

JOB DESCRIPTION

1. Job Details	
Job Title:	Health Care Assistant
Band:	Band 2
Salary:	
Reports to (Title):	Senior Sister/Charge Nurse
Trust Website:	www.royalwolverhampton.nhs.uk
Directorate:	Oncology/Haematology
Location:	Chemotherapy Unit Snowdrop
JD Number:	4838
	<div><div><h3>Our Vision</h3><p>An NHS organisation that continually strives to improve patients' experiences and outcomes.</p></div><div><h3>Our Values</h3><div><div><h4>Safe & effective</h4><p>We will work collaboratively to prioritise the safety of all within our care environment.</p></div><div><h4>Kind & caring</h4><p>We will act in the best interest of others at all times.</p></div><div><h4>Exceeding expectations</h4><p>We always aim for excellence.</p></div></div><div><h3>Strategic Objectives</h3><ul style="list-style-type: none">❖ Create a culture of compassion, safety and quality❖ Be in the top quartile for all performance indicators❖ Proactively seek opportunities to develop our services❖ To have an effective and well integrated organisation that operates efficiently❖ Maintain financial health – appropriate investment enhancement to patient services❖ Attract, retain and develop our staff & improve employee engagement</div></div></div>
2. Job Summary	
<p>To assist with the direct care of patients as delegated to and supervised by registered nurse / health care professional.</p> <p>To work under supervision of a registered practitioner or may be supervised by a Level 4 Associate Practitioner; however supervision may be remote or indirect.</p> <p>To work alone in patient's homes or in clinic settings, taking responsibility for well-defined routine clinical and non-clinical duties delegated by the registered practitioner including defined clinical or therapeutic interventions within the limit of competence</p> <p>To provide support to the nursing team working collaboratively with members of the multi-disciplinary team and contributing positively to the delivery of high quality compassionate care.</p>	

To uphold the fundamental standards of safety and quality always putting the patients first and protecting them from harm

3. Main Duties & Responsibilities

1. Ensure safe and effective clinical practice

Assist registered nurses/health care professionals in the delivery of individualised holistic patient care. Work will be guided by standard operating procedures, protocols, systems of work and policies.

Ensure that consent is obtained prior to delivering all aspects of patient care.

Involve relatives / carers in the delivery of care interacting with them helpfully and in a friendly manner providing information as appropriate

Ensure care is delivered with compassion and respect to all patients.

Work with the multi-disciplinary team, and contribute to the prevention of patient harm by participating in risk assessments e.g. pressure ulcer development, falls, nutrition etc.

Ensure privacy and dignity are maintained at all times and protect confidential information

Assist patients with all care as delegated by the registered nurse/health care professional.

Safely and accurately measure and record patients' physiological observations e.g. pulse, respirations, blood pressure and temperature, escalating and reporting to the registered nurse/health care professional responsible for the patient's care.

Safely and accurately measure and record blood glucose levels, reporting to the registered nurse / health care professional responsible for the patient's care.

Accurately document any observations and care provided in the appropriate record informing the registered nurse to whom you have been delegated care, of your actions.

Safely and accurately undertake urinalysis, record the results, and report to the registered nurse or doctor accountable for the patient's care.

Safely obtain samples (blood, urine, stool, sputum, etc.) in accordance with Infection Prevention policies, guidelines and clinical practices, ensuring accurate completion and verification of patient information.

Safely transport samples to the laboratories in a timely and professional manner.

Respond to patient questions and report back to assist in patient care evaluation

Ensure that appropriate moving and handling techniques and equipment are used when manual handling.

Report back any relevant information to the registered nurse accountable for the patient's care.

2. Enhancing the patient experience

Make the care of people your first concern, ensuring the patient has a positive experience whilst in your care

Answer the telephone in a courteous and professional manner, accurately taking messages and informing the relevant person(s).

Respond appropriately to patient concerns and questions raised escalating to the accountable registered nurse / health care professional for the patient.

Maintain a clean and safe environment for staff, patients and visitors ensuring compliance with legislation, policies and protocols including health and safety and healthcare associated infection prevention.

Ensure clinical areas are appropriately stocked against agreed levels, including storage areas and medical equipment.

Comply with Health and Safety Regulations and to report accidents / untoward incidents / hazards / unsafe equipment to the nurse in charge / registered practitioner immediately, utilising the incident reporting system.

3. Professional behaviour

Act in a courteous and helpful manner at all times ensuring practical delivery of compassionate care respecting others, including the care of deceased patients and their families

Maintain professional carer behaviour at all times as an employee of the Trust and therefore representative of our values and beliefs including the objectives of the Trust

Work towards' healthcare support workers' registration with the Nursing Midwifery Council as and when this is established.

Ensure your practice is supervised by a registered nurse health care professional / who remains accountable for the delivery of care.

Demonstrate self-directed development and practice

4. Contribution to the delivery of the organisation's objectives

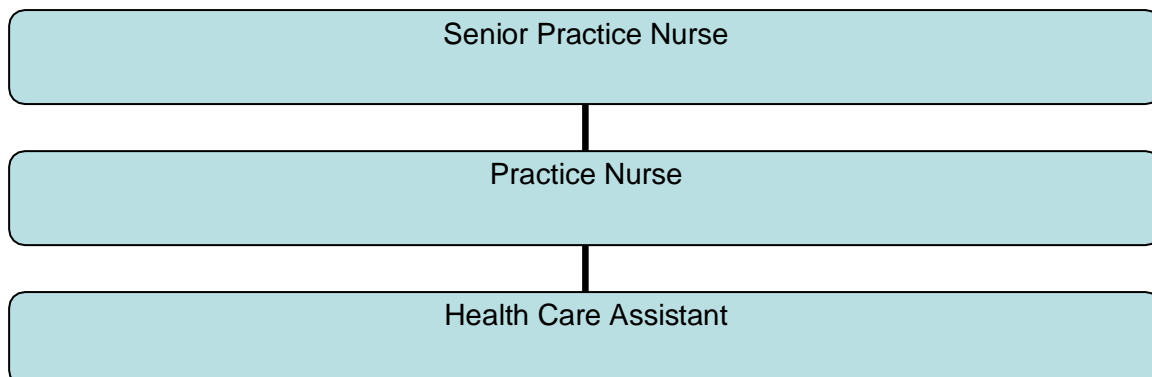
To attend mandatory training and such courses / lectures / in-service training, as indicated by the needs of the service and own personal development, as indicated at appraisal and within personal development plan (PDP).

To be familiar with, and comply with all appropriate Trust policies and procedures.

At all times maintain a professional image and comply with the Trust's Dress Code Policy.

At all times act in a professional manner, to uphold the reputation of the profession and the organisation.

To undertake any other duties as may be required to meet the needs of the service within the limitations of the grade for the post.



This job description is not intended to be an exhaustive list of duties and it may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

Infection Prevention

Maintain a current knowledge of infection prevention and control practices and policies through annual mandatory updates and role specific training.

Demonstrate a current knowledge of infection prevention and control practices through the delivery of clinical care and maintenance of a safe environment in accordance with infection prevention and control practices and policies.

Take part in infection prevention initiatives in the local area.

Challenge infection prevention practices, reporting breaches using relevant Trust policies as appropriate (e.g. incident reporting policy).

As part of our safety culture we expect staff to uptake vaccinations against infectious diseases in line with national advice.

Equal Opportunities Policy

It is the aim of the Trust to ensure that no job application or employee receives less favourable treatment on grounds of sex, disability, age sexual orientation, race, colour, nationality or ethnic or national origins or is not placed at disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the Trust has an Equal Opportunity Policy and it is for each employee to comply with and contribute to its success.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors, to observe obligations under organisational and departmental Health and Safety Policies, maintaining awareness of safe practices and assessment of risk.

Data Protection

If required to do so, to obtain, process and/or use information held on computerised or manual records in a fair and lawful way in line with the Data Protection Act 2000. To hold data only for specific purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations, as instructed.

Customer Care

It is the aim of the hospital to provide patients and other service users with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and other service users first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Safeguarding

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures, and Trust and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Smoking Policy

The Trust provides a smoke-free work environment.

Confidentiality

The Trust is fully committed to encouraging its staff to freely contribute views on all aspects of health service activities, especially those on delivery of care and services to patients. However, you shall not, either during or after the end of your employment (however it is terminated), divulge to any unauthorised person confidential information relating to the Trust. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Your obligations of confidentiality under this clause shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed, provided that such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Trust's Policy on Raising Concerns at Work-Whistle Blowing Policy, a copy of which is available from the Human Resources Department.

Development

The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular appraisal with their manager and identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards required of the post holder.

NHS Constitution

The Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another.

All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to [NHS Constitution for England - Publications - GOV.UK](#) that essentially provides further and more detailed explanation of each of the rights and pledges.

Criminal Records

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

AfC PERSON SPECIFICATION

This document describes the qualities required for a post-holder that are not captured by the JD.

SPECIFICATION	DESCRIPTION
Qualifications <i>(This must include the level required to appoint to the post. Any requirement for registration should also be recorded here.)</i>	<ul style="list-style-type: none"> • QCF/NVQ Level 2 in Healthcare or equivalent qualification • Maths and English qualification • Care Certificate or ability to complete within 12 weeks of commencing employment
Experience/Skills <i>(Type and level of experience required to fulfil duties)</i>	<ul style="list-style-type: none"> • Experience in a healthcare environment • Suitability to work with vulnerable adults / children • Ability to use own initiative • Ability to recognise limitations of knowledge and competence and practice within these boundaries • Prepared to undergo further training
Communication Skills <i>(Indication type of communication and audience. E.g. face-to-face with patients, presentations to colleagues, etc.)</i>	<ul style="list-style-type: none"> • Evidence of good communication skills including <ul style="list-style-type: none"> • Verbal • Written (legible handwriting) • Non-verbal • Compassion and respect • Ability to communicate appropriately with patients, relatives and / or carers • Ability to communicate effectively with staff / multidisciplinary team • Ability to raise and act on concerns • An understanding of their role within the team • An understanding of how to behave / act in a clinical environment • Positive and enthusiastic approach to work • Courteous and polite • Demonstrate effective use of time
Flexibility <i>(Note here any flexibilities required by the post. e.g. Shift Working required, New tasks may need to be undertaken frequently,)</i>	Participation in flexible work patterns / shift working may be required, to meet the needs of the service. <ul style="list-style-type: none"> • Flexibility to work across the Health Economy
Other <i>(Any other key issues not recorded elsewhere in JD or person spec.)</i>	<ul style="list-style-type: none"> • Regular contact with bodily fluids when carrying out interventions and or treatments • Manual handling of patients for clinical interventions/personal care • Lone worker

I understand and accept my accountabilities and responsibilities as outlined in this job description, person specification and KSF outline.

	Designation	Name	Signature	Date
Post Holder				