Job Description

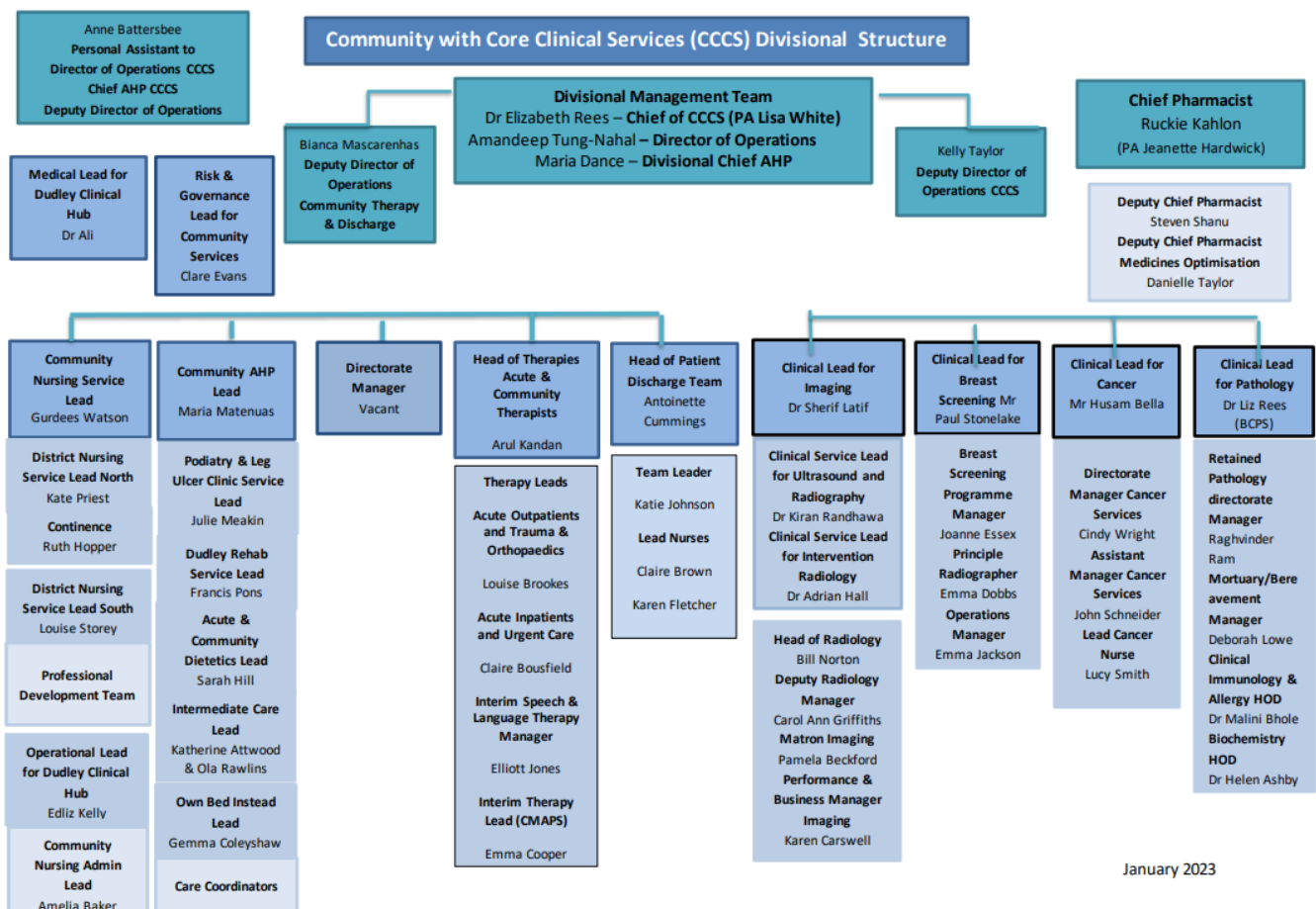| Job Title:	Health Care Assistant
Job Band:	3
Department:	Community with Core Clinical Services (CCCS) Division
Responsible to:	Clinical Lead for District Nurses

Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of providing safe, caring, and effective services because people matter.

![NHS The Dudley Group NHS Foundation Trust]

Job Summary

The post-holder is responsible for the ongoing assessment of care needs and the development, implementation and evaluation of programmes of care. The post holder will carry out all relevant forms of care and will take responsibility for caseload holders in their absence.

Structure Chart

Community with Core Clinical Services (CCCS) Divisional Structure

Anne Battersbee
Personal Assistant to
Director of Operations CCCS
Chief AHP CCCS
Deputy Director of Operations

Divisional Management Team
Dr Elizabeth Rees – **Chief of CCCS (PA Lisa White)**
Amandeep Tung-Nahal – **Director of Operations**
Maria Dance – **Divisional Chief AHP**

Chief Pharmacist
Ruckie Kahlon
(PA Jeanette Hardwick)

Bianca Mascarenhas
Deputy Director of Operations Community Therapy & Discharge

Kelly Taylor
Deputy Director of Operations CCCS

Deputy Chief Pharmacist
Steven Shanu
Deputy Chief Pharmacist Medicines Optimisation
Danielle Taylor

Medical Lead for Dudley Clinical Hub
Dr Ali

Risk & Governance Lead for Community Services
Clare Evans

Community Nursing Service Lead
Gurdees Watson

District Nursing Service Lead North
Kate Priest
Continence
Ruth Hopper

District Nursing Service Lead South
Louise Storey

Professional Development Team

Operational Lead for Dudley Clinical Hub
Edliz Kelly

Community Nursing Admin Lead
Amelia Baker

Community AHP Lead
Maria Matenuas

Podiatry & Leg Ulcer Clinic Service Lead
Julie Meakin

Dudley Rehab Service Lead
Francis Pons

Acute & Community Dietetics Lead
Sarah Hill

Intermediate Care Lead
Katherine Attwood & Ola Rawlins

Own Bed Instead Lead
Gemma Coleyshaw

Care Coordinators

Directorate Manager
Vacant

Head of Therapies Acute & Community Therapists
Arul Kandan

Therapy Leads

Acute Outpatients and Trauma & Orthopaedics
Louise Brookes

Acute Inpatients and Urgent Care
Claire Bousfield

Interim Speech & Language Therapy Manager
Elliott Jones

Interim Therapy Lead (CMAPS)
Emma Cooper

Head of Patient Discharge Team
Antoinette Cummings

Team Leader
Katie Johnson

Lead Nurses
Claire Brown
Karen Fletcher

Clinical Lead for Imaging
Dr Sherif Latif

Clinical Service Lead for Ultrasound and Radiography
Dr Kiran Randhawa
Clinical Service Lead for Intervention Radiology
Dr Adrian Hall

Head of Radiology
Bill Norton
Deputy Radiology Manager
Carol Ann Griffiths
Matron Imaging
Pamela Beckford
Performance & Business Manager Imaging
Karen Carswell

Clinical Lead for Breast Screening Mr Paul Stonelake

Breast Screening Programme Manager
Joanne Essex
Principle Radiographer
Emma Dobbs
Operations Manager
Emma Jackson

Clinical Lead for Cancer Mr Husam Bella

Directorate Manager Cancer Services
Cindy Wright
Assistant Manager Cancer Services
John Schneider
Lead Cancer Nurse
Lucy Smith

Clinical Lead for Pathology Dr Liz Rees (BCPS)

Retained Pathology directorate Manager
Raghvinder Ram
Mortuary/Bereavement Manager
Deborah Lowe
Clinical Immunology & Allergy HOD
Dr Malini Bhole
Biochemistry HOD
Dr Helen Ashby

January 2023

Principal Duties & Responsibilities

1. Professional / Ethical Practice

CARE
A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.

RESPECT
A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.

RESPONSIBILITY
A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

1.1. Acting in ways that are consistent with the Trusts policies, procedures and the law.

1.2. Obtaining consent from the patient before starting any procedure

1.3. Maintain confidentiality, while communicating patient information, in such a way that preserves the dignity and privacy of the patient and family/carers.

1.4. Work in a non-judgmental anti-discriminatory way, with regard to cultural and religious beliefs of individuals and groups.

2. Patient Care Delivery / Communication

2.1. Meeting daily with the Team Leader/Caseload holder/hub lead

2.2. Reporting back information from their patient contact to ensure consistency of patient care and that the information supports the treatment / care of patients.

2.3. Communicating with people clearly in a manner, and at a level and pace appropriate to their abilities and preferences.

2.4. Actively listens and responds to what people are saying and observes their behaviour and reactions.

2.5. Checking information from other people and confirms its accuracy

2.6. Complete accurate, concise and legible documentation in line with legal and departmental requirements. This will involve inputting data into an IT based programme following appropriate training.

2.7. Establishing any help people require with communication and acts on this appropriately.

2.8. Correctly undertaking delegated tasks that the Team Leader/Caseload holder deems within the ability of the post holder and for which they have received training and are deemed competent.

2.9. Assisting the qualified nurse in the assessment and treatment of patient health and well-being needs.

2.10. Undertake clinical tasks following appropriate competency training, for example, basic wound care and simple dressings, recording of blood pressure/TPR /oxygen saturations and phlebotomy/venepuncture.

2.11. Helping patients with personal hygiene needs.

2.12. Assisting the qualified nurse in the nursing care of patients, as requested.

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2.13. Being aware of other services available to the patients in the community, Liaising with the wider Multidisciplinary Team

2.14. Raising patient concerns to the Caseload holder/Team Leader/Hub Lead

2.15. Carrying out specific evaluation activities as deemed appropriate by the caseload holder/Hub Lead

3. Care / Caseload Management

3.1. Prioritising own workload to ensure that patients treatment is timely

3.2. Reporting regularly to the clinical lead at a time specified by the Team Leader/Caseload holder for meetings

3.3. Ensuring patients property and belongings are treated with respect and care

3.4. Having personal responsibility for ensuring that all data relating to community activity, is recorded accurately and timely, so that the information system is kept up-to-date

3.5. Undertaking work activities and related training as defined in the Trusts health and safety policies and procedures

3.6. Assisting in maintaining a safe working environment for self, colleagues, patients and others

3.7. Summoning immediate help for any emergency and take appropriate action to contain it

3.8. Reporting any issues in the workplace that may put health and safety at risk

3.9. Following Trust guidelines in all cases of suspected and confirmed emotional, physical and sexual abuse.

3.10. Ensuring correct use of all health and social services equipment, e.g. commodes, continence supplies and bathing aids.

4. Personal / Professional Development

4.1. Attending staff meetings, team meetings and in-service training as directed by the Team Leader/ Caseload holder or Clinical Services Manager.

4.2. Complying with and fulfilling the objectives of the teams within the clinical hub.

4.3. Taking responsibility for his / her own learning and development

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4.4. Participating in an annual appraisal to identify personal / professional development plan, during Quarter 1 each year.

4.5. Taking an active part in learning opportunities and keeps their own personal learning and development portfolio

4.6. Taking opportunities to assist other health care disciplines

4.7. Understanding own position and job within the Trust

4.8. Understanding where to go for support when needed

4.9. Participating in clinical audit as deemed appropriate by the qualified nurse

Organisational Values

The post holder will:

Care: You will listen, be respectful and treat others with compassion and kindness.

Respect: You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

Responsibility: You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.
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Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russell's Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

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Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

Improvement Practice

The trust has a long-term commitment to its continuous quality improvement programme; "Dudley Improvement Practice." As part of your role, you will be asked to take part in improvement activity relevant to your post.

No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee's responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust's policies relating to Health & Safety and Risk Management.

Prepared by:	
Date:	
Job evaluation completed:	
Job evaluation reference number:	