



JOB DESCRIPTION

JOB DETAILS

Job Title: Healthcare Assistant (Inpatient areas)

Department / Ward: Name of Department or Ward

Division: Name of the Division

Base: The Christie Hospital NHS Foundation Trust

ORGANISATIONAL ARRANGEMENTS

Accountable to:

1. Senior Sister/Charge Nurse
2. Ward/Department Manager
3. Ward/Department Sister/Charge Nurse

Other Accountabilities:

1. Clinical Service Manager/Divisional Lead Nurse
2. Matron/Senior Nurse

Responsible for: N/A

JOB PURPOSE

To provide high quality and effective support in the care and management of patients, relatives and their friends under the direction of the registered nurse. The post holder is responsible for participating as part of the team within the ward/dept. The post holder will assist in general care duties as specified below, under the overall guidance, supervision and direction of and delegated by a Registered Nurse.

DUTIES AND RESPONSIBILITIES

Clinical:

1. Assists with the care of patients by:
 - Participating in basic nursing care and procedures by providing personal care to patients, responding to nurse call as required.
 - Assisting patients in gaining access to, and in the use of, appropriate toilet facilities including catheter care, measuring and recording bodily waste/fluid balance accurately.



- Assisting in meeting the nutritional needs of patients by assisting in the preparation of patients prior to meals and beverages, giving help and assistance in feeding/drinking as necessary. Support nutritional monitoring by weighing patients.
- Assist, direct and escort patients/visitors where and when appropriate.
- Ensuring a clean and safe environment for patients and escalating any concerns.
- Recording accurate fluid balance
- Handling patient's personal possessions, ensuring money and valuables are kept securely.
- Enhanced care observation as appropriate
- Support the team in ensuring that patients receive basic cardio-pulmonary resuscitation as required.

2. Complete all appropriate documentation relevant to care provided and update patient's named nurse / shift coordinator where required.

3. Assist patients in maintaining their personal hygiene (inc. skin assessments), grooming and dressing needs with specific concern for their religious, cultural and personal preference, ensuring privacy and dignity at all times. Undertake oral hygiene procedures for patients as per trust protocol.

4. Assist patients in their mobility requirements, help move and position appropriately to maximise their physical comfort utilising equipment as directed by the multi professional team. Assist in the care of patients' pressure areas and prevention of pressure ulcers.

5. Assist in meal service as required in line with Trust hygiene and food handling policy, covering hostess role as required.

6. At the delegation of the Registered Nurse transfer the patient/client from one care area to another, i.e. other ward or department. Chaperone the patient as required ensuring appropriate support.

7. Welcome and orientate patients, visitors and others to the ward/department and ensure that all communications result in effective customer care.

8. Assist in the correct procedure of duties relating to last offices for deceased persons. Ensure that all religious and cultural wishes, obligations are adhered with.

9. Communicate well within the team at all times. Demonstrate a pleasant and approachable manner and help create and promote a good team working relationship. Proactively help patients and carers to take an active role in care delivery.

Clinical Support:

1. Assist with the admission of patients, and during their stay, by undertaking screening swabs, taking and labelling of pathology samples, excluding bloods.

2. Assist the Registered Nurse in the process of undertaking clinical risk assessments e.g. recording height and weight, updating the nurse on any changes to a patient's condition/circumstances. Responsibility for undertaking the risk assessments lies with the Registered Nurse.

3. Appropriately record and monitor dietary intake of patients, informing relevant staff of progress and/or any difficulties relating to dietary/fluid intake.

4. Assist in providing conditions to meet the patient's need for rest and sleep.



5. Actively support and assist in alleviating distress and anxiety of patients or carers, consistent with their personal beliefs and preferences.
6. Record patient's items of property in the ward property and valuables book, ensuring valuables are correctly placed into safekeeping.
7. Prepare trolleys for specific clinical procedures in line with trust policy utilising aseptic non touch technique practices.
8. Recognise and report abusive or inappropriate behaviour to an appropriate member of staff, documenting the same.

Environment Support:

1. Be responsible for self and others through identifying risks and undertaking work activities in a safe manner.
2. Maintain cleanliness in the work environment, ensuring a clean and safe environment for patients, adhering to infection prevention control policies and guidance in line with Trust health and safety policies.
3. Prepare and maintain environments for clinical procedures.
4. Undertake cleaning of equipment/environment as per Trust policy, including drip stands / suction points etc.
5. Participates in maintaining overall cleanliness of ward areas and follows schedules and procedures for the ward around room cleaning.
6. To check the ward linen stock is adequate until the next due delivery, in the absence of a housekeeper. Contribute in the supply and maintenance of materials and equipment to ensure the efficient running of the clinical environment.
6. Ensure patient beds linen is changed daily as a minimum. Participate in ensuring that the bed space and associated equipment is cleaned and checked upon patient discharge. Ensure patients receive clean towels daily. Collect full bags of soiled linen and move to collection points.
7. Assist with the checking and recording of deliveries to the clinical areas against original orders. Ensure stock rotation is undertaken to minimise the risk of equipment becoming out of date.
8. Assist in the transfer of materials and equipment as requested, including the maintenance of equipment as appropriate.
7. Report faults on the ward as necessary.
8. Reports all accidents and complaints according to the agreed policy to shift coordinator or senior staff.
9. Contributes to the continuous improvement of services.
10. Undertake all training required to perform duties effectively to the requirements of the post, including but not limited to attending all required mandatory training courses.



11. Maintain own professional portfolio in accordance with personal development plans.
12. Demonstrates the agreed set of values and accountable for own attitude and behaviour.

Administration:

1. Assist in preparing patients notes, relevant charts, nursing documentation and identity bracelets prior to, and on admission.
2. Undertake clerical duties as directed by the Registered Nurse in relation to all verbal, digital and written communications, ensuring messages and communications are passed to other team members, storage of patient information and retrieval of such information, in line with the Trust Information Governance policy.

These duties and responsibilities are neither exclusive nor exhaustive and staff may be required to undertake other duties and responsibilities consistent with the band. Skills development is encouraged and you may wish to consider additional skills/duties as part of your appraisal/PDR process.

Date Prepared: March 2021
Prepared By: Consultation with Nurse Managers
Agreed By:
Employee's Name and Signature: _____
Manager's Name and Signature: _____
Date Reviewed:
Reviewed By: _____

Date:
Date:



PERSON SPECIFICATION

Job Title: Healthcare Assistant (Inpatient Areas)

	<u>ESSENTIAL</u>	<u>DESIRABLE</u>	METHOD OF ASSESSMENT
QUALIFICATIONS	Vocational healthcare qualification at level 2 or equivalent experience	Basic literacy and numeracy skills	Application form Certificates
EXPERIENCE	Experience of working with people in a customer service environment	Experience of working in a health or social care setting	Application Form Interview References
SKILLS	Ability to communicate clearly with a wide range of people. Able to follow instructions. Basic IT skills	Competent in routine observations and tests.	Application Form Interview References
KNOWLEDGE	Evidence of understanding of the healthcare support worker role Participate in personal Development.	Evidence of recent training	Application Form Interview References
VALUES	Ability to demonstrate the organisational values and behaviours.		Application Form Interview References
PERSONAL ATTRIBUTES	Committed to delivering high standards of patient/customer care. Empathetic and caring. Professional outlook and positive attitude. Honest and trustworthy. Available to work unsociable hours/weekends/nights.		Interview References







GENERAL STATEMENTS:

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff of the Trust that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

RECORDS MANAGEMENT/DATA PROTECTION

As an employee of the Trust, you have a legal responsibility for all records (including patient health, financial, personal and administrative) that you gather or use as part of your work within the trust. The records may be paper, electronic, microfiche, audio or videotapes, x-ray images. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust undertakings.

CONFIDENTIALITY AND INFORMATION SECURITY

As a Trust employee you are required to uphold the confidentiality of all records held by the trust, whether patient records or trust information. This duty lasts indefinitely and will continue after you leave the trust employment.

All Information which identifies individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the Data Protection Act 2018 and should be managed in accordance with this legislation.

TRUST POLICIES

The Trust operates a range of policies, e.g. Human Resources, Clinical Practice (available on the Trust intranet). All Trust employees must observe and adhere to the provisions outlined in these policies.

EQUALITY, DIVERSITY AND INCLUSION

The Christie NHS Foundation Trust is committed to advancing equality, diversity and inclusion for all our patients, other service users and staff. We want to ensure that everyone who works at the Christie or uses our services is welcomed, valued and treated with dignity and respect.



It is your responsibility to understand and work in line with the Trust's equality, diversity, inclusion and human rights policies. You should value others and treat everyone you come into contact with at work with fairness, dignity and respect at all times and uphold their human and other rights.

INFECTION CONTROL

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with the best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about application of practice measures known to be effective in reducing HCAI

ENVIRONMENTAL SUSTAINABILITY

All employees of the Trust have a responsibility to ensure they have an awareness of environmental sustainability issues which affect the Trust and to contribute to the achievement of the reduction of the Trust's environmental and energy performance footprint e.g. (but not limited to) the use of energy consumed in work spaces (heat/light/paper consumed) and to recycle consumable products wherever possible using appropriate facilities.

