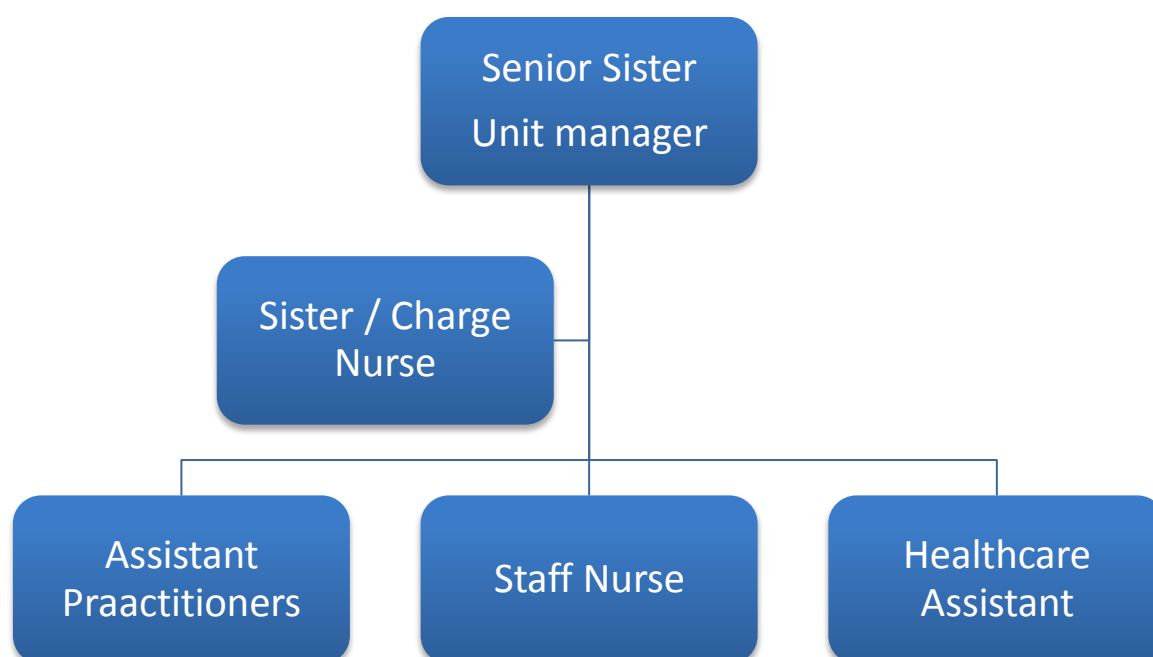


JOB DESCRIPTION

Job Title:	Healthcare Assistant
Band/Pay:	Band 2
Department:	EAU4

Urgent Care (Newton Abbott) ISU



Job overview

Working with the multi-disciplinary team, the post holder will be responsible for assisting the nursing staff to improve and maintain high standards of care, health and well-being of patients through assessment, treatment and rehabilitation.

Main duties of the job

- To act with professionalism and integrity, being a role model to those around us and ensuring everyone has an equal opportunity
- To provide a service that is tailored to meet the needs of the individual and to understand what our patients/customers need and be adaptable and responsive
- To provide a high-quality customer service which complies with relevant legislation and NHS Employment check standards
- To be honest and learn from mistakes, and help to create a “no-blame” culture where people feel able to share and learn from experiences together
- To work as part of a team demonstrating effective communication, and working collaboratively with colleagues inside and out of the department
- Patient comfort and well-being are paramount
- Achieving high standards of care
- Working as part of and contributing effectively to team working

About your new team and department

- To act with professionalism and integrity, being a role model to those around us and ensuring everyone has an equal opportunity
- To provide a service that is tailored to meet the needs of the individual and to understand what our patients/customers need and be adaptable and responsive
- To provide a high-quality customer service which complies with relevant legislation and NHS Employment check standards
- To be honest and learn from mistakes and help to create a “no-blame” culture where people feel able to share and learn from experiences together
- To work as part of a team demonstrating effective communication, and working collaboratively with colleagues inside and out of the department
- Acknowledge that you need to continually deliver greater value to customers
- Be honest about your biggest challenges and create a culture of curiosity and openness
- Make a deliberate effort to connect with strangers from different walks of life and invite them to share their ideas
- Be curious and creative about new possibilities, whilst identifying what works well and to do more of it
- Help to develop and foster a learning environment where feedback is welcomed and valued

Detailed job description and responsibilities

Communication and working relationships

- Work as a member of the team
- Communicate appropriately with a wide range of people including staff, patients and visitors

- Answer the telephone, take messages and refer to the Staff Nurse for instructions
- To take part as requested in ward/unit meetings, encouraging effective communications between other staff

Planning and organisation

- Recognising and responding to situations within the work area and report to the nurse in charge
- Assisting with the undertaking and implementation of risk assessments

Responsibility for patients and client care

- Undertake direct patient care, in support of, and under the delegation of the Registered Nurse, and document care given as required
- Assist in the reception and admission of patients
- Follow the individual plan of care for each patient when undertaking the following:
 - Bed making
 - Assist patients with personal hygiene including care of hair, nails, oral hygiene and shaving
 - Assist with treatment and prevention of pressure areas and continence management for all patients
 - Assist patients with elimination requirements, including catheter care
 - Assist patients to rehabilitate, working with physiotherapy and occupational therapists
 - Assist with preparation and serving of meals
 - Feed patients, encouraging patients to drink and replenishing water jugs when necessary, maintain fluid balance charts as required
 - Checking of controlled drugs with Registered Nurse as required
 - Complete nutritional assessment records and weigh patients as required
- Monitoring and maintaining fluid balance records, food and weight charts as required for individual patients under the direction of a Registered Nurse, recording and reporting findings as required
- Use equipment competently following training
- Escort patients to other departments/hospitals for investigation or treatment as necessary, ensuring relevant paperwork/x-rays are available
- Assist in the collection of specimens for ward/laboratory investigation in accordance with Policy and Procedures
- Report any complaints/comments or requests by patients or their visitors immediately to the Staff Nurse
- Report any incidents, accidents to the person in charge of the ward/unit in accordance with Trusts policies
- Record in the relevant documentation the care that has been delivered
- Attend mandatory training is kept up-to-date and develop and maintain own knowledge and skills
- Following training and assessment, assist the Registered Nurse in other duties if appropriate including:
 - Simple dressings
 - Assisting with out-patient clinics
 - Routine specimens and urine testing

- Taking and recording of temperature, pulse, blood pressure and oxygen saturation levels
 - Blood glucose monitoring
 - Venepuncture
 - Basic life support
- Assist with last offices and care of relatives/carers
- Assist with checking patient's property and valuables as required or following death, in accordance with Trust Policy and Procedure
- Routine cleaning of equipment and furniture
- Dispose of waste and sharps in accordance with Trust Policy and Procedures
- Report any accidents, incidents, faults or defects to the Registered Nurse
- Order and maintain stocks
- Clean and restock cupboards and shelves as required

PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> Proven relevant and recent experience gained within the care sector 	<ul style="list-style-type: none"> Recent patient-facing acute care setting experience
Knowledge and experience	<ul style="list-style-type: none"> To demonstrate experience in a caring environment in or outside of the workplace 	<ul style="list-style-type: none"> Previous knowledge of hospital computer systems
Specific Skills	<ul style="list-style-type: none"> Able to demonstrate a good level of literacy, numeracy, verbal and written skills Good interpersonal and communication skills 	<ul style="list-style-type: none"> Basic IT skills
Requirements due to work environment/conditions	<ul style="list-style-type: none"> Demonstrate a caring, compassionate and friendly attitude Approachable Able to deal with sensitive issues with tact and diplomacy Able to present factual information and refer questions to others, where appropriate Experience of working as part of a team Be able to work flexibly at short notice and at busy times in order to provide a 24-hour service Committed to providing the highest quality care Ability to work in different environments 	

	according to the availability of work and the needs of the organisation	
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Physical skills	<ul style="list-style-type: none"> • Ability to manoeuvre and handle clients and equipment in line with manual handling procedures • Ability to be on your feet for long periods of time • Ability to work in clinical areas where you may be exposed to unpleasant sights and smells
Physical effort	
Emotional effort	<ul style="list-style-type: none"> • Dealing with large workload in varying environments • May be exposed to distressed clients, occasional people with challenging behaviour and disturbing situations such as terminally ill and very sick clients of all age groups • Occasional exposure to verbal aggression
Mental effort	<ul style="list-style-type: none"> • Dealing with high volume of work and able to multi-task using own initiative • To be able to arrange time efficiently • Must be able to concentrate and deal with frequent interruptions • Able to deal with new environments, workloads and working teams on a regular basis sometimes daily • Able to work alongside other healthcare professionals as part of the multi-disciplinary team