

**Saving *lives*,
Improving *lives***



Northern Care Alliance
NHS Group

Salford | Oldham | Bury | Rochdale | North Manchester

Oldham Care Organisation

Job Description & Person Specification



Choose to make a Difference

Be developed • Be supported • Be inspired • Be empowered • Be rewarded • Make a difference

We're thrilled you're thinking of joining us!

Our new Northern Care Alliance NHS Group unites five local hospitals to deliver high quality care across the North East of Greater Manchester.

The Alliance provides the benefits of scale but delivers this locally through multiple hospital sites which make up four new Care Organisations – Bury/Rochdale, North Manchester, Oldham and Salford. Using our mantra of 'Saving lives, Improving lives', the aim is for our Care Organisations to work closely with the communities they serve to deliver safe, high quality and reliable care, which are trusted, connected and pioneering.

Our Care Organisations are designed to operate within our group arrangement of hospitals, community and healthcare services which bring together over 17,000 staff and the services of The Pennine Acute Hospitals NHS Trust and Salford Royal NHS Foundation Trust. Our size and geographical reach means we are creating an environment each individual will be inspired and empowered by to be the best they can be. This is a really exciting time to join our new team.

As the Healthier Together plans continue across Greater Manchester the Oldham Care Organisation is planned to play a crucial role, Royal Oldham Hospital has been identified as a red/hub hospital for the area. The strong community links in place here are something the teams continue to be proud of, working closely across the locality to promote employment opportunities to all.

There's a lot to this care organisation which means the variety of opportunity is vast. Some of the areas of specialty you will find here are:

- Hosting Vascular services, Trauma and Orthopaedics and general surgery
- One of only 3 neonatal intensive care units in the area taking care of babies from the local area and further afield
- One of the largest 'hybrid' theatre suites in Europe providing innovative care to a variety of patients performing over 600 operations a year
- State of the art on-site pathology service covering the region. Receives 9 million requests for support a year

There have been a variety of changes over last 12 months here. Focus on initiatives relating to falls, pressure ulcers and hospital acquired infections, increasing frontline staffing levels and Investment in leadership teams at all levels has resulted in recent positive CQC results.

Our Values

We have four core values which are a focus for how our staff and volunteers work with each other to provide care for our patients. We think of our values as a set of guiding principles to refer to when making decisions and interacting with people and they help us to work together to continuously improve the organisation and ourselves.

These core values form part of the Organisations Performance Framework which regularly reviews how staff are performing.

Patient & Customer Focus

This value enables us to place the patient first we everything we do.

All staff are required to demonstrate that they:

- Communicate effectively with patients, families and colleagues
- Pro-actively personalise the service, connecting with patients and carers
- Adopt and practice the 'safe, clean, personal' ethos.

Continuous Improvement

This value ensures that the organisation including individual staff are always moving forwards and improving the ways things are done.

All staff are required to demonstrate that they:

- Look at ways of measuring and auditing improvements
- Pro-actively develop goals and objectives in support of the Trust's vision
- Identify opportunities to reduce waste and inefficiency.

Accountability

This value enables us all to recognise our own part in keeping our organisation 'safe, clean and personal' in the way we care for people.

All staff are required to demonstrate that they:

- Are transparent and results focused
- Display personal accountability towards problem-solving
- Recognise and accept accountability beyond job role.

Respect

This value is about respecting patients and colleagues alike, and also the on-going reputation of the organisation.

All staff are required to demonstrate that they:

- Are supportive and empower staff involvement
- Are consistent and understanding of others and their needs

Job Description

Job Title: Healthcare Assistant

Band: AFC Band 2

Reports to: Senior Nurses Acute Medical Unit

Responsible to: Lead Nurse Acute Medical Unit

Base/Department: Royal Oldham Hospital.

Main purpose of the job:

The post holder is responsible assisting in the administrative and general care duties as specified below, under the direct supervision of a registered nurse. The post holder will have a requirement to participate in basic patient care activities as mentioned below.

Main Tasks & Overview of Responsibilities

Main Tasks and Responsibilities

Clinical

1. Participate in direct patient care including washing and dressing, eating and drinking, mobilisation
2. Assist patients to improve and maximise their mobility, utilising equipment as directed by the multi professional team
3. Contribute to the development and implementation of patients individual care plans to deliver a high standard of care
4. Maintain clear concise and legible documentation adhering to standards in accordance to Trust Policies

5. Contribute to patient handover, updating colleagues of care delivered
6. Contribute to health education/promotion issues within the clinical area, utilising written information, leaflets to increase awareness of health issues
7. To establish a pleasant and welcoming environment for patients, visitors and staff
8. Support patients, their families, friends and others, through the process of dying, demonstrating and understanding of religious and cultural beliefs associated with death
9. Undertake the duties relating to last offices for the deceased person
10. Actively support and assist in alleviating distress and anxiety of patients and/or relatives.

This job description outlines the current main responsibilities of the post. However the duties of the post may change and develop over time and this job description may, therefore be amended in consultation with the post holder.

Responsibilities for Research and Development

Quality

1. To ensure own actions promote quality and alert others to quality issues
2. To participate in setting and maintaining optimal standards of care In The Acute Medical Unit
3. To keep up to date and act consistently with quality standards and guidelines
4. To contribute effectively to evaluation studies (e.g. patient satisfaction surveys)

Audit

1. To participate in audit/benchmarking within the clinical area supporting the introduction of a change in practice as appropriate

Freedom to Act

1. Is guided by Alliance protocols and codes of conduct

Partnership Working

The requirement to interact with others in order to achieve the objectives or purpose of the post. This will range from co-operating with other team members to multi agency working

Equality and Diversity

1. To recognise the importance of people's rights and interpret them in a way that is consistent with trust procedures, policies and legislation
2. To challenge behaviour that infringes the rights of others
3. To identify and take action where necessary to address discrimination and oppression

Making Every Contact Count

1. Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing
2. Staff should engage with patients, relatives, carers and the public to give them additional advice on health and wellbeing
3. Staff will be given support to help them to signpost people to other services which may improve their health and wellbeing.

Health & Safety

1. To assist in maintaining health, safety and security of self and others in own work area
2. To ask for help and take immediate and appropriate action in relation to any adverse incidents within the workplace
3. Report any issues that may put health and safety at risk utilising the adverse incident reporting system.
4. To work within legislation and trust procedures on risk management
5. You have a personal responsibility to support your department/ward/clinic in reducing infection. You must comply with the Trust's policies on infection, prevention and control. You must maintain your competence in relation to infection control and highlight any issues to your manager.

General Staff

You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Alliance's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.

Safeguarding

The Northern Care Alliance is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at Level 2.

Electronic Patient Record

The Northern Care Alliance uses an Electronic Patient Record (EPR). All Clinicians must use EPR as the primary patient record. Paper is used only for clinical record components (e.g. fluid charts) that do not at present have an EPR replacement.

The majority of clinical documentation is entered directly on the EPR including health issues, case histories and continuation notes, condition specific structured records and risk assessments. EPR also provides systems for prescribing, requesting most tests and some services, and for viewing results, a local integrated record and correspondence.

Access to this comprehensive EPR is via a unique login and password. All Clinicians working at the Northern Care Alliance must receive EPR training.

Person Specification

	Specification	Essential / Desirable	Evidence
Essential Qualifications	A good standard of general education	E	Application Form/ Interview
	NVQ Level 2 or equivalent experience in Health & Social Care	E	Application Form/ Interview

Knowledge, Skills and Experience	Demonstrates evidence based clinical knowledge	E	Application Form/ Interview
	Previous healthcare experience/background	E / D	Application Form/ Interview
	Recent experience in an acute hospital setting	D	
	Excellent communication skills	E	Application Form/ Interview
	Communicates succinctly, clearly and accurately both verbally and in writing	E	Application Form/ Interview
	Be an effective team member who is able to relate to colleagues at all levels of the Trust with tact and diplomacy	E	Application Form/ Interview
	IT Skills	D	Application Form/ Interview
	Due to the wide range of duties must be able to organise and prioritise tasks	E	Application Form/ Interview
	Excellent communication skills both verbal and written.	E	Application Form/ Interview

Physical & Mental Requirements

Physical effort:

The post holder will be required to exert frequent moderate physical effort for several short periods during a shift e.g. moving patients over 15 kilos with mechanical aids

Mental effort:

To exert frequent concentration where the work pattern is unpredictable e.g. dealing with unpredictable patient / relative behaviours

Emotional effort:

The post holder will at times be exposed to distressing and occasional highly distressing and emotional circumstances, caring for patients with life limiting conditions

Working conditions:

Frequent exposure to unpleasant working conditions/hazards e.g. uncontrollable body fluids, physical and verbal aggression.

Interview Criteria

Criteria	Importance <i>(High, medium, or low)</i>
Able to demonstrate the Trust Values	High
Able to deliver a high standard of evidence based individual patient care	High
Basic IT skills	High
Committed to own personal continuing professional development (CPD)	Medium
Effective communicator with good interpersonal skills and initiative	High
Effective team member who is able to relate to colleagues at all levels of the Trust with tact and diplomacy	High