

JOB DESCRIPTION

GENERAL INFORMATION:

Title: Health Care Assistant

Grade: Band 2/3

Job base: Harefield Hospital

Responsible to: Sister/Charge Nurse

Accountable to: Clinical Services Manager/Senior Nurse/Modern Matron

CRB checks: CRB - not required ☐ CRB - standard ☐ CRB - enhanced ☒

Job Summary:

- Assist in the provision of care to patients, supported and supervised by a registered nurse.
- To support the training of more junior staff eg housekeepers and domestic staff, and student nurses
- Carry out assigned duties which maintain hygiene, orderliness and safety of the ward/department environment.
- Provide any clerical administrative support to the ward team.
- To be flexible in the approach to the clinical area and provide cover for any area specified within the cardiothoracic services unit.
- Lead on the patient exit card survey and liaising with the PPI team to gather patient feedback, resulting in quarterly feedback reports to the modern matron

• Main tasks & responsibilities:

- **Patient/customer care (both direct and indirect)**

- Carry out tasks in delivering and supporting direct patient care as directed by a registered nurse where necessary. This may include
- Keep clinical areas clean and tidy and maintain a safe, pleasant environment.
- Be aware of and adhere to the Trust Policies and Procedures.
- To be able to anticipate patient dependency and to be pro-active in assisting nursing staff with supervision as necessary.
- To offer patients assistance with hygiene needs including assistance with bathing, showering, washing and dressing.
- To assist patients with mobilisation as necessary.
- To actively walk around all patients at mealtimes and assist patients with feeding as necessary.
- To offer assistance with completing their menus.
- To be responsible for commencing patient rest period, vacating visitors and assisting patients into bed.
- To be responsible for assisting and encouraging patients to attend patient education sessions held by MDT in the afternoon where relevant.
- To be responsible for ensuring bed spaces for admissions, transfers and discharges to the ward are prepared, tidy, and for ensuring that water jugs and cups are available on arrival to the ward.
- To ensure patients are aware of the ward layout and routine including information on single sex and washing facilities.
- To inform patients of mealtimes and dining facilities. To liaise with diet kitchen for snacks/meals for patients outside mealtimes.
- To assist patients who wish to use the telephone, and relay telephone messages as required.
- To escort patients to different areas when required, who are not in need of wheelchair assistance.
- To liaise with others on behalf of the patients, e.g. contacting the chaplain, etc.
- To regularly check with patients that ward areas are maintained to defined standards.
- To ensure that ward areas, sitting rooms and sluice rooms are clean and tidy.
- To maintain the cleanliness of specified clinical equipment on the ward.
- To co-ordinate bed making in the morning and subsequent admissions, transfers and discharges throughout the day.
- To assist nursing staff, as appropriate, i.e obtain necessary equipment from other departments etc.
- To monitor and maintain the condition of the ward area reporting any areas that require upgrading, and to ensure the highest standards of safety, cleanliness and presentation are maintained at all times. Keep the ward sister/charge nurse and modern matron informed of progress with repairs etc.
- To co-ordinate the terminal cleaning of rooms/bed spaces liaising with appropriate departments.

- To liaise with members of the Estates Department for the speedy repair of faults and damage in the ward area, and record appropriately.
- To be mindful of patients personal belongings and their safe keeping in accordance with the trusts patient property policy.
- To ensure the property cupboard is tidied on a 2 monthly basis and property managed according to trust policy.

- **As an NVQ 3 qualified Health Care Assistant I am competent in:**

- Routine vital signs monitoring, and reporting any abnormal results to the registered nurse.
- Performing ECG's.
- Removal of cannula's. If asked to do so by a doctor or registered nurse.
- Removal of drain sutures, clips and beads. If asked to do so by a doctor or registered nurse.
- Simple dressings. Taking swabs of any ? infections labelling them and sending them off to the correct dept.
- Collecting MSU and Stool samples. Labelling them and sending them off to the correct dept.
- Assisting in the admission of patients. Doing vital signs, height, weight, MRSA swabs, ECG, Nutritional Risk Score and manual handling assessment. And on occasion at the discretion of the nurse undertake patient assessments.
- On occasions working with students.
- Be aware of local and trust infection control policies and adhere to them, reporting any adverse incidents in relation to this area to the ward sister/charge nurse and or modern matron.
- **Resource Management**
 - To neatly restock clinical areas with stores supplied.
 - Depending on individual ward area's process, ordering mostly all non stock items both clinical and stationery, liaising with the supplies department.
 - Assist in the restocking of supplies and maintenance of equipment as directed by a registered nurse.
 - Adhere to departmental and Directorate procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
- **Service Development**

- Organising the distribution of Exit Cards, and taking part in other patient feedback forums in the clinical areas.

- **People management**
 - Participate in the Trust's appraisal and personal development plan schemes by meeting with the manager at least annually.
 - Assist in the orientation of new members of staff to the ward.

- **Communication**
 - Demonstrate a courteous and helpful approach to patients, relatives and visitors in the clinical area.
 - Carry out assigned clinical tasks as directed by a registered nurse.
 - Report untoward incidents and any other relevant information to a registered nurse immediately.
 - Inform a registered nurse if asked to carry out a task which the individual does not have the training or capacity to do.
 - Promote the corporate image of the Trust to all individuals, groups and organisations, both within the Trust and externally to the community at large.
 - Participate fully as a team member, sharing knowledge and information and supporting colleagues, to promote a cohesive ward team and the achievement of team objectives

- **Information management**
 - Use data which will contribute to the improvement of patient care.
 - Use the Trust internet to enhance care and for professional development.
 - Undertake relevant training for electronic information systems in place and under development.

Other Duties

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

To undertake any other duties commensurate with the grade as requested.

ADDITIONAL INFORMATION:

Trust mission

To be the leading national and international centre for the diagnosis, treatment and care of patients with heart and lung disease, creating and disseminating knowledge through research and education.

Confidentiality

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to patients and staff.

In order to comply with the Data Protection Act 1998 you must not at any time use personal data held by either Trust for any unauthorised purpose or disclosure such as data to a third party.

You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trusts, unless expressly authorised to do so by the Trusts.

Health and safety

You must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974 and take reasonable health and safety of themselves and others and to ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

Diversity

You are at all times required to carry out your responsibilities with due regard to the Trust's Equal Opportunities Policy and to ensure that staff receive equal treatment throughout their employment with the Trust.

Patient & public involvement

All staff would have a responsibility to contribute to the implementation of the patient and public involvement (PPI) strategy and associated action plans.

Risk management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

Conflict of interests

You may not without the consent of the Trust engage in any outside employment and in accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests, which could potentially result in personal gain as a consequence of your employment position in the Trust. Interests that might appear to be in conflict should also be declared.

In addition the NHS Code of Conduct and Standards of Business conduct for NHS Staff (HSG 93/5) required you to declare all situations where you or a close relative or

associate has a controlling interest in a business (such as a private company, public organisation or other NHS voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably withheld. It is your responsibility to ensure that you are not placed in a position, which may give rise to a conflict between your private patient's interest and your NHS duties.

CODE OF CONDUCT FOR PROFESSIONALLY QUALIFIED STAFF GROUPS

All staff are required to work in accordance with their professional group's code of conduct (eg NMC, GMC, DoH Code of Conduct for Senior Managers).

CRIMINAL RECORD BUREAU CHECKS (where relevant)

Any applicant who is short-listed for this post will be asked to complete a disclosure form as the post-holder will be required to have contact with vulnerable adults or persons under the age of 18. The successful candidate will be subject to a criminal record check from the Criminal Records Bureau prior to the appointment being confirmed. The disclosure will include details of cautions, reprimands, and final warnings, as well as convictions if applicable.

Core behaviours for all Trust staff:

All staff will commit to:

- Act with honesty and integrity at all times
- Demonstrate respect for others and value diversity
- Focus on the patient and internal and external customer at all times
- Make an active contribution to developing the service
- Learn from and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as ambassadors for their directorate and the Trust
- Be aware of the impact of their own behaviour on others
- Be discreet and aware of issues requiring confidentiality

In addition, all managers and supervisors will:

- Value and recognise the ideas and contributions of all team members
- Coach individuals and teams to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Give ongoing feedback on performance, and effectively manage poor performance
- Provide support and guidance to all team members
- Encourage their team to achieve work/personal life balance
- Actively listen to comments/challenges and respond constructively
- Lead by example, setting high standards
- Ensure that there are sufficient resources for their team and rebalance priorities accordingly

Provide a safe working environment

Nurses working within the Royal Brompton and Harefield NHS Foundation Trust are expected to abide by the essentials of nursing care (6 C's)

- Competence: to continually develop nursing knowledge and skills
- Care: to always provide the highest quality care to all patients
- Compassion: to treat people with kindness and respect at all times
- Commitment: to always strive to do the best for patients
- Communication: to be open and transparent with patients and colleagues at all times
- Courage: to always speak out if it is in the patients best interest

Confirmed as accurate by post-holder:.....

Date:.....

Confirmed as accurate by manager:.....

Date:.....



A lifetime of specialist care

Royal Brompton & Harefield **NHS**
NHS Foundation Trust

PERSON SPECIFICATION

GENERAL INFORMATION

Post: Health Care Assistant
Grade: Band 2/3
Department: BANK

REQUIREMENTS	ESSENTIAL	DESIRABLE
<u>EDUCATION & QUALIFICATIONS</u>	<p>Care Certificate</p> <p>Good level of English language demonstrated through effective written and verbal communication skills.</p> <p>All staff are expected to take responsibility for their own continual personal development</p> <p>NVQ level 2/ 3 in Care</p>	
<u>KNOWLEDGE & EXPERIENCE</u>	<p>Ability to work with people.</p> <p>Ability to communicate well.</p> <p>Ability to work as part of a team as well as on own initiative.</p> <p>Able to balance competing priorities, using experience and initiative to meet personal targets within a busy workload.</p> <p>Previous experience in a care environment as a Health Care Assistant and able to use technology and equipment to assist in patient care.</p> <p>Able to undertake clinical observations. Reporting any changes to a registered nurse.</p>	

<u>SKILLS & ABILITIES</u>	Basic numeracy. good literacy. Basic computer experience.	
<u>PERSONAL QUALITIES</u>	Able to carry out assigned tasks effectively in a busy, ever changing environment. Smart Appearance Pleasant Disposition Motivated Can discuss and apply knowledge and experience to patient care. Positive 'can do' attitude and a positive attitude charge. Ability to ensure confidential Matters are kept as such.	
<u>OTHER REQUIREMENTS</u>	Reliable work record.	

Date: February 2011