

## **JOB DESCRIPTION**

### **Job Details:**

<b>Job Title:</b>	Healthcare Assistant (Adult)
<b>Band:</b>	Band 2
<b>Location:</b>	Norfolk and Norwich University Hospital NHS Foundation Trust
<b>Department:</b>	Trust wide – to be confirmed on appointment
<b>Managerially Accountable to:</b>	Ward/Department Sister/Charge Nurse
<b>Professionally Accountable to:</b>	Service Manager/ Operational Manager/ Assistant Director of Nursing

### **Job Purpose**

Under the direction of the Registered Nurse, work with all members of the multi-disciplinary team, to contribute to the provision of the highest standards of patient care delivered with dignity, respect and compassion. This job description is to be read in conjunction with the core skills list for this particular job.

To support the delivery of a high quality, safe and compassionate healthcare service, all staff are expected to act as a role model to others in all aspects of their work and consistently demonstrate NNUH's 'PRIDE' values of People focused, Respect, Dedication, Integrity and Excellence and demonstrate behaviours that support and encourage an inclusive culture.

### **Overview of essential responsibilities:**

#### **Clinical:**

1. To accurately and promptly carry out the instructions of the Registered Nurse who is professionally accountable for the delivery of care.
2. To deliver care and carry out duties as specified within the Trusts Approved core task list for Healthcare assistants.
3. To report to Registered Nurse any patient who gives cause for concern or any observed changes in the patient's condition.
4. To respond appropriately to clinical emergencies to ensure the patient receives appropriate care.

5. Provide and deliver a high standard of individualised personal nursing care.
6. To report all care that has been given to patients within the team to a Registered Nurse.
7. To accurately document all care delivered to patients, countersigned by a Registered Nurse maintaining confidentiality at all times.
8. To assist in the preparation of patients and equipment for treatment, investigations or procedures as directed by the Registered Nurse.
9. To keep the clinical area clean and tidy maintaining a safe environment.
10. To adhere to Trust infection control procedures demonstrating an understanding of cross infection.
11. To chaperone/escort patients to other clinical departments under the direction of the Registered Nurse.
12. To support relatives under the guidance of a Registered Nurse.
13. To assist with the discharge process for patients as directed by Registered Nurse.

**Communication:**

1. To be effective, clear and accurate when using all forms of communication throughout the Trust environment.
2. Welcome patients, visitors and relatives patients to the clinical area, providing assistance, support and information where required.
3. Provide a high standard of support to patients and visitors who may have barriers to effective communication.
4. To answer the telephone when required in a polite courteous manner and pass on enquiries to the Registered Nurse.
5. Communicate effectively within the nursing team, multi-disciplinary team and other departments to ensure that patient care is well planned and coordinated.
6. Contribute to the reporting, handover and documentation of patient care under the direct supervision of a Registered Nurse maintaining confidentiality at all times.
7. Report incidents, accidents and complaints to senior nurse on duty
8. Use the Hospital Information technology system and other computer systems as

required by the clinical area.

**Housekeeping/Management:**

1. Take all reasonable steps to ensure the safe keeping of patient's property in accordance with Trust policy.
2. Promote a professional, welcoming and uncluttered environment; keep all storage areas safe and clean and tidy.
3. To share responsibility in the care, cleanliness and maintenance of all equipment in the clinical area.
4. Ensure all waste and soiled linen is disposed of in line with Trust policy.
5. Participate in audit under the direction of the Registered Nurse.
6. Cleaning and checking of beds, lockers, oxygen and suction in the patient area following discharge and in preparation for admission.

**Professional/Educational:**

1. Within the first two weeks successfully complete the Trust's induction competencies
2. Within 12 week of commencement of employment complete the National Care Certificate and specified Trust competencies.
3. Attend mandatory training sessions, complete e-learning and all required updates.
4. Be prepared to undertake and complete the Level 2 Diploma in clinical health care support.
5. Achieve and maintain levels of competency as assessed in the Care certificate and Trust competencies.
6. Continue personal development in relation to identified objectives.
7. Supervise and support new, non-registered staff.
8. Maintain up to date knowledge of changes in policies and procedures relevant to the post.
9. Participate in training sessions relevant to the clinical area being flexible in relation to client requirements.
10. Achievement of the requirements of the Knowledge and skills framework outline

for the post.

**Specific Additional responsibilities (for Endoscopy appointments):**

1. Rotate to other sites as necessary to maintain waiting list.
2. To develop understanding of all the Endoscopic procedures being carried out in the unit.
3. To gain understanding of the service and practice development in the clinical area by participating in the ward meeting / other forums.
4. Working towards the completion and to be sign off as competent using the DOPS (Direct observation of procedural Skills) form.
5. Compilation and maintenance of own professional portfolio / GIN (Gastro-Intestinal Nursing) portfolio.
6. Develop understanding of the different scopes used within the unit.
7. Prepare specific scopes to be use in the delivery of the Endoscopic procedures, and to scope run (delivery of used Endoscope to EDU) post procedure by batch of 4-6 scopes.
8. Contribute to and evaluate the implementation of new ideas and innovations within the unit as appropriate.
9. To participate in the Discharge process under the Supervision of the Registered nurse. After completing the Assessment of competence.

**Core Task List For Health Care Assistants**

The following is the approved core task list for Health Care Assistants on Band (2). Health Care Assistants will work under the supervision of Registered Nurses (RN). They must always refer to the RN for instructions and should report any apparent changes that they observe in the patient's condition. This list must be read in conjunction with the specific job description for the individual post, which will encompass specialist tasks where required e.g. Renal, Neurology, Urology, etc.

The core task lists must also be cross-referenced in the event of any query to the Trust/Department competency assessment pack and the appropriate Nursing Policies and Guidelines.

It is anticipated that Band 2 Health Care Assistants will undertake a range of the core tasks identified but not all. Tasks identified for the post will only be undertaken after training has been successfully completed, and the post holder is deemed competent with a period of supervision undertaken.

Whilst undertaking any task all patients must be treated with respect, dignity and

compassion. Consent must be gained and Trust Infection Prevention and Control processes followed.

### **Patient Hygiene:**

1. Assist with patient hygiene i.e. care of patients' hair teeth, nails (hands and feet) and general hygiene.
2. Nail care may include clipping and filling of nails - excluding patients with vascular disorders.
3. Nail care for diabetic patients must be referred to the RN
4. Assist with oral hygiene and mouth care.
5. Assist with continence management.

### **Bowel and Stoma Care:**

1. Undertake routine stoma care under the guidance of the RN following appropriate Trust training - any abnormalities must be reported to the RN.

**May not** insert suppositories or enemas and **may not** carry out rectal washout.

2. Record bowel movements on appropriate documentation or patients' observation chart.

### **Urinary Care:**

1. Assist the patient in accessing toilet facilities by assisting them to get in and out of bed, accompanying them to the toilet and return to bed as required.
2. Change and empty catheter bags.
3. Record urine output including hourly urine measurements on fluid balance chart and report any abnormal readings to the RN.
4. Under the direction of the RN take specimens of urine (CSU) from urinary catheter ports, following Trust training and assessment of competency.

**May not** insert or remove urinary catheters.

### **Patient Physical Comfort:**

1. Assist by providing appropriate conditions for patient comfort e.g. fan, blankets, extra pillows - must report to RN signs of physical distress.
2. On discharge, transfer or escorting patients ensure appropriate warm clothing, footwear, blanket.

3. Complete 'property check' on discharge.

### **Pressure Area Care:**

1. Under the direction of the RN assist with pressure area care, reporting all changes in skin condition.

### **Nutrition:**

1. Assist patients to prepare for meals. Assist feeding individual patients when required reporting back to RN
2. Complete food and fluid balance charts accurately, report information back to the RN

**May not** participate in naso-gastric or PEG feeding, or in altering feeding pumps.

### **Clinical measurements:**

#### **1. Blood Pressure**

- a) Take **\*routine** monitoring of blood pressure following completion of the recognised Trust training and competency assessment programme, reporting any abnormal readings to the RN.

Note. \*defines all non-emergency procedures. First readings following emergency admission / return from theatre and acute episodes do not fall within this category.

#### **2. Temperature, Pulse and Respiration Observations**

- b) Take and record All TPR observations. Must know normal and abnormal ranges and report any abnormalities to the RN.

#### **3. Blood Glucose Monitoring**

- a) Take and record blood glucose following pressure following completion of the recognised Trust training and competency assessment programme.

**May not** do this for patients receiving subcutaneous insulin, where the insulin given is dependent on the blood glucose reading, newly diagnosed diabetics and those patients with unstable blood glucose.

- b) Report any abnormal readings to the RN.

#### **4. Peak Flows**

- a) Supervise patient and record pre and post peak flows following appropriate training. Report any abnormal readings to the RN.

5. **Pulse Oximetry**

- a) Perform and record oxygen saturation levels following completion of the recognised Trust training and competency assessment programme.
- b) Report any abnormal readings to the RN.

**May not** commence, transfer, alter flow levels, change masks or connections.

6. **Early Warning Score (EWS)**

- a) Document early warning scores following completion of the recognised Trust training and competency assessment programme.
- b) Report any abnormal score back immediately to the RN

7. **Neurological Observations**

- a) Undertake neurological observations following completion of the recognised Trust training and competency assessment programme.
- b) Report any abnormal score back to the RN

8. **Preparation of Patient/Equipment**

- a) Assist in preparation of patient/equipment for treatment, investigation or procedures as directed by a RN.
- b) Accompany a patient to theatre/procedure.

**May not** receive a patient back from theatre/procedure.

- c) Check and calibrate glucose meter following Trust training and assessment of competency.

**Infection Control:**

- 1. Adhere to Trust infection control procedures at all times.

**Documentation:**

- 1. Record any care given in MDT record or relevant documentation. This **must** be countersigned by RN.
- 2. Complete intentional rounding documentation.

**May not** assess, plan and evaluate care needed.

### **Telephone Calls:**

1. Answer the telephone and convey messages to the RN. Details of patients' progress given to relatives/friends must be dealt with by a RN unless specific instructions to convey a message are given by them.

**May not** take results of investigations over the telephone

### **Medication:**

1. May only apply **non-prescription** topical creams on the **specific direction** of the RN

**Must not** check or give medication & **Must not** give injections.

### **Pump Readings:**

**Must not** take pump readings or alter pump settings in any way e.g. switching on/off and silencing alarm button.

### **Intravenous Care:**

1. Observe intravenous cannula site and report any signs of inflammation.
2. On the instruction of the RN remove peripheral IV cannula following completion of the recognised Trust training and competency assessment programme

**Must not** check, set up infusions, run through or change IV fluid bags. This includes blood transfusions.

### **Blood Transfusions:**

1. Collect blood from the blood bank, following completion of the recognised Trust training and competency assessment programme and hand directly to a RN.

### **Wound Care:**

1. Mark drains and record output, following completion of the recognised Trust training and competency assessment programme.

**May not** clamp, empty or remove drains.

### **Specimen Collections:**

1. Collect routine specimens i.e. urine, sputum and faeces, and dispatch to labs according to Trust procedure.



2. Access the web ICE system in accordance with Trust procedure.

### **Venepuncture – Only Applies to specific areas:**

1. Following attendance at an appropriate clinical skills study day and successful completion of Trust competency assessment, may take routine blood samples using the Trusts approved blood collection system.

**May not** take blood using a needle and syringe.

**May not** take blood cultures

### **Anti Embolism Stockings:**

1. Measure and fit patient for anti-embolism stockings following direction from RN.

### **Mobilisation/Rehabilitation Of Patients:**

1. Assist with the mobilisation of patients on direction of a RN or Registered Health care professional.

### **Support of Relatives:**

1. Support relatives under the guidance of a RN.

### **Property:**

1. Assist the patient to maintain safety of their own property i.e. nightwear, hearing aid, dentures
2. Record patient's property and valuables (with witness) in accordance with Trust policy

### **Care of the Deceased:**

1. Assist in the care of the deceased patient e.g. Last offices, recording of property.

### **Handover Between Shifts:**

1. Contribute to the handover of care of the patients in their team.

**May not** take sole responsibility for handover of patients.

<b>Functional Requirements</b>			
Direct face to face patient contact	Yes	Blood/body fluid exposure	Yes
Managing a team who hold professional registrations	No	Prevention and management of aggression	Yes
Exposure prone procedures (EPP)	No	Crouching/stooping or kneeling	Yes
Manual handling	Yes	Frequent hand washing/wearing gloves	Yes
Night working/shift work	Yes	Chemical sensitisers	No
VDU user	Yes	Noise	No
Driving patients	No	Other (please state)	Choose an item.

**Job Specification:**

		<b>Means of Assessment</b>
	<b>Essential/ Desirable</b>	<b>Application Form/Interview/Test/Refs</b>
<b>Qualifications/Training and Professional Development</b>		
General Education to GCSE Level in Maths and English Grade A-D (or equivalent)	Essential	Application form/Interview/Test
Care Certificate	Desirable	Application form/Interview
NVQ Level 2	Desirable	Application form/Interview
<b>Experience</b>		
Experience of working effectively as part of a team	Essential	Application form/Interview/Refs
Previous health/social care support worker experience	Desirable	Application form/Refs
<b>Skills, abilities and knowledge</b>		
Demonstrates a patient focused approach	Essential	Application Form/ Interview
Is committed to providing the best possible care to patients	Essential	Application Form/ Interview
Ability to verbally communicate clearly and effectively in the English Language	Essential	Interview
Clear and effective reading and writing in the English language	Essential	Application form/Test
Basic calculation and numeracy skills	Essential	Test
Can follow instructions and learn procedures	Essential	Application form/Interview/Test/Refs
Basic computer/IT skills	Desirable	Application form/Interview
First Aid training	Desirable	Application form/Interview
Understanding of confidentiality	Essential	Interview
Understanding of the HCA role	Essential	Interview

Information Governance Training	Desirable	Application form/Interview
<b>Attitude, aptitude</b>		
Punctual, motivated and committed	Essential	Interview/Test/Refs
Caring and compassionate with excellent interpersonal and communication skills	Essential	Interview/Test/Refs
Inclusive and non-judgemental	Essential	Interview/Test/Refs
Able to cope with stress and challenging situations	Essential	Interview/Test/Refs
Reliable and professional	Essential	Interview/Test/Refs
Flexible, adaptable and responsible to change	Essential	Interview/Test/Refs
Able to prioritise own workload and manage time effectively	Essential	Interview/Test/Refs
Able to work well in a team	Essential	Interview/Test/Refs
Able to recognise own limitations	Essential	Interview/Test/Refs
Effective role model, demonstrating NNUH's PRIDE values of People focussed, Respect, Integrity, Dedication and Excellence	Essential	Application form/Interview

Reasonable adjustments can be considered to support disabled candidates in respect of the requirements of this role.

For information regarding general terms and conditions of employment please ask your line manager or Human Resources.

This job description indicates currently the main responsibilities of the post. It is not a complete list and may be amended and developed as necessary in consultation with the manager and post holder. We would aim to reach agreement on any changes, but if agreement is not possible, the Trust reserves the right to make changes to this job description.