

Health and Wellbeing Health Care Assistant

Role Purpose

- To offer harm reduction advice and information including overdose prevention, wound awareness, and naloxone.
- To carry out DBST, and referral for Hepatitis C treatment if required.
- To carry out Healthcare Assessments for new and people already in services.
- 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.
- Record information and activities undertaken with service users in an accurate and timely manner, maintaining confidentiality and data security at all times.

Key duties and activities of the role

Clinical Practice

- Undertake initial physical and mental health screening for people who use our services and ensure appropriate sign posting/referral to primary care or appropriate secondary health care services for identified health issues.
- Following training and competency sign off undertake interventions such as blood pressure, pulse, temperature monitoring, height/weight recording and ECGs for individuals who use our services as indicated or requested.
- Assist and carry out appropriate toxicology screening processes including urine and saliva tests.
- Assist in the titration process for opioid individuals who use our services as required by service need.
- Provide education, health promotion and screening for blood borne viruses (BBV).
- Following training and competency sign off provide Hepatitis A and or B vaccinations under a patient specific direction (PSD) when indicated.
- Work as part of the integrated care and treatment pathways for individuals who are identified as being infected with BBVs (Hepatitis B, Hepatitis C and/or HIV).
- Support community alcohol detoxification either at the service or at the service user's home.
- Support opioid detoxification in the community.
- Undertake phlebotomy following training and competency sign off, as required, ensuring adherence to identified pathways for blood sample labelling, collection, obtaining results and signposting.
- Support in the referral to specialist inpatient services (including detoxification) and liaise with hospital and inpatient unit staff as required.
- Contribute to Via's Naloxone Strategy by training staff and individuals who use our services in the use of naloxone. Ensuring naloxone is distributed to individuals who use our services at every opportunity.
- Ensure vaccines are stored correctly and the cold chain is maintained as per current Department of Health Guidance. Maintain clinic fridge and room temperature checks and record as required.
- Maintain required standards of infection control and hygiene as per Via policies and procedures. Undertake regular clinic room checks, report and address, as directed, all variances from expected standards.

- Provide evidence-based harm reduction services, including needle exchange.
- Undertake basic life support and anaphylaxis training so you are confident and competent to assist in a medical emergency including the administration of anaphylaxis medication and naloxone if required.
- Understand and adhere to the legislation surrounding the use of PSDs (Patient Specific Direction).
- Utilise psychosocial intervention to promote engagement in treatment services and ownership of each individual's recovery journey.
- Complete the Care Certificate if not already undertaken.

Communication

- Develop therapeutic alliances with people who have substance misuse problems and develop effective partnerships with them to support their individual recovery journeys, offering health promotion and harm reduction advice.
- Ensure that there is good communication of treatments offered, treatment progress and outcome of any investigations to other members of the clinical team.
- Liaise with and take direction from other members of the team to provide the best possible specialist care for individuals who use our services, ensuring co-ordination and continuity of care.
- Provide health education, regarding problematic alcohol and drug use and alcohol and drug detoxification.
- Attend meetings appropriate to the development and maintenance of the role in agreement with and under the direction of the nurse.
- Actively promote and participate in working with partnership organisations to develop and sustain effective treatment pathways.

Delivering a Quality Service

- The post-holder will contribute to the service to ensure that people who use substances consistently receive high quality services that adhere to the best practice guidelines and to the highest professional standards.
- Work as part of the nursing team to ensure that procedures are constantly reviewed to promote best practice and evidenced based practice in accordance with UK Guidelines on Clinical Management, NICE guidance, and Via clinical protocols and procedures.
- Support colleagues by providing coaching and teaching around harm reduction and BBVs.

Team Working

- To work with others to ensure individuals who use our services have timely access to safe and effective prescribing for community detoxification from substances across operational sites.
- Contribute to the overall performance of the service to ensure that contractual output targets are achieved.
- Working with colleagues in the service to deliver a community opioid and alcohol detoxification plan utilising a care co-ordinated approach to service user care.

Risk Management

- Provide harm reduction advice to individuals who inject drugs, providing information and equipment and ensure all equipment is disposed of safely.
- Undertake risk assessments and contribute to risk management plans for individuals who use our services engaged in the service.
- Utilise appropriate prevention techniques to reduce substance misuse related harm and to aid in the prevention of multiple physical harms caused by drugs and alcohol.

Managing Information

- Record and input client data and information in order that the service operates within contractual, administrative, and financial requirements.
- Ensure that all data requirements in relation to individuals who use our services are met within defined deadlines.

Person specification for the role

- Passion for working with substance misuse services or with other socially excluded or vulnerable groups
- Good interpersonal skills and a willingness to work flexibly as part of a team
- Experience of working within substance misuse or a social care setting.
- A clear understanding of the need for and ability to deliver quality services.
- IT literacy including proficiency in word processing and data entry
- Knowledge of harm reduction and health promotion interventions.
- Knowledge of the issues facing substance misusers including appropriate medical interventions, social care, and health issues.
- A clear understanding of the need for and ability to deliver quality services.
- Experience of contributing to project development.
- Knowledge of local services and geography.
- Confidence to work on own initiative as well as part of the team.
- Qualification(s) in social care (e.g., Care Certificate).
- Knowledge of safeguarding children and vulnerable adults' procedures.
- Understanding of the issues facing people who use substances, including appropriate medical interventions, social care and health issues.
- Maintain professional boundaries and work effectively with partnership agencies.
- Demonstrate skills to undertake administrative duties.
- Communicate confidently and effectively, verbally and in writing.
- Respond flexibly to the demands of the post.
- Show a capacity to work alone and the ability to keep calm under pressure.
- Employ a professional, empathetic, and non-judgmental attitude towards individuals who use our services and all stakeholders.
- Show commitment to facilitating positive outcomes for individuals who use our services.
- Ability to travel between services.

Responsibilities for all Via staff

- To work within VIA values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.

- To promote and deliver positive, inclusive and anti-discriminatory practices in line with VIA policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone’s knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours and any other duties that may reasonably be required of you within your role.

Version Control					
Version Number	Date Salary Banded	Salary Banding	Authors Initials		
1.0	9/1/24	3a SP7-10 after L3 qualification	JS	CA	MD