

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Healthcare Assistant</b>
<b>Band:</b>	<b>Band 2</b>
<b>Accountable to:</b>	<b>Ward Manager/Department Sister/Charge Nurse</b>
<b>Date:</b>	<b>January 2020</b>

### 1. Job Purpose

- Work collaboratively and co-operatively with others to meet the needs of patients
- Provide support and assist Registered Nurses delivering all aspects of health care directly to patients, within defined levels of competence and practice
- Participate in the development of self and others

### 2. Main Duties and Responsibilities

To work on an ad hoc and flexible basis to support ward/department teams throughout the Trust delivering care.

#### Patient Care

Provide support to patients to maintain their hygiene needs. This may include actions such as:

- Bathing/washing
- Care of mouth, hair, nails and eyes

Provide support to maintain their elimination needs. This may include actions such as:

- Encouraging continence
- Emptying urinary catheter bags
- Mobilising to toilet or use of commode or bedpan
- Maintaining hygiene needs after episodes of incontinence

Assist in the delivery of pressure area care. This may include actions such as:

- Repositioning of patients as directed
- Maintenance of good levels of skin hygiene
- Reporting the observed condition of a patient's skin

Assist in the maintenance of patients nutritional and hydration needs. This may include actions such as:

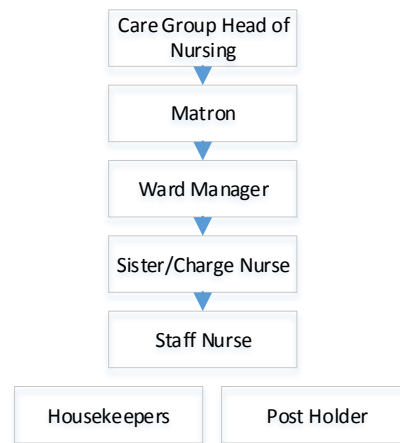
- Assisting patients in the selection of appropriate food and drink
- Serving meals and drinks
- Report any observed swallowing difficulties to the Registered nurses

Measure and record intake and output accurately

Accurately undertake and record patient observations (at a frequency determined by the Registered nurses), reporting any abnormalities immediately to a registered nurse. This may include actions such as:

- Recording, Temperature, Pulse, Blood Pressure and Respiratory Rate
  - Peak Flow
  - Oxygen saturation level
  - Hourly urine output
  - Patient at Risk/Early warning score
  - Weight
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- Escort patients to and from other wards and departments under the direct instruction of the Registered nurses.
  - To move patients safely using techniques taught by the Manual Handling Team, including the safe use of mechanical and non-mechanical manual handling aids.
  - To provide clinical administrative support to Registered nurses. This may include actions such as:
    - Assemble nursing documentation
    - Advise Admissions/Bed Bureau of patients' arrival
    - Record patients' biographical data in manual/computerised records
    - Collate patient documentation on discharge or transfer
  - Answer the telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors
  - To ensure that patient's valuables and possessions are cared for as per available policy
  - Involve patients and carers/relatives in delivery of patient care
  - Provide reassurance and support to patients, carers/families
  - Preserve patient privacy and dignity at all times

### 3. Organisational Chart



### 4. Management

- To effectively manage own workload when caring for a group of patients and reporting to a Registered nurse when expected roles have not been fulfilled.
- To ensure that any observed incident, complaint or other undue occurrence is reported in accordance with Trust policy.
- Participate in the maintenance of an effective and safe environment on the ward / department, this will include actions such as:
  - Maintain general tidiness and cleanliness of the ward
  - Maintain, monitor and control stock and equipment within the ward
  - Prepare specific equipment required within the ward
  - Assist in creating a restful and supportive environment
  - Make occupied and unoccupied beds
  - Prepare environment for clinical procedures

### 5. Education, Development and Supervision

- To participate in annual appraisal and identify own learning needs
- Attends annual statutory training sessions
- Be aware of and adhere to work in accordance with the Trust policies and procedures and relevant national legislation

### 6. Professional Conduct

- To adhere at all times to uniform policy
- To conduct oneself in a manner perceived by others as constructive
- To address personal concerns constructively through appropriate channels

### 7. Communication and Relationships

- To communicate in a manner that is perceived as being constructive and helpful by patients, relatives, carers and staff
- Be aware of and support individual, religious, cultural, psychological and special needs
- Provide information about services available to patients within the ward

## Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and on-going continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your

employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

### **Professional Standards and Performance Review**

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

### **Safeguarding Children and Vulnerable Adults**

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

### **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous improvement**

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.