nap, offering opportunities to clean their teeth or dentures)
- Encouraging patients to drink plenty of fluid and making this possible by offering refreshing drinks frequently

**Eliminating:**

**Eliminating waste from the body is an essential process for all living beings. It is a function of nursing to assist people in this area of living when they need such assistance and the HCA will also offer assistance in this area.**

**They will:**

- Supervise patients in toilets and bathrooms when this is necessary
- Place patients on bedpans or commodes or assist nurses in doing this and ensure that patients are not left in this position longer than necessary
- Attend to patients' post elimination hygiene needs
- Assist with the care of incontinent patients
- Measure and record volume of urine eliminated by patients when this is a concern and as directed by the nursing staff
- Empty urinals recording volumes when directed
- Emptying urine drainage bags and recording volumes
- Emptying colostomy bags and other drainage bags as directed by the nursing staff
- Disposing of used sputum containers
- Taking care of clothing belonging to patients which may become soiled
- The HCA will strictly adhere to the universal precautions identified in the infection control policy document so as to prevent spread of infection when dealing with human waste products

**Personal cleansing and dressing:**

**HCA's contribute to patients' comfort and maintenance of personal dignity by assisting them, when necessary, with personal cleansing and dressing activities.**

**These may include:**

- Washing patients in bed, shower or bath and observing and reporting the condition of patients skin
- Helping with, or performing mouth care
- Shaving patients when necessary
- Caring for patients' hair and nails as needed
- Helping patients to dress and groom

**Controlling body temperature:**

**Peoples' comfort and indeed survival depend on their body temperature being maintained within a normal range.**

**The HCA will contribute to this important function in the following ways:**

- By offering extra blankets or removing them as requested by the patient or by the nurse charged with the care of the patient
- By providing other warming equipment as directed by the nurse
- Taking and recording patients temperature as directed by the nurse

**Mobilising:**

**HCA's will help patients to maintain or regain their independence by assisting them to mobilise in the following ways:**

- Assist patients with walking when this is appropriate
- Position patients comfortably and in a manner that enables mobility either in bed or on a chair
- Assist with turning and positioning patients in bed
- Provide patients with aids that enhance opportunities for mobility in consultation with the nursing staff
- Participate in moving patients as directed by the nursing staff and according to correct procedures which aim to prevent injury to all parties involved
- Report all falls, or other untoward events, experienced by patients to the nursing staff

**Death and Dying:**

**Addressing issues relating to death and dying constitutes an important part of the HCA's role.**

**This may include:**

- Establishing a quiet, comfortable and dignified environment for the dying person and family members to share
- Listening with respect and with empathy to relatives who may wish to chat
- Providing comforting and refreshing drinks or snacks for relatives who may be spending long periods both day or night with their dying family member
- Providing comfort measures for the dying person as directed by the nursing staff. These may include frequent small sips of fluid, sponging of a warm forehead, adjusting pillows and bedclothes
- Assisting with the preparation of the body for its removal to the mortuary
- Organisation of the dead person's belongings for their return to the family

**Collaboration in other ward activities including:**

- The taking and recording of patients observations as directed by the nurse, and reporting abnormalities
- Assisting the nurse in the provision of quality nursing service
- Accepting guidance and assisting the nurse in duties associated with the delivery of care and management of the ward/healthcare environment and other support duties as appropriate
- Assisting in creating a safe environment for patients, colleagues and visitors
- Checking ward stocks and listing those that need re-ordering
- Maintaining orderly storage of supplies
- Reporting to the nursing staff any requests from patients or relatives
- Reporting to the nursing staff any complaints of pain, distress etc. expressed by patients

	<p>➤ Undertaking training and development of further skills as directed by the Director of Nursing</p> <p>The HCA must report to and work under the supervision and direction of the nursing staff in relation to all duties / tasks</p> <p>Nursing staff will allocate duties in accordance with their professional judgement and the HCA's competence as determined by the registered nurse</p> <p>The nursing staff must not allocate any duty to the HCA for which he/she has not been trained</p> <p><u>Confidentiality:</u></p> <p><b>In the course of your employment you may have access to, or hear information concerning, the medical or personal affairs of patients and/or staff, or other health service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients 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 must be left in safe custody when no longer required. You will be required to comply with the legislation in respect of the General Data Protection Regulation (GDPR).</b></p> <p>The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post, which may be assigned to him/her from time to time. Flexibility must be exercised in dealing with new situations and emergencies.</p>
<p><b>Eligibility Criteria</b></p> <p><b>Qualifications and/or experience</b></p>	<p><b>1. Professional Qualifications &amp; Experience</b></p> <p>Each candidate must, at the latest date for receipt of completed applications for the post have:</p> <p>(a) Obtained at least a Pass in the Junior Certificate Examination or have passed an examination of at least equivalent standard</p> <p><b>and have</b></p> <p>(b) Obtained the relevant eight individual modules of QQI Level 5 Healthcare qualification</p> <p style="text-align: center;">or</p> <p>(c) An equivalent relevant health care qualification</p> <p style="text-align: center;">and</p> <p>(d) Candidates must have the personal competence and capacity to</p>

	<p>properly discharge the duties of the role</p> <p><b><u>Desirable:</u></b></p> <p>Leaving Cert / Applied Leaving Cert</p> <p>Experience in a Hospital environment</p> <p>Ranking/Shortlisting/Interview</p> <p>A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting 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>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</p> <p>Those successful at the ranking 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><b>3. Age</b> The Public Service Superannuation (Age of Retirement) Act, 2018* set 70 years as the compulsory retirement age for public servants.</p> <p><b><u>Public Servants not affected by this legislation:</u></b> Public servants recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.</p> <p>Public servants recruited since 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70.</p> <p><b>4. Health</b> 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><b>5. Character</b> Candidates for and any person holding the office must be of good character.</p>
<b>Post Specific Requirements</b>	Candidates must have a demonstrable competence and capacity to properly discharge the duties of the role
<b>Essential Skills, competencies and/or knowledge</b>	<p><b><u>Professional Knowledge</u></b></p> <p>Ability to take direction and carry out duties as requested</p> <p>Ability to maintain a high standard of quality in supporting the delivery of patient care services</p> <p>Appreciation of accountability with regards to Health and Safety aspects of patient care</p> <p>Ability to work well as a member of a team</p> <p>Ability to maintain a high standard of attention to detail</p> <p>Good organisational skills and ability to prioritise</p>

	<p>Ability to deal with patients and relatives in a courteous, effective and efficient friendly manner Possess a caring disposition</p>
<b>Other requirements specific to the post</b>	<p>The successful applicant will be required to work flexibly in response to changing local/organisational requirements.</p>
<p><b>Competition Specific Selection Process</b></p> <p><b>Short listing / Interview</b></p>	<p>Applications should be submitted by completing the hospital's standard job application form. Application forms and full particulars relating to the post are available on St. John's Hospital website, <a href="http://www.stjohnshospital.ie">www.stjohnshospital.ie</a> or please click on the <a href="#">link here</a> – or contact the HR department St. John's Hospital. Applications to Human Resources Department, St. John's Hospital. <a href="mailto:recruitment@stjohnshospital.ie">recruitment@stjohnshospital.ie</a></p> <p><b>Closing date 24<sup>th</sup> June 2022 12 Noon</b></p> <p><b>Ranking/Shortlisting/Interview</b> A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting 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>Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.</p> <p>Those successful at the ranking 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>
<b>Code of Practice</b>	<p>St. John's Hospital 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, feedback facilities for candidates 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.</p> <p>Codes of Practice are published by the CPSA and are available on <a href="http://www.hse.ie">www.hse.ie</a> in the document posted with each vacancy entitled "Code of Practice, Information For Candidates" or on <a href="http://www.cpsa-online.ie">www.cpsa-online.ie</a>.</p>
<p>The reform programme outlined for the health services may impact on this role and as structures change the job description may be reviewed.</p> <p>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. It is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.</p>	

## Terms and Conditions of Employment



### Health Care Assistant

<b>Tenure</b>	<p>The appointment will be permanent and whole time.</p> <p>A panel may be created from which Permanent vacancies of whole-time duration may be filled during the life of the panel.</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>
<b>Remuneration</b>	<p>The salary scale for this post is in accordance with HSE approved salary scales. 01/10/2021</p> <p>€29,562; €30,921; €32,354; €32,734; €33,669; €34,476; €35,641; €36,848; €38,100</p>
<b>Working Week</b>	<p>The standard working week applying to the post is: <b>39</b> hours delivered on a 5 over 7 day roster including days/nights and weekends. The nature of the post may involve/require attendance at the Hospital outside of scheduled hours.</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 16<sup>th</sup> 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>
<b>Annual Leave</b>	<p>The annual leave entitlement is in accordance with St. John's Hospital/HSE approved leave entitlements.</p>
<b>Superannuation</b>	<p>All pensionable staff become members of the pension scheme.</p>
<b>Termination of Employment</b>	<p>Two months' notice in writing, on either side, except in circumstances where the Hospital authority is of the opinion that the holder of the office has failed to perform satisfactorily the duties of his/her office or has misconducted himself/herself in relation to such office or is otherwise unfit to hold office.</p> <p>The mandatory retirement age for new entrant staff in employment in the public service after 1<sup>st</sup> January 2013 is 70 years.</p>

	All other appointees in accordance with HR Circular 029/2018 who have not already reached their retirement age before 26 <sup>th</sup> December 2018 will have the choice to work beyond the age of 65 to age 70 if they so choose
<b>Probation</b>	Employment will be probationary for the first six months, during which time the Department Head will carry out periodic probation assessment reviews. The appointee will cease to hold office at the end of or during the probationary period unless during such period the Hospital has certified that their service is satisfactory
<b>Protection of Persons Reporting Child Abuse Act 1998</b>	This post is one of those designated in accordance with Section 2 of the Protection of Persons Reporting Child Abuse Act, 1998. You will remain a designated officer for the duration of your appointment in this post or for the duration of your appointment to such other post as is included in the categories specified in the Ministerial Direction. Such officers will, on receiving a report of child abuse, formally notify the Senior Social Worker in the community care area in which the child is living.
<b>Mandatory Training and Health and Safety at Work Act</b>	The post holder is obliged to fulfil mandatory training requirements in line with this post. All staff must comply with all Hospital Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (2005), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
<b>Children First Act</b>	Schedule 2 of the Children First Act 2015 specifies that this post falls under the classes of persons as “Mandated Persons” for the purpose of the Act. As a mandated person, under the legislation you are required to report any knowledge, belief or reasonable suspicion that a child has been harmed, is being harmed, or is at risk of being harmed. It is a requirement of this post that you complete the HSE Land training in relation to Children First and any other training the Hospital deems appropriate in this regard
<b>GDPR</b>	The post holder is obliged to adhere to General Data Protection Regulations 2018. All staff who have access to patients’ care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Hospital’s Confidentiality Policy. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with FOI and GDPR 2018. Hospital policies and procedures at all times. Details of the Hospital’s policies are available on the intranet
<b>Infection Prevention and Control</b>	The post holder is obliged to adhere to Hospital policies and procedures relating to Hand Hygiene and Infection Prevention and Control and to assist in undertaking hand hygiene audits as required.