

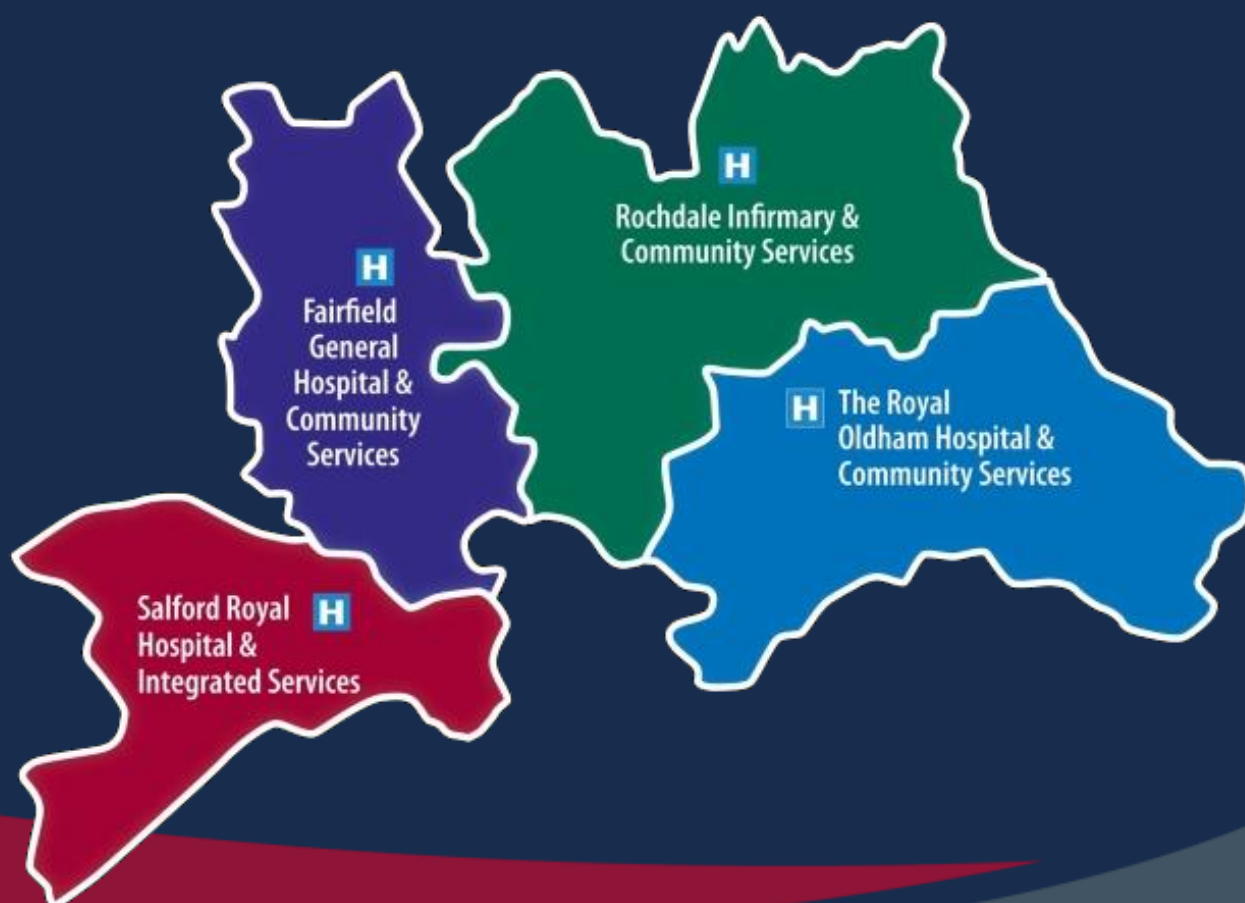
**Saving *lives*,  
Improving *lives***



**Salford Care Organisation**  
Northern Care Alliance  
NHS Foundation Trust

# **Salford Care Organisation**

## **Job Description & Person Specification**



and  
community services, ensuring the safe  
delivery of high-quality care at scale.

Salford Care Organisation is  
responsible for a range of community  
and primary care services across the  
city and at Salford Royal Hospital. It  
also provides specialist services to  
Greater Manchester and beyond. We  
aim to deliver safe, clean and personal  
care to all.

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

The Northern Care Alliance NHS  
Foundation Trust (NCA) brings  
together staff and services from  
Salford Royal NHS Foundation Trust  
(SRFT) and The Pennine Acute  
Hospitals NHS Trust (PAT). Our  
dedicated team of around 20,000 staff  
– our NCA Family – provide a range of  
community and hospital services to  
over one million people across Bury,  
Oldham, Rochdale and Salford, as well  
as providing more specialist care  
services to patients across Greater  
Manchester and beyond.

Our Care Organisations are designed  
to operate within a group arrangement  
of hospitals, community, and  
healthcare services. Together they  
manage and are responsible for the  
day-to-day running of their hospital

Salford Royal was the first hospital in  
the north of England to achieve the  
highest rating of Outstanding by the  
Care Quality Commission. It's now the  
major trauma centre for Greater  
Manchester and the hub site for high-  
risk emergency general surgery for  
Salford, Bolton and Wigan.

Home to the Manchester Centre for  
Clinical Neurosciences and the  
Geoffrey Jefferson Brain Research  
Centre, we're also a University  
Teaching Trust with a team dedicated  
to training and educating clinicians of  
the future.

A new £68million extension is currently  
being built which will include a  
resuscitation area, five emergency  
theatres, inpatient beds and diagnostic  
imaging. The James Potter Building  
will also have a helipad, meaning  
seriously ill patients will reach the site  
even quicker for their life-saving  
treatment. From 2023, the new facility  
will aim to receive 90% of all major  
trauma patients in Greater

patients, service users, 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.

## **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 and service users. 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 & People Focus**

This value enables us to place the patient and service user first with everything we do.

All staff are required to demonstrate that they:

- Communicate effectively with

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: Health Care Assistant

Band: 3

Reports to: Ward Manager

Responsible to: Ward Manager

Base/Department: WARD H5- Neurosurgery Emergency Admissions Unit

Main purpose of the job:

To assist the healthcare practitioner to carry out routine health related activities to ensure patient focused care. To provide clinical support as required to help ensure the efficient and effective running of the work are. To provide excellent customer service to all internal and external customers. To support the nurses with observations.

## Main Tasks & Overview of Responsibilities

- Establish and maintain communication with patients, relatives and carers, working in partnership with the multidisciplinary team to provide holistic patient care
- Contribute to own personal development
- Assist in maintaining own and others' health, safety and security
- Contribute ideas for service improvement
- Ensure own actions help to maintain quality and patient safety
- Undertake routine assessment tasks related to individuals' health and wellbeing, making modifications within prescribed parameters and reporting back to Senior Staff on patients' progress
- Assist in delivering programmes of care to meet individuals' health and well-being, in partnership with the multidisciplinary team • Ability to work flexibly and unsociable hours to meet the

demands of the service

#### Communications and Relationships

- To communicate with people clearly in a manner and at a level of understanding appropriate to their abilities, preferences and beliefs
- To actively listen and respond to the needs of patients, relatives and carers
- To provide assistance to patients, relatives and carers, utilising persuasive skills, reassurance, tact and empathy as required
- To communicate information only to those people who have a right and a need to know, respecting confidentiality, in line with SRFT policy and procedure

#### Analytical and Judgmental Skills

- To actively assess peoples' health, safety and wellbeing whilst delivering personal care
- Recognise when there is a change in an individual's health and wellbeing, requiring referral to a senior member of staff

#### Planning and Organisational Skills

- To organise their own day to day duties
- To prioritise the care requirements for identified patients
- To assist in the organisation of work as required

#### Physical Skills

- Physically able to assist patients with activities of daily living and moving and handling
- Driving skills needed for community

#### Responsibility for Patient Care

- To correctly undertake tasks that have been delegated
- To record information accurately and pass it to the relevant people in the team in a timely manner
- To identify and report any changes that might affect the patient's condition
- To obtain agreement from patient/carers before commencing any care related tasks
- To respect the individual's privacy, dignity and beliefs.
- To prepare and support the patient appropriately during any activity that is to be undertaken

- To promptly alert the team where there are any changes in the patient's health and wellbeing or any possible risks

Responsibility for Policy/Service Development

- To apply trust policies and procedures relating to own workplace
- To offer constructive views on how the existing service and team work can be improved upon
- To contribute to service development

Responsibilities for Financial and Physical Resources

- To ensure effective use of material resources/supplies within the work area in consultation with senior staff
- To ensure patients valuables and belongings are documented and managed according to trust policy, where appropriate
- To order resources/supplies according to the requirements and specifications of the clinical environment

Responsibilities for Human Resources

- To identify with the help of others own development needs and take responsibility for own continuing learning, development and performance
- To undertake annual mandatory training updates and other relevant courses in line with Trust and local policies, in a timely manner
- To take an active part in learning opportunities and keep a personal development portfolio
- To seek help and advice when unsure
- Demonstrate own activities to new or less experienced employees
- Take on additional responsibilities as per competency framework

Responsibility for Information Resources

- To record data accurately using the agreed systems i.e. Patient administration system (PAS), paper records, electronic records.
- To contribute to updating of patients records

Responsibilities for Research and Development

#### Quality

- To ensure own actions promote quality and alert others to quality issues
- To participate in setting and maintaining optimal standards of care on the work area
- To have an understanding of how to maintain standards of care

#### Audit

- To participate in audit/benchmarking within the clinical area supporting the introduction of a change in practice if indicated

#### Freedom to Act

- Carries out routine personal care duties to set standards, using own initiative safely
- Works to established protocols, practices and procedures.
- Work is supervised within the acute setting. In the community setting, work is not always supervised but support is available

#### 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

- To act in ways that are consistent with trust procedures, policies and legislation
- To treat all patients, relatives, carers and staff with respect, dignity and understanding
- To act in ways that recognise people are different and not to discriminate against people because of those differences

#### Making Every Contact Count

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



### Health & Safety

- To monitor and maintain health, safety and security of self and others in own work area
- To identify and assess potential risks in work activities and how to manage these risks appropriately
- To work within legislation and trust procedures on risk management
- To take immediate and appropriate action in relation to adverse incident reporting utilising the hospital incident reporting system.
- You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust'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
- You are accountable for the effective deployment of activities that ensure that your department/ward/clinical team is reducing hospital acquired infection. You will ensure that you and your staff comply with the Trust's policies on infection, prevention and control. You will ensure that you and your staff receive the training required to maintain competence to execute the Trusts policies on infection, prevention and control. You have a responsibility to bring deficiencies in the deployment of such policies to the attention of your line manager

### General Staff

You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust'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 Trust 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 the level applicable to this role

### Electronic Patient Record

- Salford Royal NHS Foundation Trust uses an Electronic Patient Record (EPR). All Clinicians must use EPR as the primary patient record. It supports delivery of Safe, Clean and Personal patient care. 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 Salford Royal must receive EPR training

#### Code of Conduct

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

## Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
<b>Qualifications</b>	NVQ Level 2 (or equivalent experience)	E		Certificates
	Level 1 Literacy and Numeracy (GCSE English and Math's Grade D-G)	E		
	Care Certificate		D	

<b>Knowledge, Skills, Training and Experience</b>	Good communication skills	E		
	The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post	E		
		E		
	Experience of working with members of the public or a desire to work in the Health Service	E		
	Understanding of routine work procedures gained through a short induction period and on the job training	E		
	Basic IT skills	E		
	Experience of working within a health or social care environment		D	
	Experience of working within a team		D	
	Good organisational skills		D	
	Commitment to undertaking continuous professional development (CPD)		D	

## Physical & Mental Requirements

<p><b>Physical effort:</b></p> <p>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</p>	<p><b>Emotional effort:</b></p> <p>The post holder will at times be exposed to distressing and occasional highly distressing and emotional circumstances, caring for patients with life limiting conditions</p>
<p><b>Mental effort:</b></p> <p>To exert frequent concentration where the work pattern is unpredictable e.g. calculating drug doses for infuses and dealing with unpredictable patient / relative behaviours</p>	<p><b>Working conditions:</b></p> <p>Frequent exposure to unpleasant working conditions/hazards e.g. uncontrollable body fluids, physical and verbal aggression</p>