

North Bristol NHS Trust

Exceptional healthcare, personally delivered

Job Description

Job Details

Job Title: Healthcare Assistant

Grade: 2

Directorate: Trustwide

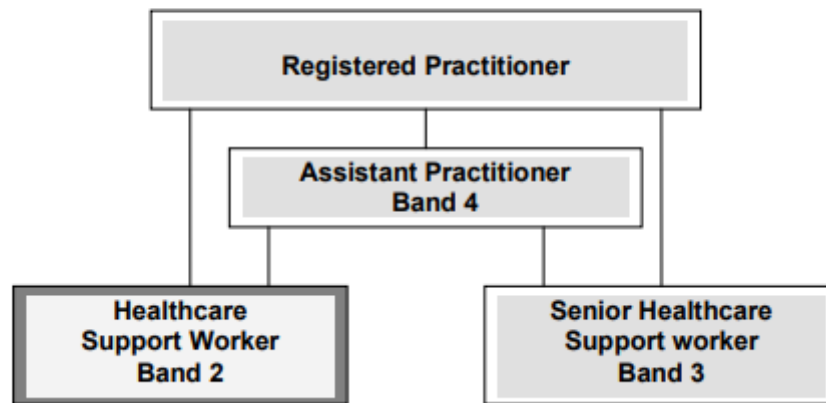
Location/Base:

Job Summary

Health Care Support Worker is a member of the direct care team who supports practitioners to meet patient needs. The Health Care Support Worker is responsible for providing care and therapy to patients as delegated by the registered practitioner and directed by the appropriate team leader. A Health Care Support Worker will be expected to undertake a range of duties with direct supervision and will be required to report back on those delegated duties to a Registered Practitioner/Assistant Practitioner. The Health Care Support Worker will be competent and provide compassionate care/therapy to agreed quality standards. Health Care Support Worker roles will continue to develop through the acquisition of further skills. Knowledge and competences that require development will be determined within the clinical teams through assessment using National Occupational Standards.

Organisation Chart/Accountability

SECTION 3 – ORGANISATION CHART/ACCOUNTABILITY



Knowledge, Training, Experience And Skills Required

- Provide evidence of a willingness to undertake relevant personal development, including the Apprenticeship level 2 in Health.
- Numeracy and literacy level 1.
- IT skills, Basic Word, E-mail, keyboard skills, data collection.
- Demonstration of caring and compassionate attributes .
- Effective communication and interpersonal skills.
- Ability to undertake appropriate training for required clinical activities, according to workplace area.

Following appropriate training and competency undertaken, the post holder will be expected to-

- Perform area specific clinical competencies in line with core standards under the direction of a Registered Practitioner/Assistant Practitioner.
- Assist with patient assessment within level of competence reporting immediately any changes in the patients' physical and mental condition to the Registered Practitioner/ Assistant Practitioner.
- Communicate effectively, sensitively and compassionately with colleagues, patients and visitors.
- Understand the importance of accurate and timely communication within the health care environment.
- Prioritise and organise own workload under direction from the Registered Practitioner/ Assistant Practitioner.
- Demonstrate ability to work independently following direction from Registered Practitioner/ Assistant Practitioner.
- Ability to establish good relationships with work colleagues, patients and visitors.
- Able to work effectively within a team.

Main Duties & Responsibilities Of The Post

Clinical

- Deliver clinical and therapeutic care to patients as required within set protocols/policies and within the scope of the Health Care Support Worker remit.
- Participate in patient assessment (with direct supervision and after appropriate delegation from the Registered Practitioner/Assistant Practitioner), to deliver high standards of care.
- Perform area specific clinical competencies to enhance the delivery of patient care/therapy (List of Specific Clinical Competencies (Nursing) in appendix 1
- Under supervision follow individual care treatment plans, and report any changes immediately to the Registered Practitioner/Assistant Practitioner.
- Work effectively as part of a team.
- Maintain effective communication with patients, relatives and members of the Multidisciplinary team regarding all aspects of care demonstrating a variety of communication skills in accordance with the patient group.
- Contribute to clear concise patient records and documentation adhering to national standards and trust policies and procedures.
 - Obtain consent prior to giving care/therapy in accordance with Trust Consent Policy.
 - Provide information to other members of the Multi-disciplinary team on the care/therapy provided.
- Undertake transfer/escort of patients from one area to another after appropriate delegation from the Registered Practitioner within their scope of practice.
- Provide clinical care/therapy in accordance with infection prevention and health and safety policies and procedures.
 - Promote Health Education specific to the clinical area and in line with national and local policies.
- Initiate and participate with cardio-pulmonary resuscitation procedures.

Environment Support

- Ensure clinical area is prepared and maintained as appropriate to individual patient needs.
- Maintain the work environment in line with Trust Infection prevention and Health and Safety policies.
- Identify requirements for and availability of equipment stores, CSSD as appropriate for patients clinical care/ therapy.
- Identify and take appropriate action when equipment malfunctions.
- Identify potential risk issues, which could affect the patients' health or social care needs.

Professional

- Be familiar and comply with all Trust Policies and Procedures.
- Act at all times in a manner, which illustrates respect for privacy, dignity and confidentiality.
- Exhibit professional behaviour and attitude at all times, and demonstrate excellent customer care skills and ensure actions support equality and diversity.
- Act within limits of own competence, ensuring actions support care, protection and well being of others.
- Maintain responsibility for the identification of own continuing educational and development needs, including audits of own work practice. Formulate a personal development plan, and participate in the annual appraisal process.
- Ensure all required mandatory training is undertaken in line with Trust policy.
- Participate where needed, during investigations relating to incidents involving patients and/or staff.

Administration

- Use IT systems for e.g. data collection, patient records, information and treatment investigative requests.
- Effectively utilise resources within departmental budgetary requirements.
- Ensure that correct procedures are followed in the event of an incident or accident involving patients, staff or visitors.
- Participate in ward/dept meetings.
- Participate in the induction and orientation of newly appointed staff, learners and other visitors to the ward/dept.
- Ensure safe custody, return or disposal of patient's property in accordance with Trust Policies.

Working Conditions / Effort

SECTION 8 – WORKING CONDITIONS/ EFFORT The post holder will be required to undertake shift work and to work a range of shifts which may include nights and weekends The post holder will be working in a busy clinical environment and will be expected to cope with the pressure of high throughput and physically demanding tasks as follows:

The post holder will be working in a busy clinical environment and will be expected to cope with the pressure of high throughput and physically demanding tasks as follows:

Manual handling using appropriate aids	Every Shift
Pushing trolleys, commodes and beds	Every shift
Walking and standing	For most of shift
Contact with blood and body fluids	Every shift
Providing care to acutely ill patients	1 shift or more each week
Providing care to vulnerable/potentially violent/ Aggressive/challenging patients	1 shift or more each week
Dealing with distressed/bereaved relatives	Frequently

Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work, which will be further strengthened through becoming a Foundation Trust.

Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying

Health and Safety/Security

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

No-Smoking Policy

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

Equal Opportunities

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)

Harassment and Bullying

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

Job Description Agreement

Completed by.....

Authorised by..... Date.....

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made

