

## Job Description

### 1. JOB DETAILS

**Job title: Health Care Assistant (Generic) Band 3**

**Accountable to:**

**Managerially  
Professionally**

**Sister/Charge Nurse  
Director of Nursing, Quality and Governance**

**Location: Cumberland Infirmary, Carlisle / West Cumberland  
Hospital, Whitehaven**

### 2. JOB SUMMARY

All staff are expected to work to the Trust Values:



**Kindness** – Kindness and compassion cost nothing, yet accomplish a great deal.



**Respect** - We are respectful to everyone and are open, honest and fair – respect behaviours.



**Ambition** – We set goals to achieve the best for our patients, teams, organisations and our partners.



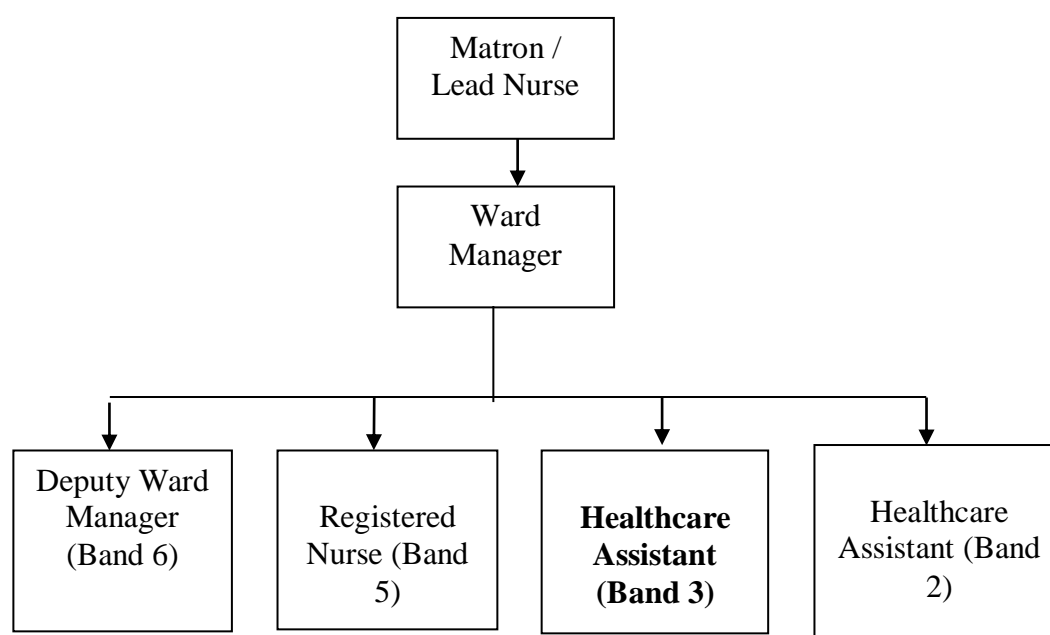
**Collaboration** – We are stronger and better working together with and for our patients.

- To assist the registered nurses (or other healthcare practitioners) in providing high quality patient care
- Maintain patients' privacy and dignity at all times and provide care in a compassionate and sensitive manner.
- Be an effective part of the multi-disciplinary team contributing to the departmental objectives.
- Continue to develop and maintain competencies in nursing tasks to maintain high quality safe care.
- Post holder will be expected to contribute to housekeeping and other ward / department duties as required, e.g. general tidiness, re-determined stock levels are met and clinical equipment is clean, working and stored correctly.
- Contributes to the work of the department by working under direct or indirect supervision of registered practitioners or assistant practitioners

### 3. ROLE OF DEPARTMENT

Ensure that the organisation and leadership of nursing and midwifery services supports the delivery of the highest standards of patient care in the pursuance of the Trust's objectives. The core nursing team is responsible for ensuring that effective systems of work are in place to ensure the safe delivery of evidence based patient care. Support effective patient flows and management of resources in the allocated clinical area in the Trust.

### 4. ORGANISATIONAL CHART



### 5. KEY WORKING RELATIONSHIPS

Patients and their relatives/carers.  
Members of the multi-disciplinary team.  
Staff from other wards and departments.  
External agencies.  
Members of the general public.

### 6. DUTIES AND RESPONSIBILITIES OF THE POST

#### Clinical

- Will carry out delegated, repetitive, routine and familiar tasks.
- Will in time develop an awareness of normal parameters concerning patient / client wellbeing and report that which is out with normal parameters to the registered professional
- Will carry out routine elements of assessment to enhance the patient / client journey, following an initial assessment by a registered practitioner.
- Meet basic care needs of patients, washing dressing, assistance with feeding etc

- Plans own work to undertake care activities to meet the individuals health and wellbeing needs
- When trained and deemed competent undertake clinical activities, using appropriate equipment (these will be activities relevant to speciality) e.g. venepuncture, ECGs, urinalysis.
- Extend scope of practice when trained and deemed competent autonomously undertake clinical procedures relevant to the clinical area e.g. applying plaster casts/splints, cleaning of new wounds and application of wound closures strips/dressings, cannulation, removal of vaginal packs, ensuring documentation is completed appropriately following procedure.
- Provide personal care to patients by supporting / providing the patient assistance with all aspects of daily living providing individualised care and promoting independence, using appropriately identified aids e.g. hoists, special mattresses.
- Ensure the nutritional needs of the patient are met by assisting them to eat and drink. Also by helping them complete their daily menu card. Be aware of increased nutritional needs. Record accurately nutritional and fluid intake, reporting concerns to Registered Nurse.
- Ensure privacy and dignity at all times.
- Where relevant to the clinical area, understand why observations are taken and be able to take / record patients, pulse, blood pressure, respirations, temperature and any other observations including accurately recording them. Calculation of the early warning scores, e.g. MEWS and reacting to that score, reporting any problems to the nurse in charge.
- Safeguarding vulnerable children and adults by reporting any problems to the nurse in charge.
- Escorting and transferring patients to different wards and departments using relevant mode of transport and acting in a professional manner whilst doing this, having regard for the patients' privacy and dignity.
- Ensure registered nurse responsible for the patient kept informed of any changes patients' condition.
- Prevention and control of Health Care Associated Infections (HCAIs). Ensure the risk of infection to self, colleagues, patients, relatives and visitors is minimised by:
  - Being familiar with, and adhering to Trust policies and guidance on infection prevention and control.
  - Including infection prevention and control as an integral part of your continuous personal / professional development.
  - Taking personal responsibility so far as reasonably practicable, in helping ensure that effective prevention and control of health care acquired infection is embedded into everyday practice and applied consistently by you and your colleagues.
- Participate in audit as directed.
- Frequent moderate effort is required when undertaking the moving and handling of patients and objects in line with Trust guidelines.
- A combination of standing, walking bending and stretching is required throughout the shift.

- Occasionally be expected to nurse patients with life threatening illnesses, some of whom may be terminally ill.
- Work in challenging distressing situations whilst maintaining a professional approach.
- Support patients and relatives when faced with unwelcome news and life changing diagnoses.
- Frequent exposure to highly unpleasant working conditions e.g. dealing with uncontained body fluids and difficult aggressive behaviour.
- Using appropriate assessment tools under supervision assist the registered practitioner in the assessment of patients' health and wellbeing needs.
- Initiate emergency action when required e.g. Cardiac arrest, Fire.
- Actively engage in the Trust computerised system to improve patient care.
- Take personal responsibility for putting the person receiving care first, and are to challenge poor care/practice, doing so as soon as any shortcomings are seen.

### **Administration**

- Greet and receive patients, carers and other visitors to the ward / department in a courteous and helpful manner, whilst being mindful that there may be barriers to understanding.
- Provide and receive routine messages accurately and in ways that are understood by the recipient, referring issues to the appropriate person where necessary. This could be face to face, written, verbal or by using the IT system.
- Reports to the nurse (or relevant clinician) coordinating the team activities:
  - Information received from the patients, carers and members of the MDT
  - Information appropriate to the patients comfort and well being.
- Maintain accurate timely records
- Report any accidents or incidents as per Trust policy.
- Use the Trust computerised patient information systems for entering or retrieving patient information and tracking notes.
- Maintain up to date and tidy patient information and notice boards.
- Ensure communication is consistent with legislation, policy and procedure.
- Ensure all patient related information is treated sensitively and adhering to the principles of confidentiality at all times
- Uses IT and electronic systems appropriately to access and input patient information e.g. Realtime and PAS systems
- Assist with admin & clerical duties as required.

### **Additional duties**

- Notify appropriate person regarding events or observations or equipment faults.
- May be first point of contact for a complaint, or incident therefore must ensure an appropriate response and that it is reported in a timely manner.
- Promote Health and Safety maintaining best practice in Health Safety and Security

- Contribute to the improvement of service by reflecting on own practice and that of others.
- Take pride in the environment by maintaining cleanliness and tidiness of all patient and staff areas, actively promoting a tolerable noise level both day and night, promoting adherence to infection control and nutrition policies by all members of team.
- Regularly attend ward / departmental meetings and contribute positively to discussions about the improvement of patient care.
- Attend staff engagement meetings.
- Contribute to effective stock control and maintenance.
- Observe personal duty of care in relation to equipment and resources used in course of work.
- Be responsible for securing patients valuables and property as per Trust policy
- Comply with Dignity and Respect at work policy.
- Participate in audits and surveys as required relating to own work
- Act in ways which support Equality and value Diversity.
- Comply with Trust Uniform Policy and Dress Cod
- Participate in achieving Nursing Performance Indicators in relation to clinical assurance tool.
- May be expected to participate in clinical trials.
- Has the awareness and ability to address the basic needs of patients / clients.
- Frequent concentration is required and work patterns are frequently unpredictable with regular interruptions some requiring immediate response.
- Able to re-prioritise work in order to accommodate unexpected demands and meet deadlines to maintain service delivery.
- When experienced will be expected to undertake several tasks at one time switching tasks throughout the shift.

### **Education**

- Attending Trust Induction Programmes and statutory education programmes in infection prevention and control.
- See essential requirements.
- Maintain and improve knowledge, skills and competence to ensure high standards of patient care.
- Be responsible for own development, identifying training needs, set personal objectives and attend appropriate training as agreed by line manager.
- Understand and be able to carry out reflective practice.
- Adheres to Trust policies and procedures.
- Engage in Trust education and training relevant to role.
- Complete all required mandatory training, some of which is online.
- Understand basic food hygiene concepts, may be required to assist patient with nutrition.
- Engage in lifelong learning and continuous skill development.
- Support registered staff who have students.
- Promote mutual respect for the contribution of all members of the team.
- Demonstrate own duties to new or less experienced staff.

- Responsible for ensuring extended scope training completed pertinent to role
- Comply with annual updates.

**The Trust is committed to Support employee health and wellbeing**

Under NICE guideline on 'Workplace health: Management practices, and Recommendations' the Trust is committed to offering employees help and encouragement to build supportive relationships.

**7. WORK SETTING AND REVIEW**

You will work and duties will be set, directly managed and indirectly supervised by a Registered Nurse. The Ward Manager or Deputy will review performance and undertake appraisal. Support the development of Band 2 HCA, providing mentorship when requested by Ward Manger.

**8. INDIVIDUAL RESPONSIBILITIES**

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

**9. CONFIDENTIALITY**

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

**10. HEALTH AND SAFETY**

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

**11. RISK MANAGEMENT**

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

**12. EQUALITY AND DIVERSITY**

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.



- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

### **13. SAFEGUARDING**

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

### **14. INFORMATION GOVERNANCE**

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.



**North Cumbria  
Integrated Care**  
NHS Foundation Trust



## PERSON SPECIFICATION

POST TITLE: **Health Care Assistant**

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>GCSE English and Maths or equivalent.</li> <li>National Care certificate or commitment to complete as part of induction process.</li> <li>NVQ 3 in care (willingness to complete within one year of start date) or equivalent experience</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>Work in customer focused / caring environment.</li> </ul>	<ul style="list-style-type: none"> <li>NHS employment.</li> <li>Use of a computer.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>Ability to maintain and improve knowledge, skills and competence to ensure high standards of patient care.</li> <li>Ability to carry out routine elements of assessment to enhance the patient / client journey, following an initial assessment by a registered practitioner.</li> <li>Ability to meet basic care needs of patients, washing dressing, assistance with feeding etc.</li> <li>Understanding of confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>Nursing policies and procedures.</li> </ul>
Skills and Aptitudes	<ul style="list-style-type: none"> <li>Good communication and interpersonal skills.</li> <li>Ability to work as a member of a team.</li> <li>Ability to use initiative appropriately.</li> <li>Organisational skills.</li> <li>Ability to meet deadlines.</li> <li>Ability to demonstrate the compassionate values and behaviours needed for dignified care.</li> <li>Competent in physical skills e.g. recording ECGs, recoding blood glucose etc.</li> <li>Venepuncture</li> </ul>	<ul style="list-style-type: none"> <li>IT skills.</li> <li>Keyboard skills.</li> <li>Extended scope of practice pertinent to role</li> </ul>
Personal Circumstances	<ul style="list-style-type: none"> <li>Ability to communicate with members of the public and health care providers</li> <li>Enthusiastic</li> <li>Presents self as courteous, respectful and helpful</li> <li>Ability to work effectively under direct</li> </ul>	

	supervision, as part of the multi-disciplinary team.	
Other Requirements	<ul style="list-style-type: none"> <li>Alignment to Trust Values and Core Behaviours</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of understanding of Trust Business</li> <li>Experience of working in the Trust previously</li> </ul>

Experience can be considered as comparable to qualifications quoted but should be clearly detailed on the application in order to demonstrate equivalence.