

JOB DESCRIPTION

OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'

JOB TITLE	Senior Healthcare Assistant
BAND	3
RESPONSIBLE TO	Ward Manager
ACCOUNTABLE TO	Integrated Clinical Lead
BASE	Edward House
HOURS OF WORK	37.5

ROLE SUMMARY

- To work independently and accountably as part of a team of clinicians offering 24 hr mental health access and information in the locality of the Trust. The service will be 7 days a week, 24 hours a day for 365 days a year working shifts in an in-patient setting.
- To act as a role model to other colleagues within the team.
- Work collaboratively with key partner organisations, service users, clinicians and other practitioners within the multi-disciplinary team.
- To deliver high quality, effective operational service to people with mental health needs, in accordance with the principles and objective of the Trust and its vision as identified in the service. The job requires the post holder to work flexibly and undertake a change in role at short notice.
- To work collaboratively with others within the organisation to provide an exemplary level of care to service users and their carers.

KEY RESPONSIBILITIES CLINICAL

CLINICAL

- To be responsible along with other members of the team for the implementation of all care aspects of individual care planning.

- Attending to the physical and psychological needs of the patients under the care of the nursing team.
- Act as an associate worker for service users.
- Ensure that accurate and objective information is recorded and signed by the appropriate member of staff.
- Establish therapeutic relationships with individual clients, relatives and carers are maintained by the nursing team. Contribute towards the formulation of care.
- Ensure effective and confidential communication at all times maintaining strict confidentiality with regard to any information concerning patients and colleagues.
- Demonstrate an awareness of the needs of carers of patients with mental health problems.
- Be aware of the Mental Health Act 1983 and be aware of clients detained under section of the Mental Health Act 1983 in the clinical area.
- Be involved in the planning for the patient's discharge and transfer from the clinical areas in line with Care Programme Approach, Community Care Act 1990 and discharge policy.
- Observe any changes in a patient's physical condition or mental state and document and report in an appropriate manner.
- Assist patients towards self-care and independence.
- Understand the need for personal responsibility in relation to using the correct techniques for moving and handling patients.
- Act in a relaxed manner, thereby contributing to the creation and maintenance of a calm and relaxed atmosphere/environment.
- Establish positive professional and appropriate relationships with patients adopting a non-judgemental approach. Always be prepared to listen and treat each patient with respect and courtesy; valuing them as individuals.
- Carry out planning and organisation of the therapeutic and social activities for patients in the clinical area.
- To participate in managerial supervision.
- Participate in therapeutic and social activities/groups.
- As appropriate and necessary assist patients who have the need to use hoists and wheelchairs.
- As requested take on security and environmental responsibilities.
- Completion of audits including but not limited to weekly physical health observations, VTE assessments, weekly cleaning audits, resuscitation bag checks
- To participate in the role of the security nurse.

TRAINING, STAFF DEVELOPMENT AND TEACHING

- The post holder will be able to demonstrate insight into own developmental needs and will formally discuss the same with their supervisor in the form of target setting via the individual performance review procedure. Where development is necessary the post holder must show commitment towards development.
- It will be expected that the appropriate educational opportunities should be highlighted to the supervisor.
- The post holder, having attained appropriate courses, must ensure that feedback and the opportunity of sharing of knowledge is given to their colleagues.
- The post holder will be a positive role model to colleagues and students, providing support in their development through the sharing of knowledge, experience and skills.
- The post holder will be expected to contribute to audit and research at ward level and will contribute to and maintain research folders at ward level.

- Liaise effectively with other multi-disciplinary team members and the residents/patient's significant others.
- The post holder will be expected to be involved in standard setting at ward level including abiding by dress code and infection control protocols.

PERSONAL AND PROFESSIONAL

In addition to core clinical and non-clinical support the following are additional key activities identified as being necessary to the role in the delivery of your normal day to day activities.

- Complete mandatory training in line with the Trust Policy
- Receive annual appraisal and provide annual appraisals to lower banded staff
- Take all allocated annual leave
- Receive management supervision.
- Receive clinical supervision.
- Attend seminars / conferences and other CPD events – external/internal
- Attend regular key Trust-wide meetings / forums
- Resilience in dealing with emotive service user issues.
- To identify own stressors and take appropriate action to prevent negative impact of this on wellbeing and seek appropriate and timely support.

ADDITIONAL DUTIES

In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures
- To participate in the staff appraisal process and to undertake for any staff you manage
- To keep yourself updated on all matters relating to Trust policy
- To provide management supervision where appropriate
- You will be expected to work collaboratively with key partner organisations, service users, carers, clinicians and other practitioners within the multi-disciplinary team in delivering services; providing a 7-day a week, 24-hours a day service for 365 days a year working shifts, where appropriate and operationally required.

OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

PEOPLE FIRST



OUR VISION

To be the **leading** health and wellbeing service in the provision of **mental health** and **community care**.

ASSURANCE STATEMENT

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

NHS CONSTITUTION

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

DUTY OF CANDOUR

You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

EQUAL OPPORTUNITIES STATEMENT

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

NO SMOKING POLICY

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

INFECTION CONTROL

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

HEALTH AND SAFETY

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

GENERAL DATA PROTECTION REGULATION 2018

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

INFORMATION ASSET OWNERS AND ADMINISTRATORS

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the

following responsibilities

- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

PRACTICE ASSESSORS AND PRACTICE SUPERVISORS

As a band 5 and band 6 Nurse you will be responsible and applicable for the following:

As a minimum requirement all clinical band 6's will be expected to undertake the duties of a Practice Assessor for students placed within the trust, and will be able to act as Practice supervisors for students placed within their area of work.

As a minimum requirement all clinical band 5's will be expected to act as Practice supervisors for students placed within their area of work. With the opportunity to also be trained to act as a Practice Assessor for students placed within the trust.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

"Confidential Information" includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust's Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called "Whistleblowers Act").

RISK MANAGEMENT

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

SAFEGUARDING DUTY

“It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role”.

INFORMATION TECHNOLOGY

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

CHANGES TO THIS JOB DESCRIPTION

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

Date post holder in receipt of job description

Signature of post holder

Signature of line manager