

AGENDA FOR CHANGE: JOB DESCRIPTION

Post title:	<i>Senior healthcare assistant</i>
Directorate/department:	<i>Dermatology Outpatients Department</i>
	<i>Division B</i>
Agenda for Change band:	<i>Band 3</i>
Accountable to:	<i>Ward Manager</i>
Accountable for:	<i>N/A</i>
Main purpose:	<p>To participate in and provide individualised nursing care for patients experiencing physical and psychological conditions under the supervision of a registered nurse.</p> <p>To assist patients with activities of living including (but not exclusive to) hygiene needs, moving and handling, nutrition and hydration, elimination needs, personal wellbeing, psychological and social needs.</p> <p>To provide emotional and practical support to patients and their relatives/friends as appropriate.</p> <p>To work in a collaborative and cooperative manner with all members of the multi-disciplinary team in the delivery of patient care, recognising and respecting their own contribution within the care team.</p> <p><i>The post holder will work with the wider Dermatology team to support care and intervention. This post will include working in the admission and recovery areas and in the Medical Outpatient Department.</i></p>
Key working relationships:	<p><i>Dermatology Department Admin Staff</i></p> <p><i>Matron</i></p> <p><i>Operational Manager</i></p> <p><i>Dermatology Department Nursing Staff</i></p> <p><i>Dermatology Department Clinicians</i></p> <p><i>Medical Outpatient Clinicians/Nursing staff</i></p>
General duties:	<p>1. ASSESSMENT OF CARE</p> <ul style="list-style-type: none"> • Recognise and acknowledge personal beliefs and wishes of patients. • Communicate with individuals in ways, which are appropriate and take account of individual needs and requests. • Recognise the danger signs of physical or psychological abuse in the care environment and report to registered nurse. • Advise the patient of services and facilities that are available to support them on discharge. • Obtain, pass on and record information relating to care accurately and timely way (countersigned by Registered Nurse).

	<ul style="list-style-type: none"> • Provide patients with information on health promotion to support them in making choices for healthy living. • To be involved in assessment as appropriate of all patient risks including falls, acuity, nutrition, infection control and manual handling. • Receive patients and their relatives in a calm, courteous and reassuring manner, providing appropriate information and support. • Collect and record data onto Trust IT systems as required. • Ensure that all care delivered is documented on departmental documentation.
	<p>2. PLANNING OF CARE</p> <ul style="list-style-type: none"> • Handover care of patients both formally and informally. • In conjunction with the Registered Nurse amend care plans accordingly for patients. • In conjunction with the Multidisciplinary team, patients and relatives assist with planning the appropriate discharge of patients. <p>3. DELIVERY OF CARE</p> <ul style="list-style-type: none"> • Respect and maintain the patient's privacy and dignity at all times. • Safely escort patients to/from Departments as per current Trust policy, chaperone patients while undergoing medical examination and various procedures. • Ensure that correct use of moving and handling equipment, protective clothing and personal hygiene are maintained. • Instigate appropriate action in an emergency situation, as per current Trust policy. • Collect any requested specimens and send to the appropriate department, advising the Registered Nurse and documenting in the notes. • Carry out observations appropriate to the clinical area, as per competency document. • Provide physical, emotional, and spiritual support to individuals and their relatives/friends during emotional distress and offering appropriate support from other members of the multidisciplinary team e.g., chaplaincy etc. • Assist with cleaning tasks, errands, or general duties appropriate to the clinical area as required. • Ensure that all equipment is in good working order and ready for immediate use. Report any faults to registered Nurse in Charge. <p>4. EVALUATION OF CARE</p> <ul style="list-style-type: none"> • Document all care given and any other patient contact in nursing notes in a comprehensive and concise manner, adhering to the NMC guidelines for records and record keeping. • Ensure accurate and timely recording of all observations and report any abnormal findings to a Registered Nurse.

	<p>5. CLINICAL SKILLS</p> <ul style="list-style-type: none"> • Achieve the competences for observations, pregnancy urinalysis and venepuncture. <p>6. DEVELOPMENT OF SELF</p> <ul style="list-style-type: none"> • Maintain and improve the knowledge and skills required to perform all agreed health care activities competently through appropriate continuing personal development (CPD) as agreed through appraisal and recorded on the personal development plan (PDP). <p>7. DEVELOPMENT OF OTHER HEALTH CARE STAFF</p> <ul style="list-style-type: none"> • To be involved in induction of any new staff to the clinical area e.g. HCA's, ward clerks, porters, students and Registered Nurses. <p>8. PRINCIPLES OF CONDUCT</p> <ul style="list-style-type: none"> • Adhere to the UHS Code of Conduct for clinical support workers, as found in the UHS capability policy. • Recognise direct and indirect discrimination and ensure that discriminatory behaviour from any source is responded to in an appropriate manner. • Work within Trust policies to maintain confidentiality of verbal and written information obtained in the course of duty and ensure that any disclosure is consistent with statutory requirements and Trust policy. • Comply with Trust Health and Safety and Control of Infection policies, to contribute to the safety and security of individuals and their belongings and to ensure that hazards associated with treatment, infection risks or spillages are communicated to appropriate persons and/or dealt with as soon as possible. • Always adhere to all Trust and Directorate Policies and Procedures.

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IMPORTANT ADDITIONAL INFORMATION RELATING TO YOUR EMPLOYMENT

Duty of care	<p>You are responsible for ensuring that the patient, family, and carers are at the centre of everything you do.</p> <p>Be open, honest, and willing to acknowledge when something has gone wrong. Make timely apologies and take action to report incidents, including near misses; to ensure that as an organisation we learn.</p> <p>You should continuously seek to reduce harm by speaking up to managers and leaders if you believe that a lack of skills, knowledge, or resources place patients at a risk of harm or if your concerns are not being listened to. Managers and leaders must listen to others when they raise concerns and take action.</p> <p>Wholeheartedly commit to learning about safety, continually striving to improve excellent care. Develop your own ability to detect and correct defects.</p>
NHS standards of business conduct and professional registration	<p>All employees must abide by the guidance set out in the NHS Code of Conduct and Standard Business Conduct for NHS Staff (HSG 93/5), as amended, or replaced from time to time. Managers must also comply with the NHS Code of Conduct for Managers.</p> <p>All clinical professionally regulated staff must abide by the codes of conduct issued by their respective regulatory bodies (e.g., NMC, GMC, HPC) and ensure that they maintain updated registration as required by the role.</p>
Living our values every day	<p>All staff are expected to strive to make the Trust values 'what we do' – to inspire, develop and support every one of us to live our values, every patient, every colleague, every day.</p> <p>Each post holder is expected to ensure they live the values of:</p> <ol style="list-style-type: none"> 1. Patients First 2. Always Improving 3. Working Together <p>These values are about us all helping each other to deliver great patient experience more consistently – involving people who use our services, their families, carers, staff and partners in continuing to improve the experience people have using and delivering our services</p>
Health and safety:	Staff are reminded of their responsibility to take care of their own personal safety and others whilst at work. In addition, no person shall interfere with, or misuse anything provided in the interests of health, safety, and welfare
Infection prevention and decontamination of equipment:	All staff are reminded of their responsibility to adhere to Trust and departmental infection prevention policies, including policies for the cleaning and decontamination of equipment, to protect their own health and that of other employees, visitors and patients.
Child protection/safeguarding	All staff providing services to patients and children are reminded of their responsibility to adhere to Trust and departmental child protection and safeguarding policies including employment checks.
Confidentiality	<p>All employees of University Hospital Southampton NHS Foundation Trust are reminded of the need to treat all information, particularly clinical and management information, as confidential.</p> <p>Any employee who wilfully disregards Trust and departmental policies may be liable to serious disciplinary action including dismissal.</p>

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	This job description will be reviewed yearly as part of the annual appraisal, to ensure that it reflects the responsibilities of the post. No changes will be made without full consultation with the postholder.
Mental Capacity Act 2005	All Staff are required to ensure knowledge regarding the Mental Capacity Act 2005 (MCA) at a level deemed essential for their role. The level of training required will be specified to members of staff and is dependent on their role. It is important that staff understand and comply with local policies and procedures relating to MCA to ensure the Trust can act in an individual's best interest when providing care. This helps to ensure ongoing adherence to our legal obligations and ensuring we put the needs of our patients first.
Sustainability	Staff are reminded of their responsibility to take care of the resources used whilst at work. These include careful use of energy and water; for example, ensuring unnecessary equipment is turned off when not in use. Waste needs to be segregated properly. UHS policies and strategies for sustainability should be followed whilst undertaking daily duties. We encourage staff to be involved with sustainability at work, through participation in the Green Guardians network.
Last updated	09 March 2023

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