



**Waythrough**

## Job Description

Job Title:	Healthcare Assistant
Job Grade:	A3
Reports to:	Clinical Service Manager/ Independent Prescriber Lead
Direct reports:	N/A
Clearance required:	Enhanced DBS check
Key stakeholders:	Service users, clinical team, local provider organisations.

### Workplace values

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Bringing together two big organisations is not a small task and it'll take a while to fully integrate our systems, processes and approaches. That's why you will notice the jobs here are still branded 'Humankind'. Next year we'll be fully integrating our recruitment systems but for now they are separate.

### Job Purpose

To support the clinical team in the service and delivery of direct service user care.



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### **Key accountabilities:**

1.	Contribute to service user care plans/ and or other service user reports
2.	Undertake tasks and procedures, in which competency has been assessed/training has been given which is specific to the care environment. Including for example taking bloods, collection and handling of urine samples, disposal of waste materials, dealing with blood and body fluid spillages.
3.	Provide support and assistance to the clinical team (IPs, Nurses, Doctors, Prescribing Facilitators).
5.	To assist in the maintenance of stock levels.
6.	Use appropriate infection control procedures and maintain work areas in each clinical room so that they are clean, safe and free from hazards reporting any potential risks identified.
7.	Record information and activities undertaken with service users in an accurate and timely manner, maintaining confidentiality and data security at all times.
8.	Understand and apply the principles of the cold chain in line with policy.
9.	Assist in clinical audit where necessary.
10.	Deal with requests from service users and clinical staff for health information leaflets.
11.	Work in accordance with all relevant legislation, best practice policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance policy.



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12.	Undertake continuing professional development including participating in clinical supervision, performance appraisals and attending training as/when required.
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13.	Keep abreast of policy and professional development within your area of professional expertise.
14.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

*This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.*



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## Person Specification

Technical/ Professional Qualifications	Essential or Desirable
Educational qualifications in Maths and English.	E
NVQ Level 2 in care or equivalent in care.	E
Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	E
Previous experience of entering complex information onto an electronic / clinical data base and an ability to communicate clearly via this medium.	E
Knowledge/ Previous Experience	Essential or Desirable



Understand the need for, and work with procedures requiring, strict confidentiality	E
Ability to carry out basic procedures as delegated by and under direction of a member of registered nursing team/Doctor.	E
Awareness of social context of drug and alcohol misuse and associated harms.	E
Awareness of the principles of audit.	E
Experience of audit	D
Experience of working with substance misusing clients.	D
Awareness of national strategies impacting on drug and alcohol services.	D

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## Person Specification

### Competencies



<b>Lead and Inspire</b>	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.
<b>Create and Innovate</b>	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
<b>Developing Our Talent</b>	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.
<b>Impactful Communication</b>	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
<b>Delivering Results and Achieving Greatness</b>	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
<b>Service Excellence</b>	Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.
<b>Team Working</b>	Defines how we work with each other and our customers, partners, commissioners and stakeholders.
<b>Safeguarding training required on start (not to be measured in the R&amp;S process)</b> <ul style="list-style-type: none"> <li>• XX</li> <li>• XX</li> </ul>	



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