

## Job description and specification



Bank –MHS Health care  
Assistant  
Band 2



## JOB DESCRIPTION

**JOB TITLE:** Bank – MHS HCA

**BAND:** 2

**RESPONSIBLE TO:** Modern Matrom

### KEY RELATIONSHIPS:

Internal	External
Own Team Line Manager	GP Collaborative Care Social Services Acute Hospital

### CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

### Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice.

### Key Responsibilities:

1. Support the clinical team in the provision of patient nursing and rehabilitation care by working alongside qualified nursing and therapy staff.
2. Participate in the implementation of care and rehabilitation programmes, to ensure patients regain confidence in maintaining activities of daily living whilst recognising the patient's beliefs, preferences and choices.
3. To help ensure that service users engage effectively with agreed Care Plan and access appropriate services.



4. To be responsible for liaising with and providing information to other agencies involved in the care of the service user.
5. To develop a rapport and a therapeutic relationship with service users, within appropriate boundaries
6. To provide regular and practical support to service users and their carers (as appropriate) in developing and managing independence and maintaining dignity and self-respect.
7. Facilitate the orientation of newly transferred clients into the ward, recording their property and supporting them as they settle in.
8. Meeting and greeting visitors to the ward, supporting carers during visits and referring issues and enquiries on to the Nurse in Charge.

## **Leadership**

1. To participate in the development of an effective team and the development of productive working relationships throughout the Trust.
2. To facilitate the development of a positive and 'supportive' team culture by taking responsibility for dealing effectively with potential conflict.
3. To advise, encourage and share knowledge utilising the latest research and practice development, through literature and peer reviews.

## **Clinical Skills**

1. To assist nursing staff in the delivery of nursing care to patients
2. To record dietary and fluid intake
3. To record vital signs when required to do so
4. To change linen on beds, dispose of foul linen, to tidy rooms and generally maintain patient areas in good order
5. To undertake the laundering of patient's clothing when necessary
6. To assist in the provision of a cheerful and welcoming environment
7. To escort patients to appointments both inside and outside of the hospital
8. To assist in the care, storage and organisation of patient property; recording items on transfer according to Trust Procedures
9. To assist in the preparation and serving of food and drinks for patients
10. To report to senior staff concerning all aspects of patient capabilities and functioning
11. To assist in the promotion of continence
12. To assist nursing staff in delivering the last offices to patients when necessary

## **Computer/Administration**

1. To be computer literate.
2. To ensure accurate recording of actions, and updating patient's records, maintaining confidentiality at all times.
3. To take part, and assist, in the planning and administration relating to day to day running of the caseload.

## **Communication**

1. To help ensure that service users engage effectively with the agreed Care Plan and access appropriate services.
2. To be responsible for liaising with and providing information to other agencies involved in the care of the service user.



3. To develop a rapport and a therapeutic relationship with service users, within appropriate boundaries.
4. To provide regular and practical support to service users and their carers (as appropriate) in developing and managing independence and maintain dignity and self-respect.
5. Facilitate the orientation of newly transferred clients into the ward, recording their property and supporting them as they settle in.
6. Meeting and greeting visitors to the ward, supporting carers during visits and referring issues and enquiries on to the Nurse in Charge.

## **Training**

1. Ensure that own knowledge and skills are constantly updated
2. Keep mandatory training up to date.

## **Additional Information**

### **Health & Safety**

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

### **Infection Control**

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

### **Risk Management**

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

### **Safeguarding Children and vulnerable adults**

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

### **Standards of Business Conduct & Conflict of Interest**

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or





voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

## **Sustainability**

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

## **Smoking Policy**

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

## **Codes of Conduct**

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

## **Data Protection**

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

## **Information Security and Confidentiality**

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.



You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

## **Equality and Diversity**

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

## **Key Performance Indicators (KPI)**

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

## **Review of this Job Description**

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

## **Other Duties**

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.



- **Person Specification**

	Essential	Desirable	Measurement
<b>Demonstration of Trust Values</b>			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
<b>Qualifications</b>			
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Interview Assessment
<b>Knowledge</b>			
An awareness of NHS Plan, NSF and clinical governance priorities	✓		Application Form Interview Assessment
<b>Experience</b>			
Recent Relevant Experience in a healthcare setting and basic level of theoretic knowledge.	✓		Application Form Interview
Experience of working with older people		✓	Application Form Interview
Experience of dealing with emotional distress	✓		Application Form Interview
Experience of mental health services (as a worker or service user/carer)	✓		Application Form Interview
<b>Skills</b>			
Basic awareness of IT and IT skills	✓		Application Form Interview Assessment
Good listening and Written skills	✓		Application Form Interview



Ability to form positive therapeutic relationships with service users and carers	✓		Application Form Interview
Approachable and positive manner	✓		Application Form Interview
Ability to create innovative solutions to help empower service users	✓		I Application Form Interview
Ability to recognise and support the personal resourcefulness of people with mental illness	✓		Application Form Interview
An enthusiasm to make a positive contribution to improving the quality of life for people with mental health problems	✓		Application Form Interview
Good organisational skills with ability to prioritise	✓		Application Form Interview
Ability to work unsupervised in a range of settings	✓		Application Form Interview
Ability to provide practical support with daily living activities	✓		Application Form Interview
Able to work in a way which will enable service users to obtain/retain responsibility for their decision making.	✓		Application Form Interview
An ability to act calmly in emergencies and to respond in a professional manner to potentially challenging behaviour	✓		Application Form Interview
Ability to acknowledge diversity and promote anti-discriminatory practice/equal opportunities.	✓		Application Form Interview
<b>Other</b>			
To be aware and demonstrate the Trust Values	✓		Application Form Interview Assessment





To be able to travel efficiently throughout the area	✓		Application Form Interview
Ability to work as part of a team	✓		Application Form Interview
Ability to follow instructions	✓		Application Form Interview
Ability to travel efficiently and effectively throughout all NELFT localities and surrounding areas	✓		Application Form Interview
Good communication skills, able to initiate conversation with others and identify difficulties	✓		Application Form Interview
Flexible approach to working routines	✓		Application Form Interview
Positive attitude	✓		Application Form Interview
Reliable, Good timekeeper	✓		Application Form Interview

