



Together

WORKFORCE DIRECTORATE

JOB DESCRIPTION

JOB TITLE: **Health Care Assistant**

DIRECTORATE: **Centralised Recruitment**

REPORTS TO: **Shift Leader / Team Leader**

ACCOUNTABLE TO: **Ward Manager**

KEY RELATIONSHIPS:

DIRECT REPORTS:

HOURS: **37.5 Hours Per Week**

LOCATION: **Royal Preston Hospital / Chorley and South Ribble Hospital**

BAND: **2**

NB: The Post holder may be required to work in other departments across the Trust including across Trust sites

DBS (Criminal Record) Check Level required for role:

Please indicate the level of DBS Check required in this role	No DBS Required	Standard	Enhanced without Barred List Checks	Enhanced with Child only Barred List Check	Enhanced with Adult only Barred List Check	Enhanced with Child and Adult Barred List Checks
						✓

KSF Core Dimension Levels for Role

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
2	1	1	1	2	1

Role Summary

Responsible for providing a range of personalised care for patients under the guidance and supervision of the team leader/nurse in charge including: assisting patients with personal hygiene, toileting, use of continence aids, catheter care, measuring patient output, moving and handling, use of mobility appliances, correct patient positioning, ensuring patient safety, taking specimens and observing patients for changes in condition

To support the productive operation of the ward environment by undertaking a range of non-clinical activities which contribute to the maintenance of a safe and clean environment.

To act at all times in a manner that upholds the Trust values working as part of the ward team to ensure that patients and relatives receive excellent care with compassion.

Key Duties and Responsibilities:

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post. In addition all staff are expected to act in accordance with the values and behaviours of the Trust

Our Values



Being Caring and Compassionate

Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.



Recognising Individuality

Appreciating differences, making staff and patients feel respected and valued.



Seeking to Involve

Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.



Building Team Spirit

Working together as one team with shared goals doing what it takes to provide the best possible service.



Taking Personal Responsibility

Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.

ROLE DUTIES	MEASURABLE OUTCOMES					
<ul style="list-style-type: none"> Provide good quality personalised care in accordance with agreed local and national standards. 	<ul style="list-style-type: none"> Performs basic nursing care to a good quality standard which meets the individual needs of patients Has achieved and maintained core and specific competencies as per HCA Development pathway and by manager. Demonstrates compassion by recognising and responding to individual needs in a warm, thoughtful, sensitive and helpful way Maintains patient privacy, dignity and respect at all times Proactively engages with patients, relatives and carers to seek their views, and gain co- 					

Excellent care with compassion

	<ul style="list-style-type: none"> operation and agreement. Able to assess patients through look, listen, feel. Reports or escalates concerns about patient condition in a timely manner Receives positive feedback from patients/relatives/team members/students Identifies and reports patients needs not included in the care plan Correct use, maintenance and cleaning of pressure relieving devices Provide patients with appropriate activities and stimulation to promote well being and recovery in particular when providing enhanced care. 					
<ul style="list-style-type: none"> Present a positive image of self, team and the organisation 	<ul style="list-style-type: none"> Introduces self to patients at the start of each shift Visitors are welcomed in a manner which promotes a positive image of yourself, the ward and the ward team 					
<ul style="list-style-type: none"> Take samples from patients for testing or dispatching eg: Urine, sputum, faeces, MRSA swabs 	<ul style="list-style-type: none"> Samples taken and dispatched as per Trust procedures. Samples stored correctly while awaiting collection Documentation is correct and complete Takes samples to pathology as directed. 					
<ul style="list-style-type: none"> Assist patients to meet nutritional needs in line with their individual care plan. 	<ul style="list-style-type: none"> Ensures timely completion of menu cards, gives assistance where required Prepares patients for mealtimes in timely manner Assists with distribution of meals to meet protected mealtime standards Assists patient with eating and drinking, provides adaptive aids if required Prepares and administers beverages for patients in timely manner 					

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	<ul style="list-style-type: none"> Weighs patients accurately as directed and records results Food/ fluid charts are fully completed in a timely manner to Trust standards 				
<ul style="list-style-type: none"> Assist to maintain patient safety, conforming to health, safety and security legislation, policies, procedures and guidelines. 	<ul style="list-style-type: none"> Upholds uniform policy at all times Call bells are answered in timely way Correct use of cot sides, blue tray, wet floor signs Achieves ANTT and hand hygiene audit Uses agreed moving and handling procedures Current moving & handling update training maintained Reports all accidents, incidents, near misses, faulty equipment or environmental issues immediately as per Trust Policy 				
<ul style="list-style-type: none"> Assist in maintaining standards of care to improve the patient experience and outcome of care. 	<ul style="list-style-type: none"> Patients left safe, comfortable with their care needs met Takes an active part in Team Meetings Participates in audit and evaluation programmes as requested Makes constructive suggestions to how the service can be improved. Challenges or reports poor standards of care or inappropriate behaviour and escalates concerns about the safety and wellbeing of patients Uses the EQIP to gain patient feedback about their experience of their care Undertakes intentional rounding as requested to meet ward standards. 				
<ul style="list-style-type: none"> Promote equality in care and practice by recognising, respecting and meeting the needs and choices of individuals 	<ul style="list-style-type: none"> Treats everyone with dignity and respect Offers choice to meet individual patient's needs. Acts in accordance with current 				

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	<p>legislation, policies, procedures and good practice relating to equality & diversity.</p> <ul style="list-style-type: none"> • Addresses/reports behaviour that undermines equality and diversity. • Safeguards children, young people and vulnerable adults, escalating concerns in line with Trust policy and regulatory frameworks 					
<ul style="list-style-type: none"> • Contribute to maintaining safe, clean, and productive care environment, compliant with standards for hygiene and cleanliness. 	<ul style="list-style-type: none"> • Unpack linen and stores to maintain stock levels in a timely manner • Ward and utility areas kept clean and tidy • Beds made & changed in a timely manner to keep patients clean and comfortable and bed areas correctly prepared for new admissions • Ward equipment cleaned and labelled e.g. commodes, dynamaps, • Reports faulty equipment for repair promptly • Orders and cancels pressure relieving equipment as directed • Mattress audits completed checking mattresses are fit for purpose • Disposes of clinical waste and used linen as per Trust Policy • Telephones answered stating name, role and department within 6 rings 					
<ul style="list-style-type: none"> • Communicate all relevant information to the Registered Nurses in a professional and timely way. 	<ul style="list-style-type: none"> • Reports outcomes of care activities, in a timely manner • Documentation is complete and in order 					
<ul style="list-style-type: none"> • Maintain and develop own competence 	<ul style="list-style-type: none"> • Actively participates in the appraisal process • Has a current appraisal and Personal Dev Plan 					

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	<ul style="list-style-type: none"> • Undertakes identified learning and development opportunities, as per HCA Development Pathway and as agreed with manager. • Mandatory training as outlined by the RMTNA is up to date • Meets National HCA Code of Conduct (DH 2013) • Meets National Minimum Training Standards (DH 2013) 					
<ul style="list-style-type: none"> • Actively try to resolve issues and complaints at local level and then report the outcome to line manager. 	<ul style="list-style-type: none"> • Gives clear and concise advice to people on the procedures in place eg PALS, complaints. • Resolve potential conflicts as per conflict resolution guidance and the promotion of zero tolerance • report incidents of violence or aggression immediately in order to seek help and support 					

Occupational hazards or exposures relevant to this job (please tick)			
Physical			
Patient moving & handling	<input type="checkbox"/>	Regular DSE work	<input type="checkbox"/>
Regular equipment / material moving & handling > 10kg	<input type="checkbox"/>	Climbing ladders and / or working at height	<input type="checkbox"/>
Noise (LEP,d > 80)	<input type="checkbox"/>	Hand Arm Vibration	<input type="checkbox"/>
Hot or cold conditions	<input type="checkbox"/>	Exposure to Ionising Radiations	<input type="checkbox"/>
Entry into confined spaces	<input type="checkbox"/>	Other potential ergonomic problems	<input type="checkbox"/>
Driving on Trust business	<input type="checkbox"/>	Vocational driving (C1,D1, LGV, PCV)	<input type="checkbox"/>
Chemical			
Exposure to known respiratory irritants or sensitisers	<input type="checkbox"/>	Exposure to known skin irritants or sensitisers (including latex)	<input type="checkbox"/>
Exposure to asbestos (non-licenced work)	<input type="checkbox"/>	Exposure to any other chemicals	<input type="checkbox"/>
Biological			
Exposure-prone procedures	<input type="checkbox"/>	Laboratory exposure to pathogens	<input type="checkbox"/>
Other			
Night work	<input type="checkbox"/>	On-call duties/ lone working	<input type="checkbox"/>

Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by the Trust
- Trust Standing Financial Instructions
- Working within the Data Protection act 1984, Health & Safety at work Act 1974, Maintain confidentiality at all times, as required by legislation and Trust Policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
 - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
 - Concerns about the professional or clinical practice or competence of staff
 - The treatment of other staff, including suspected harassment, discrimination or victimisation
 - Health, safety and environment issues
 - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
 - Employment standards and/or working practices
 - Criminal offences or miscarriages of justice
 - Failure to comply with any other legal obligation
 - Deliberate concealment of any of the above

Information Governance

- To be fully aware of and committed to all Policies, Procedures and Initiatives relating to Information Governance - this will include, but not limited to, Data Quality improvements, Confidentiality and Information Security
- To take personal responsibility for safeguarding and ensuring the quality of information.

Behaviour

The post holder will be expected to:

- Support the aims and vision of the Trust

- Act with honesty and integrity at all times
- Be a positive ambassador for the Trust
- Demonstrate high standards of personal conduct
- set an example and encourage openness and honesty (particularly in reporting incidents and near misses) and will actively foster a culture of learning and improvement
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the Trust's commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST

PERSON SPECIFICATION

POST: Healthcare Assistant

Band: 2

DIRECTORATE / DIVISION: Centralised

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
Qualifications & Education	<ul style="list-style-type: none"> Demonstrable numeracy and literacy skills in line with Level 1/Grade D/Grade 3 or above 	<ul style="list-style-type: none"> GCSE Maths & English grade C or above / Grade 4 - 9 OR Functional skills level 2 numeracy and Functional Skills level 2 literacy skills Level 2 QCF diploma (Qualification Credit Framework) in healthcare / NVQ level 2 	<ul style="list-style-type: none"> Application form Interview Assessment will be undertaken during the interview process
Knowledge & Experience	<ul style="list-style-type: none"> Previous experience of dealing with the public Be able to demonstrate understanding of the concept and application of confidentiality 	<ul style="list-style-type: none"> Previous experience working in a care environment 	<ul style="list-style-type: none"> Application form Interview
Skills & Abilities	<ul style="list-style-type: none"> Effective written and verbal communication skills Effective organisational skills Ability to use initiative 		<ul style="list-style-type: none"> Application form Interview Assessment
Values & Behaviours	<ul style="list-style-type: none"> Be empathetic and caring Be enthusiastic and positive Able to work as part of a team Committed to working in a caring role Aware of boundaries of the role Able to be flexible to meet the needs of the service Self-awareness in terms of recognising the impact of their behaviour on others Able to present a professional image appropriate to the working environment 		<ul style="list-style-type: none"> Interview Assessment