Trust Values

JOB DESCRIPTION

Job Title: Healthcare Assistant
Current Grade: Band 2
Dept/Ward: Midland Centre for Spinal Injuries

Organisational Arrangements

Accountable to:

1. Managerially responsibility to Ward Manager

Summary of Post

To contribute to the continuity of good team spirit, supporting qualified staff in the delivery of high standards of direct patient care following well-defined procedures supervised by the qualified nurse.

All activities will be under the direction of the professional responsible for the care of the patient.

Professional and Clinical Issues

1. Under the direct/indirect supervision of trained staff, using own initiative be able to assist patients in all activities of daily living within own level of competence.

2. Assist patients to maintain and improve their mobility to their full potential. Assist with dressing, promoting independence as much as possible within the boundaries of the patients functional ability.

3. Provide patient care, which may require the use of physical effort to role, manoeuvre and stand patients. The use of manual handling equipment and training is essential, to reduce physical strain and maintain safety of the patient. Annual manual handing training is mandatory.

4. Assist other team members to maintain the skin integrity of all patients and have a working knowledge of aids that are available to support this practice.

5. Provide a safe and clean environment for patients by having and demonstrating a working knowledge of all health and safety issues.

6. Assist patients to select meals. Have a working knowledge of available supplementary foods, which may be prescribed. Provide assistant and monitoring with eating and drinking as required, whilst still attempting to promote patients 'independence.

7. To have a basic understanding in the safe use of wheelchairs, commodes and other equipment used on the unit.

8. Ensure due regard is given to the customs, culture, values and spiritual beliefs of the patient, family, carers and staff. To uphold the Trusts Diversity/Equal Opportunities Policy.

9. Ensure due regard is given to the safety of patients belongings according to Trust Policies.

10.   Be able to handle waste body fluids, ensuring correct disposal according to Trust policies. Take specimens of urine, faeces and sputum when requested to do so from a qualified nurse.

11.   Assist with escort duties as required and chaperoning patients during medical examinations.

12   Basic life support skills are essential, and will be updated at least yearly.

13.   Ability to call help and support staff in the event of an emergency.

14.   Be accountable for own practice, and take every reasonable opportunity to sustain and improve knowledge and professional competence.

15.   Attend yearly statutory training to ensure adherence to Trust Policy and current Legislation.

16.   Attend relevant in house training sessions which is pertinent to own clinical practice, to enhance knowledge and skill, maintaining competencies.

17.   Maintain personal training records

18.   Participate in a yearly appraisal, setting personal objectives for own professional development plan.

Staff Issues

1.   Provide support for new untrained staff and students under the direction of a senior nurse.

2.   To assist in the creation of a good working atmosphere.

3.   To work effectively as a team member within the department

Operational Issues

1.   Report verbally to the nurse in charge any defect or hazard in equipment used. Ensure equipment is cleaned after use following correct protocols.

Quality Issues

1.   Maintain a working environment that enhances and promotes the health and safety of patients and staff and all visitors to the area.

2.   Responsible for maintaining own safe manual handling activities

3.   Respond to patients and relatives concerns at ward level and refer onto the ward manager / senior nurse, as appropriate.

4.   Assist in Trusts agenda for patients and publics involvement

5.   Participate in audit and surveys carried out within department and Trust

6.   Ensure adherence to Trust Policies, procedures, guidelines and current legislation.

Communication

1.   Maintain good interpersonal relationships with patients, relatives and staff, whilst maintaining staff confidentiality.

2. Contact with complex or sensitive information about patients, dealing with confrontation where you will be able to reassure, calm and refer to a senior nurse.

3. Persuading the patients to cooperate with prescribed treatments and care required.

4. Be able to understand and interpret body language of patients with special needs whose own communication skills are impaired through illness or disability.

5. Be able to recognise when there is a need to refer issues to a qualified nurse or a member of the multidisciplinary team.

6. To participate in the nursing handover report, sharing any relevant information as appropriate.

7. Share information verbally which is pertinent to ward and members of the multidisciplinary team. Disseminate information verbally to staff through handovers. Team briefs, ward meetings and memos.

Risk Management & CNST Good Practice

Risk Management involves all staff identifying circumstances and practices, which put patients at risk of harm, and then acting to both, prevent and control these risks.

Staff are required to improve the quality of care by identifying, reporting and analysing actual and potential adverse events through the trust's Clinical Incident Reporting system including DATIX.

Central to every clinician's practice should be the control and reduction of risk by changing clinical and organisational practice in order to eliminate or reduce adverse events.

All clinical staff are required to familiarise themselves with the Trust's Clinical Risk Management Strategy and all other Clinical Risk policies and guidelines, including the Trust's Complaints Procedure. (These documents are available on the Trust's Intranet Site).

Health & Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts of omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust's undertakings. This requires the following:

Compliance with Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations 1992 and other safety regulations.

Being familiar with, and following the provisions of the Trust's Health and Safety Policy and all other policies, procedures and safety rules of the Trust and of your specific work place.

Co-operating with all measures the Trust take to maintain a safe working environment. This includes using manual handling equipment, wearing personal protective equipment etc.

Compliance with all instruction and training given by members of the Trust relating to health & safety.

Confidentiality and information security

As a Trust employee, you are required to uphold the confidentiality of all records held by the Trust, whether patient records of Trust information. This duty lasts indefinitely, and will continue after you leave the Trust employment. Please ensure that you are aware of, and adhere to, the standards described in the Trust's Confidentiality Policy.

This does not affect your rights and obligations under the Trust's Openness Policy.

Records Management

As an employee of the Trust, you have a legal responsibility for all records (e.g. including patient records, financial, personal and administrative) that you father or use as part of your work within the Trust. The records may be paper, electronic, microfiche, audio, videotapes or x ray images etc. All such records are considered public records (under the Public Records Act 1958). You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Competence

You are responsible for limiting your actions to those, which you feel competent to undertake. If you have any doubts about your competence during the course of your duties, you should immediately speak to your line manager/supervisor.

General

This job description does not attempt to describe all the tasks the post holder will undertake. It does indicate the degree of authority, range of duties covered and the flexibility required for the job.

This job description may be amended in consultation with the post holder as developments evolve, and as part of the appraisal process.

You have a responsibility for ensuring that you are committed to maintaining a high quality service to patients by continual development of practice in the light of research evidence, National Service Frameworks, NICE Guidance and Clinical Guidance and by audit against clinically relevant standards.

To suggest and implement improvements to services, exercising professional responsibility, including lifelong learning within open "no-blame culture".

PERSON SPECIFICATION FOR THE POST OF HEALTHCARE ASSISTANT - MCSI

Criteria	Essential Requirements	Desirable Requirements	Evidence
Qualifications/Training	Good written and verbal communication skills Good general standard of education. Willingness to undertake NVQ Level II in direct care		Application Form Interview References
Experience		Relevant nursing experience. Spinal injuries experience.	Application Form Interview References
Skills and Competencies	Able to work in a team. Communicate well. Carry out instructions. Caring manner. Motivated. Outside interests. Neat and Tidy.		Application Form Interview References
Personal Qualities	Flexible. Able to work rotational shifts.		References
Trust Values	To exemplify the Trust Values: **Friendly** – patients, colleagues, public are always put at ease and made welcome **Excellence –** ensure the care we deliver has great outcomes for patients **Caring** - put the patient first and be considerate of their needs **Professional** - apply high professional standards to your role **Respect** - for patients and each other		