



Northern Devon Healthcare NHS Trust

JOB DESCRIPTION

Job Title:	Healthcare Assistant
Band:	Band 2
Responsible To:	Discharge Lounge Lead
Accountable To:	Head of Patient Flow
Section/ Department/ Directorate:	Medical Division

Job Purpose:

Under the supervision and direction of a Registered Nurse, the post-holder will:

- 1.1. Assist in the delivery of clinical care to patients ensuring the highest possible evidenced based standards.
- 1.2. Competently provide clinical care in an agreed, timely and appropriate manner.
- 1.3. Accurately record and collate patient information ensuring any problems are reported.

Context:

The **Healthcare Assistant** will be based in the **North Devon District** hospital.

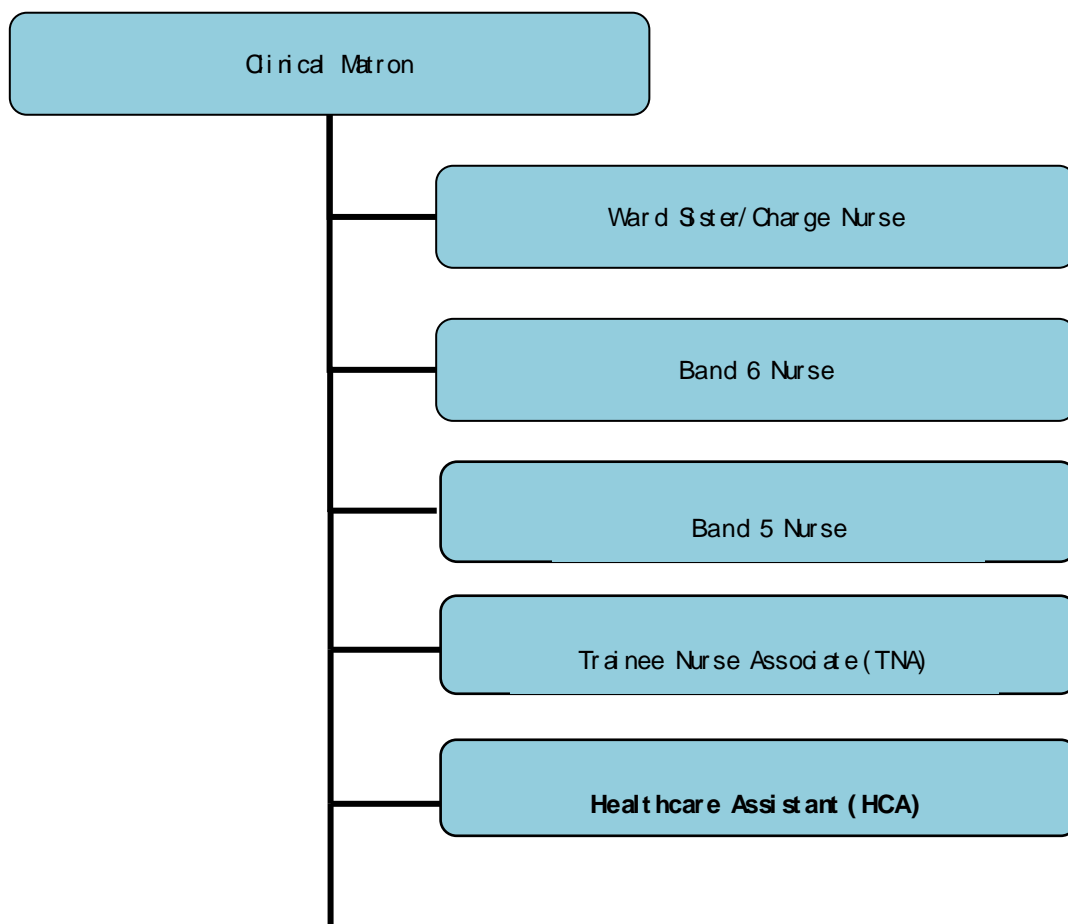
The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.

Key Working Relationships:

The post holder will be working alongside all team members from the multidisciplinary team including healthcare assistants, registered nurses, ward sisters, medical staff and therapy staff.

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Organisational Chart:



Key Result Areas/ Principal Duties and Responsibilities

The post holder will be an integral part of the nursing team, actively taking part in meeting the needs of patients and of the service in accordance with agreed standards under supervision of the registered nurse.

The post holder will develop essential competencies through training and practice to ensure safety and quality are priority.

Communication and Relationship Skills

To protect and maintain confidentiality of information concerning patients, visitors and staff at all times.

Communicate using appropriate verbal and non-verbal methods, in a variety of situations that may involve overcoming physical and psychological barriers.

Deal with telephone enquiries sensitively and initiate appropriate action.

Ensure and demonstrate written and electronic communication are up-to-date and that they are succinct, clear, legible, accurate and comprehensive.

Co-operate and communicate clearly and professionally with the designated nurse in charge any changes that may affect patient care.

Act in a professional manner at all times when interacting with patients, relatives, colleagues, other service users and visitors.

Communicate effectively any situations or potential situations affecting the health and safety of staff, patients and visitors to the designated nurse in charge.

Report any untoward incidents or events either verbally or in writing, using the Trust electronic incident reporting system.

Analytical and Judgement Skills

Undertake and record clinical activities and observations, including obtaining specimens and completing clinical tests.

Observe for, and report any change in the condition of patients to the nurse in charge.

Keeps clinical and staff areas safe, clean and tidy.

Contribute to the safe use, checking, maintenance and storage of equipment.

Planning and Organisational Skills

Under the supervision of a registered nurse, organise own workload and assist patients in all activities in daily living.

Identifies and takes action when own or others behaviours undermine equality and diversity.

Assist in the induction/ orientation of newly appointed healthcare support workers/ apprentice HCAs.

Physical Skills

Assist with all manual handling activity, using the appropriate mechanical aids and engage in other physical activity related to patient care e.g. toileting and feeding.

Contribute maintenance of work area e.g. disposal of linen, cleaning and tidying of equipment, effective use of resources.

Provide direct technical assistance to registered nursing staff when required, safely utilising electronic and mechanical/ manual equipment.

Assist patients with activities of daily living, respecting individual needs, dignity and privacy in all necessary activities.

Responsibility for Patient and Client Care

Delivery of care

Under the supervision and direction of a Registered Nurse/ Operating Department Practitioner the post holder will:

- Assist patients to maintain all aspects of daily living activities e.g.
- To maintain and improve mobility, contribute to movement and treatment to achieve physical comfort.
- To maintain their personal hygiene and appearance.
- Assist with eating and drinking and diet requirements.
- Assist with access to toilet facilities.
- Assist patients to maximise their independence.
- Assist with last offices and support bereaved and distressed patients, relatives and carers as appropriate
- Ensure an understanding of caring for and the protection of vulnerable people
- Ensure safe practice to minimise the risk of infection to patients and staff in accordance with national and Trust policy
- Support patients undergoing clinical procedures ensuring their comfort and their safety and chaperone patients where appropriate
- Contribute to Health Promotion and raising health awareness with patients and relatives as appropriate
- Ensure and demonstrate written and electronic communication through up-to-date, succinct, clear, legible, accurate and comprehensive paper and electronic documentation.

Responsibility for Policy and Service Development

To carry out all duties in a professional manner, adhering to the policies and procedures of the Trust and conforming to current legislation concerning health and safety at work.

Be aware of and work in accordance with Trust's infection control standards.

Report any untoward incidents/ events either verbally or in writing.

Carry out other duties as may be required and which are consistent with the responsibilities of the post.

Attend mandatory training relevant to the post as specified by the Trust.

Be aware of, promote and work within all policies and procedures adopted by Northern Devon Healthcare Trust

Contribute to the effective and efficient use of Trust resources

Responsibility for Financial and Physical Resources

Be responsible for the safe handling of patient property/ valuables in line with Ward/ Department / Service procedures and Trust SF's.

Maintain the clinical area in an organised and professional manner - clean and tidy, well stocked and in good order.

Follow waste management as per Trust policy.

Responsibility for Human Resources

Learn new skills and utilise educational opportunities to facilitate learning in the clinical environment in which they work.

To undertake any mandatory training and to be active in developing knowledge and skills to support their practice.

Responsibility for Information Resources

Enter and update patient documentation and records, utilising computerised information systems where required.

Report all incidents and be familiar with DATIX reporting system

Report all accidents and incidents to the nurse in charge.

Understand and adhere to the procedure for handling complaints and ensure that they are dealt with promptly and sympathetically.

Responsibility for Research and Development

To act under direct supervision in regard to any tasks involved in research and development within the organisation.

Decision Making

To work under supervision and direction from the Registered Nurse, acting on own initiative when delivering personal care and whereby supervisor is accessible

Physical Effort

Shift work involves frequent standing/walking moving equipment, manual handling and manoeuvring patients.

Patient care e.g. position changing, toileting, meeting personal needs.

Mental Effort

Work pattern is unpredictable and subject to interruptions, priorities can change to meet the needs of the patient/s/family/carer.

Concentration required for personal care duties which are routine within the hospital environment.

Emotional Effort

Routine work involves looking after patients that can be acutely unwell or at the end of life

Support bereaved and distressed patients, relatives and carers as appropriate

Ensure an understanding of caring for and the protection of vulnerable people

Working Conditions

Internal shift rotation

Frequent contact with blood/body fluids

Manual Handling

Noise

Food handling

Care for the distressed patient

Care Certificate

For Healthcare Assistants

It is a Trust requirement that as part of your new role you complete the Care Certificate programme provided by Northern Devon Healthcare NHS Trust. You will be allocated 12 weeks in which to complete the programme, and will be provided with the necessary support and opportunities in order to achieve this.

If there are extenuating circumstances preventing you from achieving the Care Certificate within 12 weeks of commencing employment with the Trust your line manager in discussion with you should identify this and request an extension from Workforce Development.

Please note that your appointment and continuation of employment with the Trust is conditional upon completion of the Care Certificate Programme, within 12 weeks of your commencement with the Trust. If you do not successfully complete the programme within the 12 week time frame and an extension has not been approved, your employment with the Trust may be terminated.

GENERAL

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisation's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnicity or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trust's Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

STAFF HEALTH AND WELLBEING

You must take responsibility for your workplace health and wellbeing

- Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)
- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you

If you are a line manager, in addition to the above, it is expected you will:

- Champion health and wellbeing
- Encourage and support staff engagement in delivery of the service
- Encourage staff to comment on development and delivery of the service
- Ensure during 1:1s / supervision with employees you always check how they are

HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

INFECTION CONTROL - ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Attending mandatory and role specific infection prevention education and training
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

CONFIDENTIALITY

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Manager's Signature:

Date:

PERSON SPECIFICATION**POST: Healthcare Assistant**

REQUIREMENTS	E/ D*	HOW TESTED? Application For mlt interview/ Reference/ Test	INTERVIEW COMMENTS	SCORE (1 Low – 10 High)
<u>QUALIFICATIONS/ SPECIAL TRAINING:</u> Basic secondary education demonstrated through effective written and verbal communication skills To have a minimum requirement of Functional Skills Level 2 at Maths or English To achieve a pass at maths test at interview Apprenticeship standard Level 2/ QCF/ NVQ or equivalent. We would consider a candidate who is willing to work towards the qualification if they can demonstrate substantial knowledge and experience in a care setting The candidate will be expected to start the course within 12 months of commencing post and complete within 18 months of commencing the course. Completion of the Care Certificate programme provided by NDHT, within 12 weeks of commencing in post.	E E D E E	Application For mlt interview/ Reference/		
<u>KNOWLEDGE/ SKILLS</u> Prepared to participate in further training necessary for the post/service To demonstrate competent clinical skills	E E			

<p>To have a basic knowledge of working with computers and IT systems.</p> <p>To demonstrate compassionate interpersonal skills</p> <p>To be able to work under direction and to use their own initiative</p> <p><u>PHYSICAL SKILLS EFFORT</u></p> <p>Ability to stand/ walk for long periods of time.</p> <p>Physical ability to assist patients with walking/sitting and other activities of daily living</p> <p>Ability to undertake manual handling and movement tasks</p> <p>Ability to work variable shift patterns</p> <p>To have manual dexterity and be able to use of equipment.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application For mI ntervi ew/ Ref erence/</p>		
<p><u>EXPERIENCE</u></p> <p>Substantial experience in a formal care setting i.e nursing or residential care facility, domiciliary personal care.</p>	<p>E</p>	<p>Application For mI ntervi ew/ Ref erence/</p>		
<p><u>PERSONAL REQUIREMENTS</u></p> <p>Demonstrate care, compassion empathy and professionalism</p> <p>Demonstrate how they can provide support to patients, families and carers as appropriate</p> <p>Demonstrate effective communication skills</p> <p>Ability to work as part of a team</p> <p>To be self-motivated, positive, resilient and professional.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application For mI ntervi ew/ Ref erence/</p>		

<u>OTHER REQUIREMENTS</u> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to work the shift hours.	E	Interview		
	E	Interview		

* Essential/Desirable

Complete the table below as appropriate

HAZARDS :					
Laboratory Specimens Potentially Infectious Dusts		Clinical contact with patients		Performing Exposure Prone Invasive Procedures	
Blood/ Body Fluids	X	Dusty Environment		VDU Use	X
Radiation		Challenging Behaviour	X	Manual Handling	X
Solvents		Driving		Noise	X
Respiratory Sensitisers		Food Handling	X	Working in Isolation	
Cytotoxic drugs		Night working	X		