



Job description

POST:	Healthcare Assistant
BASE:	Chesterfield Royal Hospital NHS Foundation Trust
SALARY RANGE:	£18,005 - £19,337 (AfC Band 2)
REPORTS TO:	Sister/Charge Nurse
ACCOUNTABLE TO:	Macmillan Lead Chemotherapy Nurse

Supporting our vision and values

Our Vision is to be a first-class provider of sustainable healthcare services, delivering the best possible care for our patients; and being a great place to work for our people. Our Proud to CARE philosophy supports this vision - and we all play a part in achieving it, by living up to the values we promise to our patients and each other. As members of staff we will always:

- **Show COMPASSION** – treating our patients and colleagues with consideration, kindness and respect
- **Aim for high ACHIEVEMENT** – providing excellent care, safe services, high standards and a positive experience every time
- **Foster RELATIONSHIPS** – being socially responsible, working openly and honestly with our patients, staff, partners and communities to improve what we do
- **Create the right ENVIRONMENT** – providing the tools and equipment that support a modern, eco-friendly, clean and safe environment

Leading the Chesterfield Way

The Healthcare Assistant is a vital role within our organisation. Leading the Chesterfield Way supports the Trust's objectives and ambitions - and sets out the behaviours and characteristics that leaders are expected to adopt and that all staff can role model, to make the Trust an even better place to work; and to support the best possible care for patients. It provides a framework for leadership and supports individual progression through appraisal, career progression and personal development.

- **Inspire a shared sense of purpose** – encouraging your team to take pride in what they do, improve the care and services they provide; and enable them to understand how they contribute to the success of the organisation
- **Lead with care** - showing colleagues compassion and care by listening - and offering empathy and understanding to help create a supportive workplace
- **Evaluate and use information** - be alert to what is happening around you; and evaluate the information you hear, receive or discover to take actions and decisions that improve both patient and staff experience
- **Work with others to connect services** – using the opportunity to link up with different colleagues, leaders and partners, building relationships that can help everyone to deliver effective and efficient healthcare and services
- **Engage with your team** - respecting every member of staff, valuing their diversity and making sure that every member of your team feels that their contribution is appreciated and valued
- **Hold yourself and others to account** - be clear about what's expected at work, giving honest feedback and acting quickly and fairly to support others who are struggling to meet expectations
- **Develop capability** – role model your own development and encourage personal development amongst your team to help to ensure our workforce has the skills and knowledge that will improve services for the future
- **Influence what happens** – by acting as an ambassador for the Trust, sharing good news and good practice with your team, contributing to debates, having a say and leading improvement – all ways of influencing what happens to our services in the future

Job purpose

The post holder will assist qualified nursing staff with the provision of high quality care to patients receiving a variety of chemotherapy and anti-cancer treatments. You will need to be a passionate dedicated individual who is caring and hard working to join the fantastic chemotherapy team.

At Chesterfield Royal our Proud to CARE ethos is at the heart of how we run the hospital looking after our patients and taking care of our staff:

Compassion

- Compassionate care delivered with professionalism and a positive, friendly attitude
- Care that preserves dignity and respects the person; putting patients at the heart of all we do
- Respecting the unique and individual contribution that each of our staff members make – fair, positive and inclusive, recognising diversity and using it to enrich our organisation

Achievement

- Excellent care, safe services and a positive experience every time
- Exceeding expectations by delivering first-class performance, bettering national standards through innovation and ingenuity

Relationships

- An open and honest relationship with our patients, staff, partners and our communities
- Working in partnership in the interests of our patients
- Acting in a socially responsible way and meeting our commitments to the local community.

Environment

Providing a hospital environment that is modern, clean and safe – conducive to care and recovery; and a good place to work.

Key Result Areas

These are the key areas that support the purpose of the job

Clinical

1. Maintain patient and staff confidentiality at all times.
2. Under the direction of qualified nursing staff assist with the delivery of individual programmes of care undertaking duties as delegated by qualified members of the nursing team.
3. Communicate all relevant information concerning the patient's needs/cares to the appropriate qualified nurse responsible for the patient.
4. Contribute to effective communication in the ward/department by assisting with appropriate administration duties.
5. Work with colleagues to promote a conducive environment by assisting in the control of infection; having an awareness of current practices/policies and participating in decontamination duties.
6. Work with colleagues to promote the development of the ward philosophy, nursing model and agreed ward objectives.
7. Work with colleagues to develop clinical expertise and continually improve standards of nursing practice. Maintain good working relationships with other members of staff.

Compassion, Achievement, Relationships, Environment

8. Liaise and communicate relevant information to other members of the multidisciplinary team.
9. Assist in developing a therapeutic and compassionate environment and meets the needs of patients.
10. Be familiar and comply at all times with relevant operational, personnel, health & safety policies, procedures and protocols applicable to the post.

Clinically Effective Services

The post holder will:

1. Acknowledge patients/relatives concerns and complaints, resolving these locally if possible and referring on to the appropriate colleagues as required.
2. Assist in the reporting of incidents.
3. Work as a member of the nursing team to ensure that nursing care is clinically effective and complying with the requirements of the Trust's Clinical Governance Committee.
4. Be aware and supportive of research and audit undertaken by other members of the multidisciplinary team and assist in the implementation of findings.
5. Assist the Sister/Charge Nurse to ensure that services comply with the standards required by the Professional Bodies, CNST, C.H.A.I., Investors in People and confidential enquiries.

Education

1. As part of the Trust's appraisal process and under the guidance of the Senior Sister/Charge Nurse, identify own learning needs and participate with the appraisal process.
2. Assist in the continual development of a learning environment, to gain and share knowledge and skills.
3. Liaise with colleagues to assist in the development of other staff.
4. Attend Essential Training as required by the Trust.
5. Completion of the Care Certificate
6. To commence the QCF level 2 Clinical Healthcare Support and complete within 12 months.

Health and Safety

- To be familiar with relevant Operational, Personnel, Health and Safety Policies and procedures, including Fire, COSHH, No Smoking and Alcohol.
- Deal with incidents appropriately and according to Trust policy.

Trust policies and commitments

All staff employed by the Trust must comply with the Trust's policies and commitment to:

- Complying with Trust Policies and Procedures at all times particularly those concerning essential training, equal opportunities, health and safety and the prevention, control of infection and Information Governance.

Compassion, Achievement, Relationships, Environment

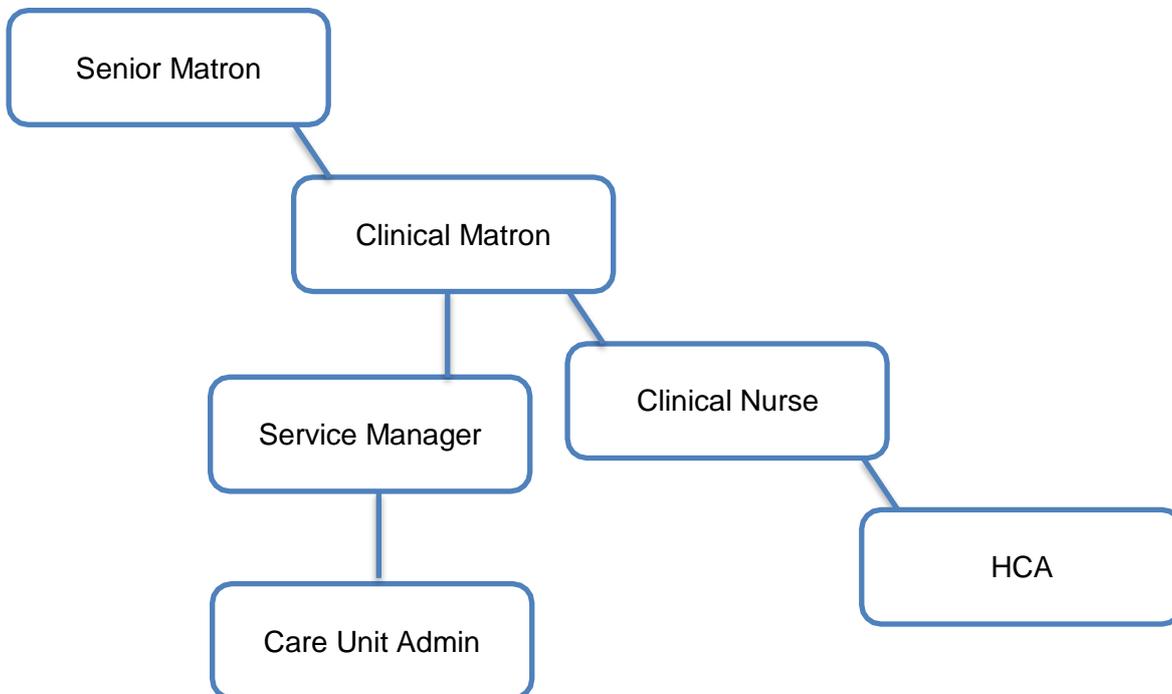
- Safeguarding the health and wellbeing of children and vulnerable adults, by being familiar with and adhering to Trust safeguarding policies and participating in relevant training.
- The national NHS smoke free policy, which prohibits smoking anywhere on Trust grounds
- Compliance with all policies and procedures designed to ensure equality in employment. The post holder must treat everybody equally and fairly with dignity and respect as determined by the Trust's Proud to CARE values and by the Equality Act (2010).

GENERAL RESPONSIBILITIES

1. To act in line with the Trust's CARE values.
2. To maintain patient confidentiality at all times.
3. To actively participate in the staff appraisal process.
4. To be familiar with relevant Operational, Personnel, Health and Safety Policies and procedures, including Fire, COSHH, No Smoking and Alcohol.
5. It is the responsibility of every employee to actively help the Trust prevent and control infection by washing their hands effectively, carrying out their duties in a way which minimises infection, attending appropriate training and maintaining up to date knowledge and skills in infection control and prevention as relevant to their post.

This job description acts as a guideline to the responsibilities of the post holder and will be reviewed in consultation with the post holder and amended to meet changing professional and service needs.

Your Team



PERSON SPECIFICATION

Post Title: Healthcare Assistant

Assessment Criteria	Essential	Desirable	How Assessed
Qualifications and Training	<ul style="list-style-type: none"> • Education to GCSE standard (or equivalent), to include Maths & English • QCF level 2 Clinical Healthcare Support or willing to work towards and complete within 12 months • Care Certificate (or willing to work towards) 	<ul style="list-style-type: none"> • Health Related Training, First Aid, Moving & Handling, Food Handling. • NVQ care qualification 	Application/ Interview
Experience	<ul style="list-style-type: none"> • Understands the need for confidentiality • Understands & committed to a caring approach to patients, relatives/carers • Basic understanding of the pathways involved in chemotherapy 	<ul style="list-style-type: none"> • Experience in a NHS/health care setting. • Experience working in a Outpatient/chemotherapy setting. 	Application/ Interview
Skills and Knowledge	<ul style="list-style-type: none"> • Able to demonstrate a caring approach to patients & relatives & works so that patients' dignity & respect is maintained at all times. • Able to communicate routine information including observations effectively verbally & written to staff, patients/relatives. • Able to prioritise own workload. • Able to work under own initiative within boundaries of role. • Demonstrates awareness of importance of working as part of a team. 	<ul style="list-style-type: none"> • Basic nursing skills • Basic understanding of nursing practice & code of conduct • The 6C'S • NHS Constitution 	Interview
Personal Attributes	<ul style="list-style-type: none"> • Able to work & cope with rotating shift patterns (early, late, night shifts over 7 days of the week • Able to move (manual handling) patients & equipment e.g. patient hoists, commodes, wheelchairs etc. • Able to deal with exposure to bereavement & 'difficult' patients & relatives • Professional appearance/approach to work 		Application/Interview

	<ul style="list-style-type: none"> • Good Team Member • Caring manner • Adaptable to meet service needs 		
Demonstrates Trust Values	Compassion, Achievement, Relationships, Environment – <ul style="list-style-type: none"> • Proud to CARE 		Interview/ Selection Process