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| **Job Title and Grade** | **Health Care Assistant (HCA)** *(Grade Code 6075)*  **Cúntóir Cúraim Sláinte** |
| **Competition Reference** | *To be completed by Recruiter* |
| **Closing Date** | *To be completed by Recruiter* |
| **Proposed Interview Date(s)** | *Insert proposed date of interviews* |
| **Taking up appointment** | A start date will be indicated at job offer stage |
| **Location of Post** | Insert location  There is currently xx permanent / specified purpose / part time / whole-time vacancy available in xxxxxxxxxx  A panel may be formed as a result of this campaign for Health Care Assistant from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Please provide name & contact details for person who will deal with informal enquiries. |
| **Details of Service** | * *What service does the unit provide* * *What client group is served by the unit* * *What are the possible future developments for the service* * *What is the team structure?* * *What area is covered by this service?*   *There is no limit to the text that can be inserted here. Please use this section to highlight the service and generate interest in the service and job being recruited for.*  An Emergency Department (ED) is a busy clinical environment with an unpredictable workload. Many EDs provide care to both adults (>16yrs) and Children (<16yrs). Children have unique care needs that require expert and specialist care. Children are physiologically, psychologically and developmentally different to adults, and they experience illness, injury and disability differently. A flexible team is essential to ensure patients receive timely, quality care. The Health Care Assistant role is an essential part of the team, assisting in delivering care to patients with varying levels of acuity and complexity. ED workforce planning is addressed through Safe Nurse Staffing and Skill Mix[[1]](#footnote-1) |
| **Reporting Relationship** | The post holder will report to the Clinical Nurse Manager(CNM) 2/3 and will be accountable to the Assistant Director of Nursing (ADON) / Director of Nursing (DON)  The role of the HCA is to support the delivery of patient care under the supervision and direction of qualified nursing personnel (Shannon et al., 2001). |
| **Key Working Relationships** | Provide a brief overview of the types of people that the job holder will typically engage with in the fulfilment of the duties and responsibilities of their role. This overview should provide the applicant with a sense for the key working relationships associated with the role.  The Health Care Assistants key working relationship is primarily with nursing but also incorporates all members of the blended multidisciplinary team in the ED |
| **Purpose of the Post** | The Health Care Assistant is responsible for assisting with the provision of individualised patient centred care while under the supervision, direction and guidance of a Registered Nurse as part of a multi-disciplinary team.  The scope of practice for the HCA in EDs may evolve to align with the future needs of the health service. All developments will be supported with appropriate education and support.    “Healthcare assistants provide assistance, support and direct personal care to patients and residents in a variety of healthcare settings such as hospitals, clinics, nursing homes, aged care facilities, as well as community and domestic settings. They generally work in support, or under delegation, direction and supervision, of health professionals. They support multi-disciplinary teams in the delivery of high-quality care.” - International Standard Classification of Occupations (ISCO). |
| **Principal Duties and Responsibilities** | The Health Care Assistant role involves:   * The duties outlined hereunder * Any other duties that may be necessary in the context of specific ED situations   **Core Responsibilities**  *The Health Care Assistant will:*   * Carry out baseline clinical observations under the delegation of the Nurse in charge; recording of blood pressure, taking of pulse, taking of temperature and urinalysis. Required training in Activities of Living Patient Care minor module must be completed. * Assist under the direction of the Registered Nurse in the provision of quality service by promoting and adopting the Health Service Executive’s philosophy of care, working in line with national and locally devised policies and regulations. * Demonstrate motivation and appreciate the importance of providing a quality service for patients and the public. * Respect patients, their families and colleagues as individuals showing dignity, courtesy and professionalism at all times. * Act as an advocate for patients. * Actively promote the participation of patients in their own care, and encourage as much independence as possible. * Maintain the confidentiality of all information made available to him / her during the course of his / her work. * Demonstrate good interpersonal skills and be able to work as part of a team. * Promote a culture that values diversity and respect in the workplace. * Communicate any concerns relating to patients or the environment to the nursing staff. * Record care provided as directed, e.g. observations, fluid balance as required. * Prepare the ED to receive patients. * Assist in the reception of patients to the ED. * Assist nursing staff in undertaking investigations based on the presenting complaint. * Assist nursing staff to ensure that care is undertaken in a timely and efficient manner.   **Quality and Safety**  *The Health Care Assistant will:*   * Support the implementation and evaluation of quality standards and improvement initiatives * Work within own role, adhering to current legislation, policies, procedures protocols and guidelines * Undertake assigned duties under the direction of a Registered Nurse in such a way as to ensure that care is of a high standard * Report all complaints in accordance with service policy * Ensure all actions support the enhancement of a person-centred service and a person-centred culture within the team * Co-operate with quality reviews /service evaluations and assists with the implementation of any necessary corrective action.   **Health & Safety including Maintaining a Safe Environment :**  *The Health Care Assistant will:*   * In accordance with Health and Safety at Work policy, observe all rules relating to Health and Safety and Conduct at Work and to use any equipment provided in a safe and responsible manner. * Understand and adhere to all relevant HSE policies, guidelines, and procedures, comply with health and safety, infection control and risk management procedures, comply with statutory obligations. * Report any accidents, near misses, incident or potential incident to the person in charge which may compromise the health and safety of patients / clients / residents, staff or visitors and take appropriate action including completion of near miss / incident forms. * Attend training courses as required. Only undertake any duty related to patient care for which he / she is trained. * Maintain a strict code of personal and general hygiene in the workplace as per work schedules and existing policies and procedures. * Present to work wearing the agreed attire, footwear, and identification, having regard to the highest standard of attire and personal hygiene. This includes not having possession of personal mobile phones while delivering patient care. * Conduct his / herself in a manner that ensures safe patient / client care. Participates in maintaining a safe environment for patients, visitors and staff by ensuring vigilance in identifying potential hazards and by taking the necessary steps to remove such hazards.   These steps will include:   * Report broken or unsafe items that need repair and take them out of circulation as required * Move, or assist in moving, equipment and/or furniture as necessary. * Attending to the hygiene (disinfecting and cleaning) of equipment such as I.V. stands, infusion pumps, hoists, trolleys, patient chairs, commodes or other ED equipment. * Be responsible for the appropriate storage and infection prevention of patient/resident equipment in ED. * Assist in keeping all areas of ED clean and tidy. * Assist in the disposal of clinical waste according to hospital policy. * Washing and making up trolleys and chairs and table tops when necessary. * Assist with the movement of trolleys within the ED and associated areas, as required with colleagues. * Prepare cubicles and clinical areas for the reception of new patients. * Returning trays and equipment to proper storage areas. * Attend to spillages when necessary as quickly as possible to prevent accidents. * Cleaning Tasks relate only to the cleaning of equipment that is attached to the patient directly, to ensure that the environment is safely maintained and spillages should be made safe[[2]](#footnote-2) * Be aware of fire risks, and minimise same where possible. Be aware of fire exits, keep free from obstructions, attend mandatory fire training and participate in fire drills. Maintain bed fire sheets on all beds as appropriate, and document monthly. * Escort/transport patients within or outside the hospital when necessary. * Provide support for patients who require enhanced care[[3]](#footnote-3). * Assist patients with mobility and reduce the risk for patients who are disorientated when moving around the ED, as appropriate. * Assist visitors in the ED to prevent them falling or injuring themselves. * Assist with the safekeeping of patient’s personal property (collaborate with nursing staff in dealing with money, valuables and medication) and document as per hospital policy.   **Education & Training**  The Health Care Assistant will:   * Attend induction and mandatory in-service education. * As directed, participate in the induction of new staff. * Participate in team based development, education, training and learning. * Participate in appraisal and the development of a personal development plan in conjunction with his / her line manager.     **Communication and Teamwork:**  Effective communication is a core skill required by Health Care Assistants. These skills will be used to provide a caring service to the public in a courteous and effective manner.  *The Health Care Assistant will:*   * Operate in accordance with the values of the HSE. These values include integrity and openness, respect and support, caring and loyalty to the organisation (Dignity at work Policy). * Deal courteously with patients, their family, with visitors, other healthcare workers and with anyone whom they come in to contact in the course of their duties. * Demonstrate a range of listening skills appropriate to the context of patient, visitor and ward situations. Be perceptive in interpreting non-verbal communication. * Use a range of communication methods to exchange information with nursing staff. Direct all enquiries about a patient’s condition to a member of the nursing staff. This includes both telephone and verbal inquiries. Report to nursing staff any requests from patients or relatives and any complaints of pain and distress expressed by the patients. Complete records accurately. * Report to nursing staff any changes in the patient’s physical and emotional condition or behaviour using ISBAR or similar communication framework/communication tool as per local policy. Required training in the communication framework/communication tool must be completed. * Communicate effectively with all grades of staff and disciplines contributing to effective team working. Respect culture and diversity within the team. Strive to foster good working relationships within the team including handling conflict. Work effectively and co-operatively with colleagues in all disciplines. Develop and maintain good interpersonal relationships. * Participate in and contribute to the team including handovers/meetings/care planning, as appropriate on service related issues. Contribute to the development of a multidisciplinary assessment and care plan, and assist in its implementation and evaluation in consultation with the Nurse / patient and family as appropriate. * Participate in maintaining a physical environment that communicates peace, comfort and caring to patients and their families. * Report any unusual occurrence to the ward manager/nurse in charge e.g. pain, distress. * Be prepared to work in other ward areas within the Hospital when this may be necessary to meet the needs of the service. * Assist with relieving patient anxiety through clear, concise communication. * Answer telephone and locate appropriate personnel when necessary in the absence of a ward clerk.   The HCA has important obligations in relation to maintaining confidentiality. This applies to information accessed through interactions with patients and their relatives or through interactions with other staff. However, there is also an obligation to report to the nurse / or other relevant authority any information that may indicate the potential of harm occurring to any person.  *The Components of Life model (Jones, 1990) is recommended for Emergency Departments rather than the Activities of Living model (Roper, Logan, Tierney, 1980…2000)*  **The Components of Life Model of Nursing (1990)**  The model has four universal goals:   1. Establishing a partnership with the patient 2. Helping the patient achieve a level of independence appropriate to condition and assist to restore health and quality of life 3. Enable the individual to avoid ill-health or injury through self-care, health education and environmental safety 4. To ensure optimum effectiveness of medically prescribed treatment.   **Communication – consciousness/human behaviour/human senses**   * Communicate effectively with patients taking into account their differing levels of ability to understand and their condition * Assist with orientating the patient to their surroundings * Understand the impact of attending ED has on the patients ability to communicate and understand the reason for the attendance   **Airway / Breathing / Circulation**  Report any signs of distress or change in patients breathing pattern to the Nurse immediately.   * Assist with basic patient observations i.e. temperature, blood pressure, blood sugar levels, respirations, weight etc. Required training in Activities of Living Patient Care minor module must be completed * Assist the registered professional with application of ECG leads onto a person to record an ECG following the local ED policies, procedures, protocols, and guidelines and using the equipment provided. * Recognise signs of distressed breathing in patients and report these to the Nurse. * Assist with positioning the patient to make breathing easier and more effective. * Apply oxygen-delivery equipment to the patient as directed by the Nurse. * Help patients conserve their oxygen supply and reduce their demands for oxygen by positioning personal items such as drinks, tissues and reading material within easy reach of the patient. * Maintain the cubicle area 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/resident.   **Mobility**   * Assist patients with mobilisation. * Assist registered professional with the measuring and fitting of walking aids (crutches, frames etc.). * Assist with safe transfer of patients from trolley to chair in accordance with hospital Manual Handling Policy. * Assist registered professional with spinal log-rolling and the use of spinal boards. * Assist with repositioning the patient in bed and documenting same. * Assist patients with achieving or maximising independence where applicable. * Assist with the application of back slabs/casts/splints on all limbs.   **Environmental safety, health and social well-being**   * Taking and recording resident/client’s temperature, as directed by the nurse and report accordingly. Required training in Activities of Living Patient Care minor module must be completed. * All changes in the patient’s temperature and subsequent interventions must be immediately reported to the Nurse to alert the possibility of deterioration in the patient’s medical condition. Required training in Activities of Living Patient Care minor module must be completed. * Prepare clinical area for the reception of patients, including ambulance borne. * Assist in the preparation of the Resuscitation Room for use. * Collection of swab samples for transmissible conditions e.g. MRSA, Covid-19, CPE. * Assist with maintaining a clean environment on discharge/transfer of patients.   **Personal Care**   * Assists patients with hygiene needs. * Helping with or performing oral care. * Observe patient skin condition and report any abnormalities to the nurse in charge e.g. skin changes, colour changes, sores etc.   **Eating / Drinking / Elimination**   * The Health Care Assistant has a significant contribution to make in helping patients meet their needs for food and drink. * Assists patients at mealtimes and ensure patients individual needs are met e.g. by feeding patients when required. * Help to ensure that individual dietary needs are adhered to. * Ensure patient environment is clear and free of clutter prior to meal times to enable service of meal trays. * Make patients comfortable after their meals (for example repositioning them or offering opportunities to clean their teeth or dentures) * Encourage patients to drink plenty of fluids and making this possible by offering refreshing drink frequently. * In the absence of catering staff, assist with preparation and serving of meals, nutritional drinks and light snacks in limited circumstances i.e. out of hours or in emergency situations[[4]](#footnote-4). * The Health Care Assistant will assist with patient/resident elimination needs as appropriate. * Assists patients with use of commodes, bedpans, urinals and toilets. * Empties urine drainage bags and records urine and bowel output. * Recording of urinalysis. Required training in Activities of Living Patient Care minor module must be completed. * Assists in the promotion of continence.   **End of Life Care**  *All deaths in Emergency Department are classified as “unexpected,” requiring referral to the Coroner and An Garda Síochána. Strict adherence to the Hospital’s Unexpected Death Policy is essential.*  Addressing issues relating to death and dying constitutes an important part of the Health Care Assistant 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 to relatives who may be spending long periods both day and night with their dying family member. * Providing comfort measures for the person as directed by the nursing staff. These may include frequent small sips of fluid, sponging off a warm forehead or adjusting pillows or bedclothes and assisting the team in the repositioning the patient. * Assisting with the preparation of the body for its removal to the mortuary * Where appropriate, organisation of the deceased person’s belongings for their return to the family.   **Collaboration in Other care /care area Activities**  The efficiency and effectiveness with which a care provider can meet the needs of its clients depends on how well all the staff work together as a team. The Health Care Assistant is a key member of the care team, and may be requested to undertake some activities that are indirectly related to patient care.  They may include:   * Checking care /care area stocks and listing those that need reordering * Restocking as required * Maintaining orderly storage of supplies   **This job description is not intended to be a comprehensive list of all duties involved and consequently, the appointee may be required to perform such 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.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | 1. **Professional Qualifications, Experience, etc.** 2. **Candidates must have at the closing date for receipt of applications:** 3. The relevant health skills QQI (formerly FETAC) level 5 qualification.   **OR**   1. An equivalent relevant health care qualification or a comparable healthcare qualification as outlined in the Quality and Qualifications Ireland (QQI) NARIC Ireland framework.   **OR**   1. Be currently employed as a Health Care Assistant or a comparable role   **And**   1. Candidates must have the personal competence to capacity to properly discharge the duties of the role 2. **Health**   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.   1. **Character**   Candidates for and any person holding the office must be of good character. |
|  | With regard to Criterion (i), the listing below has been identified as what is considered relevant QQI (formerly FETAC) Level 5\* Major Award in Healthcare qualifications.   * QQI Level 5 Healthcare Support * QQI Level 5 Nursing Studies * QQI Level 5 Community Care * QQI Level 5 Health Service Skills * QQI Level 5 Community Health Services   \*(A full QQI/FETAC 5 Major award requires a minimum of 120 credits/8 Modules - Please note a Component Certificate will not suffice.) |
| **Post Specific Requirements** | * *This section may be used to include educational or experience requirements that are deemed necessary for a specific post in a specific location. Fluency in Irish where it is established that this is an essential requirement in delivering the service.*   *If service requires any post specific requirements/additional qualifications e.g. sector specific QQI level 5 minor module, it has to be listed as desirable so as not to preclude applicants from shortlisting.* ***Emergency Department Care Skill (5N4890) Module to be listed as desirable qualification*** |
| **Other requirements specific to the post** | * *Please outline the specific criteria that are specific to the post, e.g. access to transport as post will involve frequent travel,**participate in an on-call rota*. |
| **Skills, competencies and/or knowledge** | ***Demonstrates the following***  **Professional Knowledge**   * + Demonstrates evidence of experience working in a Health or Caring Service   + Demonstrates awareness of person centred approach   + Demonstrates awareness of role of the Nurse   + Demonstrates knowledge of Health & Safety regulations   + Demonstrates knowledge of Health Services and role of Health Care Assistant   **Planning & Organising**   * + Demonstrates evidence of effective planning and organising skills   + Demonstrates flexible approach to work   + Demonstrates ability to work on own initiative   + Demonstrates good organisational ability with practical competence   **Teamwork**   * + Demonstrates ability to work as a member of team and make positive contributions to that team   + Demonstrates an understanding of one’s own role and the roles of others within the team   + Demonstrates respect for other team members   + Demonstrates a willingness to participate in change initiatives   + Understands the need to be flexible and actively adapt within ones’ own role.   **Patient/Customer Focus**   * + Demonstrates ability to work in a patient/customer focused environment   + Demonstrates evidence of ability to empathise with and treat patients, babies, relatives and colleagues with dignity and respect.   + Demonstrates an understanding of the diversity and cultural and ethnic needs of the service users.   **Communication & Interpersonal Skills**   * + Demonstrates effective communication skills both written and verbal |
| **Competition Specific Selection Process**  **Shortlisting / Interview** | Short listing may be carried out on the basis of information supplied in your application form. The criteria for short listing 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.  Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.  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. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.  Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.  The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.  The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition.  For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/> |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).  The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.  The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.  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. | |

**HEALTH SERVICES EXECUTIVE**

**Terms and Conditions of Employment**

**Health Care Assistant**

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| **Tenure** | The current vacancy available is **permanent/temporary** and **whole time/part-time.**  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration** | The Salary scale for the post is: **PLEASE INSERT (Pro Rata - part-time)**  **PLEASE INSERT the most recent salary scales for the role and grade code.**  New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard weekly working hours of attendance for your grade are **XX** hours per week. Your normal weekly working hours are **XX** hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full time equivalent.  Delete the paragraph below for nursing and other posts that are required to work shifts over a 7-day week.  You are required to work agreed roster/on-call arrangements advised by your Reporting Manager. Your contracted hours are liable to change between the hours of 8.00am and 8.00pm over seven days to meet the requirements for extended day services in accordance with the terms of collective agreements and HSE Circulars. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **Infection Control** | Have a working knowledge of 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 HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[5]](#footnote-5), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[6]](#footnote-6). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |

1. Framework for Safe Nurse Staffing and Skill Mix

   [https://www.gov.ie/en/policy-information/d1a513-nursing-and-midwifery/?referrer=http://www.health.gov.ie/office-of-the-chief-nursing-officer/our-policies/taskforce-on-staffing-and-skill-mix-for-nursing/#framework-for-safe-nurse-staffing-and-skill-mix](https://www.gov.ie/en/policy-information/d1a513-nursing-and-midwifery/?referrer=http://www.health.gov.ie/office-of-the-chief-nursing-officer/our-policies/taskforce-on-staffing-and-skill-mix-for-nursing/%23framework-for-safe-nurse-staffing-and-skill-mix) [↑](#footnote-ref-1)
2. This was agreed upon at the HCA Programme Oversight Group meeting (April 2023), based on the following 3 considerations;

                                    i.            Compassionate Care

                                  ii.            As appropriate to care model & settings.

                                 iii.            Assist/shared responsibility of all staff involved in patient care.” [↑](#footnote-ref-2)
3. <https://www.gov.ie/en/publication/b10d31-final-report-on-the-enhanced-care-model/> [↑](#footnote-ref-3)
4. This was agreed at the HCA Programme Oversight Group meeting(Jan 2023), based on the following 3 considerations

   Compassionate Care

   As appropriate to care model & settings.

   Assist/shared responsibility of all staff involved in patient care [↑](#footnote-ref-4)
5. A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

   2 See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-5)
6. [↑](#footnote-ref-6)