

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Healthcare Assistant
Band:	2
Directorate:	Various
Department:	Various
Base:	Bridgwater Hospital
Responsible to:	Registered nurse in charge of ward

Job Purpose:

To support and assist Registered Nurses/Midwives as a member of the nursing team and under supervision perform a broad range of activities and assigned tasks as required by the patients individualised care plans.

Date of Job Description: April 2020



Duties and Responsibilities

Communication and Key Working Relationships

- Act at all times in a respectful manner that protects and promotes patients' dignity and modesty
- Carry out the duties of the role in a professional manner to patients, visitors and colleagues
- Communicate with relatives and patients and other team members in a sensitive and caring manner
- Participate and contribute to departmental meetings as required
- Accurately take and promptly pass on oral and written messages as appropriate

Planning and Organisation

- Assist the Registered Nurse by contributing to care planning and review and report all of the outcomes and any concerns of all basic patient care duties personally undertaken clearly and promptly to the registered Nurse and document as required

Analytics

Responsibility for Patient / Client Care, Treatment & Therapy

- Assist patients to wash and dress / or wash patient in bed or bathroom as required by their care plan.
- Perform basic pressure area care as required by the patients care plan or delegated by registered Nurse
- Eating and Drinking – to assist in the preparation and serving of meals or basic food supplements. Feeding patients/ assisting them to drink and accurately recording on charts, reporting their intake to the Registered Nurse
- Help Patients to use toilet facilities by escorting patients to the toilet; assisting patients to use bedpans/commodes/bottles; empty and change catheter bags or incontinence pads according to the needs of the patients care plan and Trust policy. Record and report any problems noticed in urinary and bowel continence to the Registered Nurse.
- Assist the Registered Nurse to help patients undertake basic activities to mobilise and to regain/retain independence as outlined in the individual patient care plan
- Assist the Registered Nurse to carry out last offices, under supervision, for the deceased
- Assist the Registered Nurse by applying clean dry dressings, basic slings and splints as delegated.
- Assist the multi-professional team to prepare and support patients undergoing treatment or investigation and chaperone patients during intimate procedures as required
- Escort Patients to other wards and departments as required and as delegated by the Registered Nurse and following Trust policy.
- Assist the Registered Nurse in the admission and discharge of patients as required
- Assist the Registered Nurse in the administration of prescribed medication
- Assessment: Assist the Registered Nurse (when training and assessment has

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been completed) by undertaking under supervision and as delegated agreed routine basic and defined assessment activities

Policy, Service, Research & Development Responsibility

- Be aware of, keep up to date, and follow the policies of the Trust, with particular attention to policies promoting control of infection, confidentiality of patient information and professional behaviour
- Maintain personal standards of hygiene and promote universal precautions to limit cross infection
- Wear the correct uniform as agreed by the Trust
- Assist the Registered Nurse and participate in the development of others and participate in personal training and development as outlined in personal development plan

Responsibility for Finance, Equipment & Other Resources

N/A

Responsibility for Supervision, Leadership & Management

N/A

Information Resources & Administrative Duties

- ☐ Contribute to accurate written and computerised information relevant to patient care ensuring confidentiality at all times e.g., charts and care plans

Any Other Specific Tasks Required

- ☐ Other tasks, specific to the particular ward/needs of the patient group, to be listed here.

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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 is to be reviewed in conjunction with the post holder on an annual basis.

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role.

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u> <ul style="list-style-type: none"> • Putting our patients first • One Team • Leading and Listening • Striving for the Best • Our Staff Make the Difference 	E E E E E	Interview & Application form
<u>QUALIFICATIONS & TRAINING</u> <ul style="list-style-type: none"> • Evidence of secondary education. • Numeracy and literacy level 1 or equivalent. • NVQ2 in Healthcare, OR, prepared to undertake a level 2 NVQ in Healthcare and complete within 1 year (to achieve KSF Foundation Gateway) • Basic Life Support <u>Evidence of Qualifications required</u>	E E E E D	
<u>SKILLS & ABILITIES</u> <ul style="list-style-type: none"> • Previous experience in a care environment or able to demonstrate a caring nature/ life experience. • Understands the need for strict confidentiality • Previous experience in a healthcare environment 	E E D	
<u>COMMUNICATION SKILLS</u> <ul style="list-style-type: none"> □ Able to demonstrate empathy, sensitivity, and to adapt communication style to circumstances. 	E	
<u>PLANNING & ORGANISING SKILLS</u> <ul style="list-style-type: none"> • Able to prioritise and organise work • Able to work under instruction and as part of a team • Able to work under pressure 	E E E	
PHYSICAL SKILLS		
OTHER <ul style="list-style-type: none"> • Works well in a busy environment • Adaptable/ flexible • Good time keeping 	E E E	

SUPPORTING BEHAVIOURS

To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours:

Outstanding Care:

- We treat everyone with dignity, kindness and respect.
- We involve patients, relatives, carers and colleagues in decision-making.
- I ensure that my actions contribute to outstanding care regardless of my role.
- I admit mistakes, apologise and learn from them.
- I champion the health, safety and wellbeing of patients, relatives, carers and colleagues.
- I speak up when others cannot.

Listening and Leading:

- I lead with empathy, taking responsibility for how my emotions and actions affect others.
- I inspire others to embrace change, encouraging them to see their part in the bigger picture.
- I strive to be the best I can be.
- I value the opinions and contributions of colleagues, patients and others.
- I encourage innovation and am open to new ideas.
- I listen with interest and take action if I am able.

Working Together:

- I collaborate with others to achieve shared goals.
- I communicate clearly and appropriately.
- We work together to overcome challenges.
- I ask for help and always assist those in need.
- I thank colleagues for their contributions and celebrate shared successes. □
I use resources effectively, treating every £ as if it were my own.

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SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions			
Working in physically cramped conditions			
Lifting weights, equipment or patients with mechanical aids			
Lifting or weights / equipment without mechanical aids			
Moving patients without mechanical aids			
Making repetitive movements			
Climbing or crawling			
Manipulating objects			
Manual digging			
Running			
Standing / sitting with limited scope for movements for long periods of time			
Kneeling, crouching, twisting, bending or stretching			
Standing / walking for substantial periods of time			
Heavy duty cleaning			
Pushing / pulling trolleys or similar			
Working at heights			
Restraint ie: jobs requiring training / certification in physical interventions			
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another (give examples)			
Carry out formal student / trainee assessments			
Carry out clinical / social care interventions			
Analyse statistics			

Operate equipment / machinery			
Give evidence in a court / tribunal / formal hearings			
Attend meetings (describe role)			
Carry out screening tests / microscope work			
Prepare detailed reports			
Check documents			
Drive a vehicle			
Carry out calculations			
Carry out clinical diagnosis			
Carry out non-clinical fault finding			
Emotional Effort	Yes	No	If yes - Specify details here - including duration and frequency
Processing (eg: typing / transmitting) news of highly distressing events			
Giving unwelcome news to patients / clients / carers / staff			
Caring for the terminally ill			
Dealing with difficult situations / circumstances			
Designated to provide emotional support to front line staff			
Communicating life changing events			
Dealing with people with challenging behaviour			
Arriving at the scene of a serious incident			
Working conditions – does this post involve working in any of the following:	Yes	No	If yes - Specify details here - including duration and frequency
Inclement weather			
Excessive temperatures			
Unpleasant smells or odours			
Noxious fumes			
Excessive noise &/or vibration			
Use of VDU more or less continuously			

Unpleasant substances /			
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non household waste			
Infectious Material / Foul linen			
Body fluids, faeces, vomit			
Dust / Dirt			
Humidity			
Contaminated equipment or work areas			
Driving / being driven in Normal situations			
Driving / being driven in Emergency situations			
Fleas or Lice			
Exposure to dangerous chemicals / substances in / not in containers			
Exposure to Aggressive Verbal behaviour			
Exposure to Aggressive Physical behaviour			

Department Organisational Chart

Department Core Purpose

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			

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