

JOB DESCRIPTION

Job Title:	Health Care Assistant
Band	2
Directorate:	Specialties
Department:	Main Outpatients
Location:	Royal Bournemouth Hospital and Christchurch Hospital
Accountable to:	Outpatient Sister
Accountable for:	N/A
Main Purpose	To provide support to clinicians, qualified nursing staff and patients within the Outpatient Department.

General Duties

To work within the OPD team ensuring a safe, clean environment and welcoming atmosphere. To provide support to clinicians, qualified Nursing staff, colleagues, and patients within the outpatient department to deliver a high standard of patient care and a positive patient experience.

Communication and Working Relationship Skills

- To answer telephone calls in a courteous and confident manner and take messages as required.
- Conduct oneself in a professional manner and ensure appearance is neat, tidy and presentable at all times.
- To promote effective communication and relationships with patients, carers and colleagues
- Ensure the patient has been given relevant information and understands what they have been told. Refer to a qualified nurse if there are any queries relating to patient or clinic
- To work as a team member

Analytical and Judgemental Skills

- Complete patient observations and escalate concerns to nursing staff.
- Complete Trust training in Basic Life Support

Planning and Organisational Skills

- To work autonomously within the outpatient clinics, carrying out activities delegated by qualified nursing staff, and work flexibly with the clinics to meet the needs of the service.
- Prepare and check notes/e notes prior to clinic.
- Ensure that rooms are left tidy and clean after each clinic.
- To assist in maintaining the cleanliness and tidiness of clinic environment and safe disposal of

soiled equipment and linen.

Responsibility for Patient/Client Care, Treatment and Therapy

- Receive patients in a courteous and friendly manner.
- Keep patients informed of progress of clinics and assist in monitoring start, finish and waiting times.
- Assist the doctor during clinical procedures, as required, ensuring patient's dignity and privacy are respected, and safety is maintained.
- Ensure the patient has been given relevant information and understands what they have been told. Refer to a qualified nurse if there are any queries relating to patient or clinic.
- Assist in collection of pathology specimens and to undertake venepuncture as required.
- Forward requests for investigations to the correct departments.
- To be able to deal with distressed patients and relatives e.g. patients who may have terminal conditions or suffering bereavement.
- Carry out routine observations.
- Training to be provided for Venepuncture if required for the clinics being covered.

Responsibility for Policy / Service Development

- Adhere to Trust policies procedures and standards.

Responsibility for Finance, Equipment and Other Resources

- To operate office machinery in an appropriate manner as required, e.g. photocopiers, printers, PCs and shredders.
- Report any faulty equipment or low stock levels to admin assistant.
- Makes use of resources in an effective and efficient way
- To assist in the routine care, cleaning and tidying of nursing equipment

Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management

- To attend essential core skills training sessions and to keep updated on the hospital's IT systems.
- To complete all training, e-learning modules on BEAT VLE, ensuring your "brain" and "heart" are green.
- To be aware of all HR policies regarding annual leave, health roster, sickness and disciplinary and grievance policies.

Responsibility for Information Resources and Administrative Duties

- To support and encourage all team members to utilise hospital IT systems.
- To use computerised systems when dealing with patients in accordance with the data protection policy.
- Respect confidentiality.

Responsibility for Research and Development

- May participate in audit, research or data collection within the limitations of the role.

Freedom to Act

- To ensure a working knowledge of Freedom to Act and how to access services.

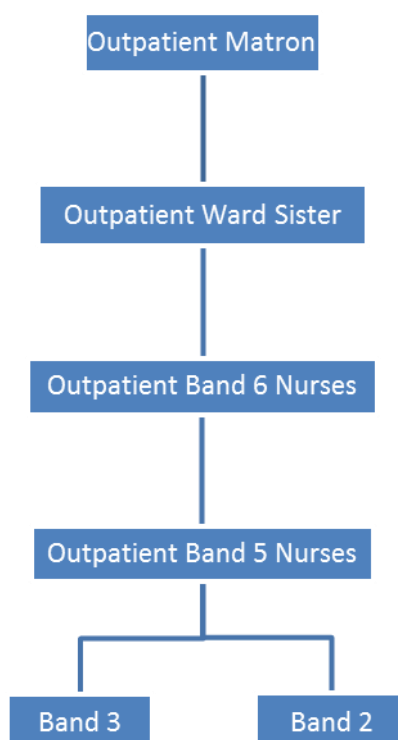
Mental, Physical, and Emotional Effort

- To maintain your health and well-being, seeking support as required
- To be physically able to stand/ walk/ move around during your shift hours.

Any Other Specific Tasks Required

- To be physically able to push trolleys with notes.

Organisational Structure of Department



Transforming our Hospital Services in Dorset

This is a very exciting time to join our hospitals in Dorset. We are in line to receive a significant national investment of £147 million to help transform our services and redevelop Poole Hospital and the Royal Bournemouth and Christchurch Hospitals, now merged as University Hospitals Dorset. We have been able to access these national funds because we have such a good plan in Dorset.

Our vision is to join up our services so they can be delivered in a more integrated way. We have a great opportunity together to improve outcomes for patients, make better use of all our resources, and ensure our services can be provided on a sustainable basis.

For developing our workforce, the aim is to establish modern, well-equipped centres of excellence with sustainable roles for staff, standardisation of education and training so that we can attract and

retain skilled clinical and non-clinical staff to Dorset. This is a great opportunity for you to be part of the transformation as our two hospital trusts also merge.

CONDITIONS OF SERVICE

As laid down by the University Hospitals Dorset NHS Foundation Trust.

Smoking

The Trust has a responsibility to provide a safe and healthy environment for everyone who is working, visiting or living on hospital premises. Smoking is NOT allowed on site except for within the designated smoking areas and shelters for staff and patients.

The Trust will not tolerate smoking in undesignated areas and there is a zero tolerance approach to all staff who continue to do so. We will continue to provide support to staff, patients and visitors who want to give up smoking.

In the interests of promoting responsible healthcare all staff should refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place.

Data Protection

All staff are required to comply with the Data Protection Act and the Trust's Data Protection Policy. Staff are responsible for ensuring that any personal data which they hold is kept securely; that personal information is not disclosed either orally or in writing to any unauthorised third party; that personal data is only accessed where there is a legitimate business need and only where such processing is consistent with the purposes for which the data was collected.

Equality and Diversity

The Trust is positively committed to the promotion and management of diversity and equality of opportunity. Equality and diversity is related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees; people in other organisations; the public in general.

All employees have a responsibility to ensure that they act in ways that support equality and value diversity and must comply with the responsibilities placed upon them by employment legislation and the equality duties.

Health and Safety at Work

Everybody within the Trust has a legal responsibility for the health, safety and welfare of themselves and others at work. These duties are set out within the Health and Safety at Work etc. Act (HASAWA) 1974, the Management of Health and Safety at Work Regulations (MHSAWR) 1999, and in other relevant regulations and guidance notes.

All Staff

In accordance with HASAWA and the Trust Health & Safety policy, all staff have legal responsibilities;

- to take reasonable care for themselves and others that may be affected by their acts/ omissions
- to co-operate with their manager/ supervisor to enable them to carry out their legal duties e.g.
 - shall report all hazards and defects to their line manager/ supervisor
 - shall report all accidents, incidents, near-miss events to their manager/ supervisor and via an adverse incident report (AIR) form (Trust policy)

- to use all work equipment, materials and substances in accordance with any training and instruction provided (e.g. medical devices, chemicals, mechanical aids, machinery, plants, vehicles, and personal protective equipment)
- to ensure they attend all annual mandatory training and attend health and safety training as required for the post.
- to comply with trust and department health, safety & risk policies and procedures
- not to interfere with or misuse anything provided to secure health and safety .e.g. wedge fire doors open, remove first aid equipment, break locks off systems

All Managers/ Heads of Department and Clinical Leaders

In accordance with the Trust's Risk Assessment policy and Risk management strategy, all managers/heads of department and Clinical Leaders are responsible for ensuring that they and their staff, comply with all Trust and department health and safety policies and procedures.

Safeguarding

The University Hospitals Dorset NHS Foundation Trust is fully committed to safeguarding the welfare of all children and young people, and vulnerable adults by taking all reasonable steps to protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

Infection prevention and control

The prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients, and to the safety of visitors and members of staff. It is the responsibility of all staff to be aware of, assess and minimise these risks and comply fully with Infection Prevention and Control Policies.

The Health Act 2008 establishes a Code of Practice for the Prevention and Control of Health Care Associated Infections. It sets out criteria by which NHS managers ensure that patients are cared for in a clean environment, with a safe water supply, where the risk of Healthcare Associated Infections (HCAI) is kept as low as possible.

Managers, Heads of departments and Clinical Leaders are responsible for ensuring that:

- The necessary equipment and mechanisms are in place to support infection prevention
- health care workers are free of and are protected from exposure to communicable infections during the course of their work, and that all staff are suitably educated in the prevention and control of HCAI

Carbon sustainability

The Trust is committed to continual improvement in minimising the impact of it's activities on the environment and expects all members of staff to play their part in achieving this goal and in particular to work towards a 28% reduction in carbon emissions by the end of 2020/21(based on a 2013 baseline).

DBS/Disclosure and Barring Service (CRB)

As part of our recruitment procedure this post will be subject to a Criminal Record Disclosure. A Disclosure is a document containing information held by the police and government departments. Disclosures provide details of a person's criminal record including convictions, cautions, reprimands and warnings held on the Police National Computer. Where the position involves

working with children, Disclosures will also contain details from lists held by the Department of Health and Social Care and the Department for Education and Skills (DfE) of those considered unsuitable for this type of work.

This post is subject to the policies, procedures and rules approved by the Trust and as varied from time to time. All staff are required to familiarise themselves with, and comply with the Trust's policies, procedures, rules or statements of practice. These can be accessed through the Intranet, your Department Manager, or through Human Resources.

Job Description Agreement

All job descriptions which are developed for job matching purposes must be signed by both the line manager and the staff member and the effective date of when the role changed entered. Please see re-grading and job evaluation policy.

Any job descriptions amended or updated through the results of a personal review should also be signed and dated by both the line manager and staff member and a copy retained on the personal file.

Signed..... Date.....
Manager

Signed..... Date.....
Employee

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description will be reviewed in conjunction with the post holder on an annual basis at appraisal.