

JOB DESCRIPTION

1. Job Details	
Job Title:	Ward/Department Assistant
Band:	2
Salary:	
Reports to (Title):	Senior sister/Charge Nurse
Directorate:	
Department/Ward:	
JD Number:	091218
	<p style="text-align: center;"><u>Our Vision</u></p> <p>An NHS organisation that continually strives to improve patients' experiences and outcomes.</p> <p style="text-align: center;"><u>Our Values</u></p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center; width: 30%;"> <p style="background-color: #0056b3; color: white; padding: 2px; font-weight: bold; font-size: small;">Safe & effective</p> <p style="font-size: x-small; color: #0056b3;">We will work collaboratively to prioritise the safety of all within our care environment.</p> </div> <div style="text-align: center; width: 30%;"> <p style="background-color: #800080; color: white; padding: 2px; font-weight: bold; font-size: small;">Kind & caring</p> <p style="font-size: x-small; color: #800080;">We will act in the best interest of others at all times.</p> </div> <div style="text-align: center; width: 30%;"> <p style="background-color: #00b050; color: white; padding: 2px; font-weight: bold; font-size: small;">Exceeding expectations</p> <p style="font-size: x-small; color: #00b050;">We always aim for excellence.</p> </div> </div> <p style="text-align: center; margin-top: 10px;"><u>Strategic Objectives</u></p> <ol style="list-style-type: none"> 1. Create a culture of compassion, safety and quality 2. Proactively seek opportunities to develop our services 3. To have an effective and well integrated local health and care system that operates efficiently 4. Attract, retain and develop our staff, and improve employee engagement 5. Maintain financial health - Appropriate investment to patient services 6. Be in the top 25% of all key performance indicators
2. Job Summary	
<p>Take personal responsibility for actions and omissions and fully recognise personal accountability. Works within clearly defined procedures using own initiative on routine matters, supervision available</p> <p>In support of a safe environment for patients, visitors and staff be responsible for undertaking a range of duties to ensure :</p> <ul style="list-style-type: none"> • A tidy and clutter-free environment • The highest standards of cleanliness <p>Compliance to health and safety regulations.</p>	

Ward based only :

Be responsible for the giving out of meals (once served by the Ward Waitresses) and drinks to patients and ensuring menu choices are completed and communicated to the appropriate department, under the supervision of a Registered Nurse.

3. Main Duties & Responsibilities

Enhancing the Patient Experience

1. *To distribute menus and take patients' orders prior to the meal service starting and to support patients in completing them, in conjunction with the appropriate Nursing staff, taking into consideration any special dietary requirements or other factors, i.e. ethnic origin or religion.*
2. *To ensure all patients are offered and helped to use hand wipes prior to meals being eaten.*
3. *To assist in the feeding of patients as necessary and, after appropriate training, under the direction of the Registered Nursing staff.*
4. *To prepare and distribute drinks, snacks etc. and record on relevant documentation. Escalating any concerns to the Registered Nurse.*
5. *To clean the ward drug fridges as per standard operating procedure, monitor and record the operating temperature daily and report any operating difficulties to the Senior Sister / Charge Nurse or Nurse in their absence.*
7. *To prepare bed areas as per standard operating procedure, wash beds, mattresses and lockers following patient discharge / transfer, assist in making beds. Undertake mattress checks as per operational policy.*
8. *To de-clutter and clean patient bedside lockers / tables prior to meal service 3 times daily.*

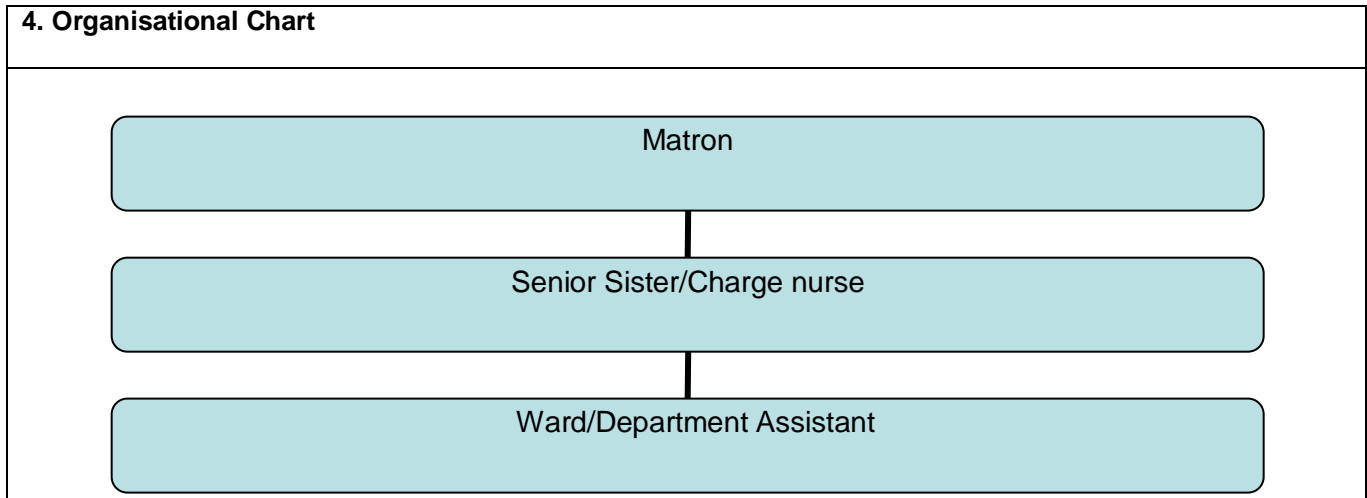
Ensure Safe and Effective Environment

9. *To undertake Health & Safety Checklists, including daily fire door checks, flush water outlets, reporting any incidences or discrepancies to the Senior Sister / Charge Nurse or Nurse in Charge in their absence.*
10. *To monitor the ward environment making sure that areas are kept clean and tidy, clutter-free and to ensure standards of cleanliness are maintained and, if not, to take appropriate action.*
11. *Ensure bathrooms and communal areas are tidy.*
12. *Maintain linen area, IV cupboard and stock areas, reporting any shortages of stock to the Nurse in Charge and facilitate a system for effective stock rotation.*
13. *Ensure work surfaces in utility areas are clean, replace sharps boxes and clean trollies, remove laundry bags in accordance with waste / linen management procedures, replenish gel dispensers.*

14. To ensure all ward general information, including patient leaflet forms are kept fully stocked, tidy and available for patients at all times.
15. In conjunction with senior nursing staff, to be responsible for ordering of stores held at ward level, e.g. CSSD dietary supplements etc., liaising with ward staff as appropriate, on a daily / weekly basis. Locate items from other areas when not available on the ward.
16. To clean any medical or other type of equipment, including oxygen and suction points, held on the ward as designated by the Senior Sister / Charge Nurse, or Nurse in Charge in their absence. Clean notes trolley, COWs (computer on wheels) and external areas of drug trolley. Keep accurate record of cleaning regime.
17. Liaise with Clinical Equipment Library for return of items.
18. Be aware of own responsibilities with regard to Health & Safety and Infection prevention and Control.
19. Ensure all equipment is used safely and in accordance with Trust policy
20. Participate in the Trust's appraisal process.
21. Explain your role/duties to new starters to the ward/department as part of their induction
22. Participate in audits at the request of Senior Sister/Charge Nurse

Professional Behaviour

20. 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).
21. To be familiar with and comply with all appropriate Trust policies and procedures.
22. At all times maintain a professional image and comply with the Trust's Dress Code Policy.
23. Ensure that everyone in the ward is treated with dignity and humanity, understanding individual needs, showing compassion and sensitivity and provide care in a way that respects all people equally.
24. At all times act in a courteous manner to uphold the reputation of the ward and the organisation.



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).

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

Employees must familiarise themselves with the Trust’s data protection policy which sets out its obligations under the General Data Protection Regulation, the UK Data Protection Act 2018 and all other data protection legislation.

Employees must comply with the Trust’s data protection policy at all times and will only access the systems, databases or networks to which they have been given authorisation and only for the purposes of their work for the Trust.

If the employee has any queries about their responsibilities in respect of data protection they should contact the Trust’s Data Protection Officer.

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"> • Knowledge of cleaning, food handling/hygiene COSHH procedures
Experience/Skills <i>(Type and level of experience required to fulfil duties)</i>	<ul style="list-style-type: none"> • Knowledge of procedures, systems and regulations gained through induction and on the job training or equivalent experience • Customer Care skills
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"> • Good verbal and written communication skills • Able to report and feedback effectively • Required to communicate face to face with staff, patients and visitors
Flexibility <i>(Note here any flexibilities required by the post. e.g. Shift Working required, New tasks may need to be undertaken frequently,)</i>	<ul style="list-style-type: none"> • Flexible and adaptable approach to meet service requirements and environment
Other <i>(Any other key issues not recorded elsewhere in JD or person spec.)</i>	<ul style="list-style-type: none"> • Frequent moderate effort for several short/long periods • Exposure to distressing or emotional circumstances • Frequent exposure to highly unpleasant working conditions • Exposure to bodily fluids

I understand and accept my accountabilities and responsibilities as outlined in this job description and person specification

	Designation	Name	Signature	Date
Post Holder				