



Job Description

Directorate:	Integrated Medicine
Post: Unit	Healthcare Assistant – Regional Hyper-acute Rehabilitation
Grade:	AFC Band 2
Hours of Work:	37.5 hrs per week
Responsible to:	Ward Team Leader
Accountable to:	Matron
Hospital:	Northwick Park Hospital

Organisational Values

All staff employed by the Trust are expected to embody our 'HEART' values throughout their employment. The values describe how we interact with each other and our patients and underpin everything we do and say to achieve our vision:

Honesty - open and honest in everything we do

Equality – we value all people equally and treat them fairly whilst recognising their individuality

Accountability – we will provide excellent care and ensure the safety and wellbeing of all patients

Respect – we treat everybody the way we would like to be treated

Teamwork – we work together to make improvements, delivering consistent, high quality, safe care.

Job Summary

1. Assists qualified staff by undertaking personal care duties for patients.
2. Reports on patients' condition to qualified staff
3. Performs clerical and housekeeping duties as delegated by the Ward Manager.
4. Works co-operatively with others in the unit in ensuring good inter-disciplinary team work to meet the needs of patients with severe complex neurodisability, and their families.

Organisational Chart

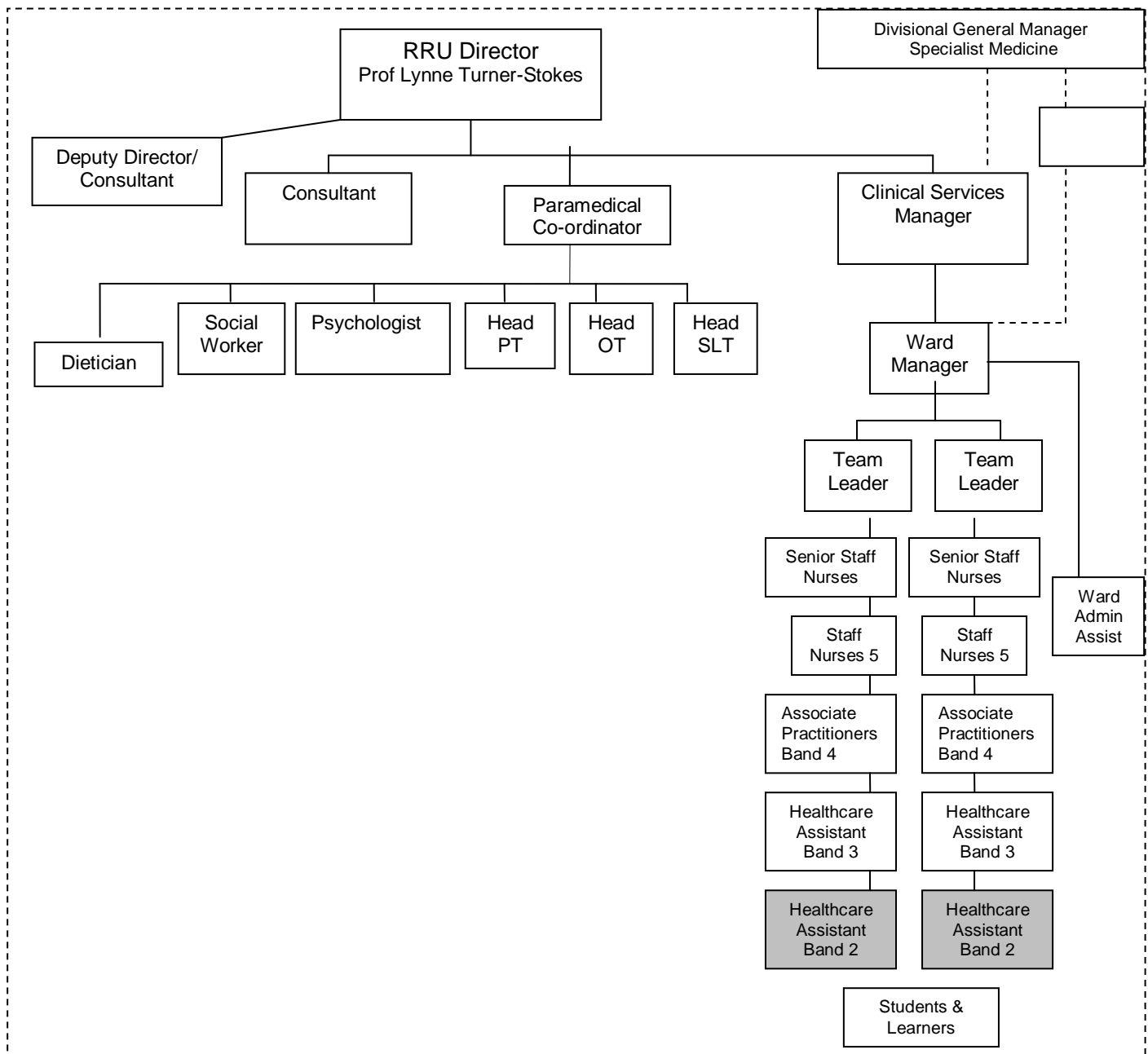
The Regional Rehabilitation Unit (RRU) is a tertiary service which caters for young adults with severe complex neurological disability over a supra regional area with a population in excess of 5 million. It is a highly specialised service forming the hub of the NW Thames regional Rehabilitation network. It combines inpatient with outreach services to support community rehabilitation teams and other professionals across the network, which has been widely cited by the DOH as a model for good practice to be emulated in the national service framework for long term conditions.

Key challenges for staff working on the RRU are:

- a) Clinical management of a highly complex caseload requiring specialist skills and interventions. The degree of disability and handicap experienced by RRU patients is usually beyond the scope of the referring local services due to the co-occurrence of many clinical factors. These include; tracheostomies, gastrostomy feeding, pain management, need for complex postural and seating management and the rehabilitation and management of severe communication and cognitive difficulties.
- b) Working with patients and families who are very often severely distressed and trying to come to terms with catastrophic change in their lives and relationships
- c) Many patients present with challenging behaviours, sometimes exhibiting verbal and/or physical aggression for which staff require specific training as well as clinical support and supervision
- d) The RRU acts as a national and regional focus for research and training of staff in all disciplines involved in rehabilitation.

It is the combination of the above difficulties that make the client group serviced by the RRU particularly challenging to assess and manage. Staff on the RRU are expected to liaise closely with the patients and carers, involving them in, as far as is possible, in identifying their particular goals for rehabilitation despite often severe cognitive and communication problems, helping them to express their choices and evaluate their outcome in terms of attainment of their own personal goals.

RRU staff needs to be highly skilled in communication with patients with neurological injury and their families. They are also expected to maintain an exceptionally high level of communication between team members enabling effective assessment and holistic, individualised patient management.



Duties and Responsibilities:

Working Relationships and Communication Requirements of Your Job

1. Communicates with patients with severe complex neuro-disability (and their relatives), giving basic daily nursing care for patients where significant communication and cognitive difficulties are often a feature, with support from more experienced staff as required.

2. Ensures good communication with all members of the nursing and wider multidisciplinary team.
3. Recognizes the legal implications of nursing documentation, assists in maintaining accurate clinical records and ensures confidentiality of patient information in accordance with The North West London Hospitals Policies and Procedures, the Data Protection Act and Caldicott Recommendations.
4. Answers the telephone and accurately communicates messages as directed by the Nurse in Charge.

Level of Clinical responsibility

1. Participates fully in the delivery of planned nursing care, as directed by qualified nurses.
2. Recognizes and responds appropriately to urgent and emergency situations, being aware of own competence and asking for assistance as required.
3. Serves drinks and meals to patients and assists those requiring help.
4. Undertakes recording of temperature, pulse, respirations and blood pressure, collecting and testing specimens as required and reporting findings to nurse in charge of patient care.
5. Acts as a chaperone for patients as necessary.
6. Aids other members of the interdisciplinary team with the aim of promoting patient comfort, well-being and rehabilitation.
7. Assists in bed making and the disposal of soiled linen.
8. In the absence of the ward assistant, responsible for the filing of patient records, completion of patient menus and booking of patient transport.
9. Maintains linen and special supplies ensuring ward provisions are available and stored neatly.

Leadership and Staff Management Responsibility

1. Demonstrates own duties, contributing to the induction of new members of staff as required.
2. Contributes to an active learning environment for nursing students in the RRU.



3. Adheres to Trust and unit policies and procedures at all times.

Financial Responsibility

1. No direct budgetary responsibility but uses resources effectively so that patient care needs are met in accordance with the Ward Manager's guidelines.
2. Monitors clinical equipment on the ward and ensures any repairs are reported.
3. Ensuring safekeeping of patient property in line with the Trust policy.
4. Supports the Ward Manager/Team Leader in promoting cost improvement programmes involving nursing within the unit.

Service Development and Improvement

1. Contributes to the implementation of RHRU policy and practice changes in neuro-rehab nursing to meet the needs of the Unit, as directed by the Ward Manager/Team Leaders.
2. Participates in audits of nursing practice in line with Trust policy and as delegated by the Ward Manager.

Responsibility for dealing with difficult Situations

1. Responds sensitively (within own level of competence) to difficult, emotionally charged patient/family situations, some involving physical as well as verbal aggression, supporting the nurse in charge as required.
2. Supports staff and service users' equality, diversity and rights in line with Trust policy.

Physical Working Conditions and Environment

1. Work base within the RRU ward area.
2. Frequent requirement to prioritise own work with multiple interruptions and competing demands.
3. Frequent physical exertion in moving and handling patients with severe complex disabilities using hoists etc. as required.
4. Frequent direct involvement in the care of patients with urinary and faecal incontinence and other body fluids.
5. Occasional exposure to verbal and physical aggression from brain injured patients.

6. Assists in maintaining a healthy and safe environment for patients and staff within areas of responsibility in accordance with the North West London Hospitals Trust Health and Safety Policies and Procedures.
7. Maintains equipment in a safe and satisfactory condition and immediately reports any malfunction.
8. Complies with Trust policies/procedures/clinical guidelines.

Knowledge, Training and Education

1. Educated to GCSE Level (or equivalent) to include Maths and English
2. Participates in programmes of learning considered within sphere of competence by the Ward Sister.
3. Participates in yearly appraisal and objective setting with Senior Staff Nurse/Team Leader.

Any other aspect of the Role

1. Other duties of care may be undertaken under direct supervision of a suitably qualified member of the nursing team at the discretion of the ward manager.
2. The Post holder must at all times carry out his/her duties with due regard to all the NWLH Trust's current Policies and Procedures.
3. Any other duties as requested by the Ward Manager in order to facilitate smooth running of the Unit.
4. The North West London Hospitals Trust operates a no smoking policy. Smoking is only permitted in certain well defined areas.
5. Although appointed to a defined clinical setting he/she may be required to work in other areas of the directorate and will rotate to night duty as part of their role.
6. This is an outline job description which may be subject to change in consultation with the post holder.

PATIENT AND PUBLIC INVOLVEMENT

Section 242 of the NHS Act 2006 places a duty on NHS organisations to involve and consult patients, the public and other stakeholders in the planning and ongoing development of services. It is the responsibility of each member of staff, clinical and non-clinical to appropriately involve and consult patients, the public and other stakeholders.



ADDITIONAL RESPONSIBILITIES

INFORMATION GOVERNANCE

In accordance with the Trust's privacy notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal data. The Trust will comply with its obligations under the General Data Protection Regulation and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details and other records, (which may, where necessary, include special category data and criminal offence data relating to your health, data held for ethnic monitoring purposes, and regarding DBS checks). The Trust requires such personal data for personnel administration and management purposes and to comply with its obligations regarding the keeping of employee records. The privacy notice sets out the Trust's legal basis for processing your personal data. Your rights of access to this data are prescribed by law.

You will familiarise yourself with the Trust's data protection policy which sets out its obligations under the General Data Protection Regulation and all other data protection legislation. You must comply with the Trust's data protection policy at all times and you agree that you will only access the systems, databases or networks to which you have been given authorisation. The Trust will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Trust's Data Protection Officer.

INFORMATION SECURITY

All staff must adhere to the requirements of the Trust's Information Security Policy, which covers the deployment and use of all of the Trust's electronic information systems (i.e. all computers, peripheral equipment, software and data). In serious cases, failure to comply with the Policy may result in disciplinary action and could also result in a criminal offence.

HEALTH AND SAFETY AT WORK Act (1974)

You are required to take reasonable care for your health, safety and welfare and that of other people who may be affected by your actions or omissions. These responsibilities apply at all times whilst you are at work or on duty and apply to all Trust premises and also whilst working in the community or on any other Trust business.

EQUAL OPPORTUNITIES AND EQUALITIES LEGISLATION

It is the policy of London North West University Healthcare NHS Trust that no user of service, present or future employee or job applicant receives less favourable treatment on the grounds of their sex, perceived or actual sexual orientation, marital status, race, religion or belief, age, creed, colour, nationality, national origin, ethnic origin, or disability, or on the grounds of their association with someone in one of these groups; nor is disadvantaged by any conditions or requirements which cannot be shown to be justified.

PATIENT & PUBLIC INVOLVEMENT

Section 11 of the Health & Social Care Act 2001, places a duty on NHS organisations to involve and consult patients, the public and other stakeholders in the planning and ongoing development of services. It is the responsibility of each member of staff, clinical and non-clinical to appropriately involve and consult patients, the public and other stakeholders.

RISK MANAGEMENT

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.



CORPORATE / CLINICAL GOVERNANCE

It is the duty of every employee to fulfil their individual clinical governance responsibilities and their expected contribution to ensuring that the Trust complies with benchmarked standards for quality of clinical care.

INFECTION CONTROL AND HOSPITAL-ACQUIRED INFECTION

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policies and make every effort to maintain high standards to infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA. In particular all staff have the following key responsibilities:

- Staff must wash their hands or use alcohol hand rub on entry to or exit from all clinical areas and between each patient contact.
- Staff members have a duty to attend infection control training provided for them by the Trust.
- Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse. The abuse may be known, suspected, witnessed or be limited to raised concerns. Early recognition is vital to ensuring the patient is safeguarded and any other people (children and vulnerable adults) who 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:

- a) you are familiar with and adhere to the Trust's procedures and guidelines for safeguarding children and vulnerable adults
- b) you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

STAFF COMMITMENT TO PATIENT CARE

You are expected to ensure that patients' needs, experience and safety come first and to treat patients, carers, visitors, and colleagues with dignity and respect.

HEALTH RECORDS

Clinical staff must keep accurate and clear information which is essential for the proper care of patients. Clinical and non-clinical staff who handle or use, case notes are individually responsible for the confidentiality, tracking, filing and good order of the case note at all times as outlined in the Medical Records Policy and the Information Lifecycle Management Policy. For further information refer to; Department of Health website- *Records Management; NHS Code of Practice- 2006*

NHS CONSTITUTION AND CODE OF CONDUCT FOR MANAGERS

Staff are required to act in accordance with the legal duties and expectations relating to their responsibilities to the public, their patients and colleagues set out in section 3b of the NHS Constitution and pages 98-109 of the Handbook to the NHS Constitution. For Managerial staff, including anyone with supervisory responsibility, the core standards of conduct set out in the NHS Code of Conduct for NHS Managers (2002) or any subsequent amendments.

This list is only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendments to take account of changing circumstances.



The Trust reserves the right that you may be required to undertake such other duties and/or hours of work as may reasonably be required of you commensurate with your grade at your normal place of work or from another location within the Trust.

PERSON SPECIFICATION

Job title: - Healthcare Assistant, Regional Rehabilitation Unit, Band 2

	<u>Essential</u>	<u>Desirable</u>	<u>Method Of Assessment</u>
Education/Qualification	Educated to GCSE level (or equivalent) inclusive of Maths and English.	NVQ level 2 training in care. Customer care training.	Application form and interview
Skills/Abilities	Adaptable to change. Good verbal communication skills. Good people skills. Able to work in a team.	Flexible approach.	Application form and interview
Experience	Working with people.	Previous health care experience in hospital or community.	Application form and interview
Knowledge	Understanding of the idea of rehabilitation.		Application form and interview
Additional Information	Ability to learn. Willing to undertake training (e.g. NVQ) to perform additional tasks. .Honest and reliable. Conscientious in time-keeping.	Flexible and adaptable	Application form and interview