

## JOB DESCRIPTION

1. Job Details	
Job Title:	Bank Mental Health Care Assistant, Level 3
Responsible to:	Bank Lead
Professionally Accountable to:	Bank Lead
Grade:	Band 3

1. Job Purpose
<p>The overall job purpose of the Mental Health Care Assistant is to contribute to the delivery of patient's individual care programmes under the directions and supervision of a Registered Nurse. The post holder will be expected to be self-motivated and use their initiative when necessary.</p> <p>The postholder will work on a one to one basis with the patient, and will be required to work both day and night duties to provide support and care. The post holder will practice in accordance with Trust standards and statutory requirements and to operate within the boundaries of the role and assessed competencies.</p>
2. Dimensions
<p>Under the supervision and direction of a Registered Nurse, the post holder will:</p> <p>2.1. Provide services within the boundaries of own clinical competence.</p> <p>2.2 Provide clinical care to patients undergoing a variety of procedures</p> <p>2.3. Meet the needs of the service area and work in other areas, as appropriate and as directed by the Ward/Department/Team Manager and / or Senior Nurse.</p> <p>2.4. The post holder has responsibility for the safe handling of patient property/valuables in line with Trust procedures and Trust SFIs.</p> <p>Note: the post-holder will have no direct budget accountability, but will be expected to be responsible for the effective use of Trust resources and compliance with Trust Standing Financial Instructions (SFIs)</p>

### 3. Organisational Chart

Senior Nurse/Head of Service  
Service / Unit/ Department / Line Manager  
Band 6 Team leader  
Band 5 Registered Nurses / Operating Department Practitioners  
Band 3 Mental Health Care Assistants Level 3  
Band 2 Healthcare Assistant Level 2

### 4. Key Tasks/Duties and Areas of Responsibility

4.1. Delivery of enhanced observations on a one to one basis for patients with mental health illness.

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

4.1.1. 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.

4.1.2. Ensure the privacy and dignity of the patient is respected.

4.1.3. Gather information and enter onto relevant IT systems.

4.1.4. Promote equality for all individuals, protecting their confidentiality.

4.1.5. Assist with last offices.

4.1.6. Support bereaved and distressed patients, relatives and carers as appropriate.

4.1.7. Contribute to health, safety and security of individuals and their environment.

4.1.8. Undertake and / or arrange the transfer and escort of patients between services / departments, as appropriate, as directed by the registered nurse/practitioner.

4.1.9. Assist with all manual handling activity, using the appropriate mechanical aids.

4.1.10. Promote and contribute to the principles of Essence of Care

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

#### 4.2. Specific Duties

4.2.1. Chaperone patients undergoing consultation, examination and clinical procedures where appropriate.

4.2.2. Assist registered nurses / practitioners in technical care.

4.2.3. Assist with clinical procedures as appropriate.

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

- 4.2.5. Following appropriate training perform basic technical procedures working within the boundaries of own competency and the Trust's skills passport.
- 4.2.6. Assist in the admission of patients to ward/department/service by taking patient details, clinical observations.
- 4.2.7. Organise own workload based on assessment of clinical priorities / risks.
- 4.2.8. Observe and report changes in patients' conditions to the registered nurse / practitioner in the team or shift co-ordinator.
- 4.2.9. Ensure safe practice to minimise the risk of infection to patients and staff in accordance with national and Trust policy
- 4.2.10. Contribute to Health Promotion and raising health awareness with patients and relatives as appropriate.
- 4.2.11. Ensure and demonstrate written and electronic communication through up-to- date, succinct, clear, legible, accurate and comprehensive paper and electronic documentation.
- 4.3. General
  - 4.3.1. Co-operate and communicate clearly and professionally with the designated team leader /Department / Ward / Service co-ordinator any changes that may affect patient care.
  - 4.3.2. Communicate effectively any situations or potential situations affecting the health and safety of staff, patients and visitors to the designated team leader or Ward / Department /Team Manager.
  - 4.3.3. Assist in the implementation of care for which they are competent to practice under the supervision of a registered nurse / practitioner in accordance with Trust policies and procedures.
  - 4.3.4. Learn new skills and utilise educational opportunities to facilitate learning in the clinical environment in which they work.
  - 4.3.5. Report any untoward incidents / events either verbally or in writing.
  - 4.3.6. Be responsible for the safe handling of patient property / valuables in line with Ward / Department / Service procedures and Trust SFI's.
  - 4.3.7. Carry out other duties as may be required and which are consistent with the responsibilities of the post.
  - 4.3.8. Attend mandatory training relevant to the post as specified by the Trust.
  - 4.3.9. Be aware of, promote and work within all policies and procedures adopted by Northern Devon Healthcare Trust
  - 4.3.10. Contribute to the effective and efficient use of Trust resources
  - 4.3.11. Contribute to the safe use, checking, maintenance and storage of equipment

## 5. Communication and Working Relationships

Ward / Department / Team Manager  
 Registered Nurses  
 Multi-disciplinary teams  
 Trust Departments e.g. Pharmacy, Radiology, Pathology, Sodexo  
 Patients / Carers / Families

Note: To meet the needs of the service and minimise clinical risk the post holder may be required to work in other areas as appropriate and as directed by their Line Manager / Senior Nurse.

## **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 organisations' 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 The Trust's equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic 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 postholder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Disability Discrimination Act.

## **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 process or disclose any information of a confidential or personal nature relating to the employer or in respect of which the employer has a duty 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.

## **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 Northern Devon Healthcare 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. Northern Devon Healthcare Trust ensures that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted within the Trust and adhered to by all members of staff.

Subject to formal matching



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Managers Name.....

Manager Signature.....

Date.....

Job Holder Name.....

Job Holder Signature.....

Date.....

## PERSON PROFILE

<b>Job Title:</b>	Mental Healthcare Assistant, Level 3
<b>Grade:</b>	Band 3

CRITERIA REQUIRED	Essential	Desirable
<b>Qualifications &amp; Training</b> Basic secondary education demonstrated through effective written and verbal communication skills Good numerical skills Prepared to participate in further training necessary for the post/service  NVQ level 3/QCF level 3 in health and social care/care certificate qualification completed via employer  Other evidence of training or development relevant to working within mental health settings.	✓  ✓  ✓  ✓  ✓	
<b>Specific Knowledge &amp; Experience</b> 6 months recent experience working in a mental health care setting	✓	
<b>Skills</b> Willingness to undertake clinical and IT skills required for the speciality Willingness to maintain competency skills via the Trust skills passport and where appropriate support other team members to maintain their own skills	✓ ✓	
<b>Physical Skills &amp; Effort</b> Constant standing / walking Assists patients with walking/sitting and other activities of daily living Ability to undertake manual handling and Movement tasks Prepared to work variable shift patterns Manual dexterity e.g. Venepuncture, Wound Care, Handling of instrumentation and use of equipment.	✓ ✓ ✓ ✓ ✓	
<b>Emotional Effort</b> Provide support to patients, families and carers as appropriate	✓	



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<b>Mental Effort</b>		
Able to present factual information and refer to others as appropriate	✓	
Concentration required for recording and monitoring of observations	✓	
Regular interruptions to daily tasks	✓	
Ability to work alone and in accordance with the Trust's Lone Working Policy	✓	

<b>Requirements due to Working Environment</b>		
Potential exposure to bodily fluids, noise and smells	✓	
Ability to adapt in an ever changing work environment	✓	

Managers Name.....

Manager Signature.....

Date.....

Job Holder Name.....

Job Holder Signature.....

Date.....