



Job Description and Person Specification

Job Description

Job Title	Health Care Assistant
Band	2
Hours	37.5 hours per week (part time negotiable)
Department	Outpatients
Division	CSS
Location / Hospital Site	Base will be at Worthing & Southlands Hospitals but may be required to travel across the Trust sites on occasions
Responsible to	OPD Sister
Accountable to	OPD Matron
DBS Level	Enhanced
DBS Barring	Adults and children
DBS Workforce	Adults and children

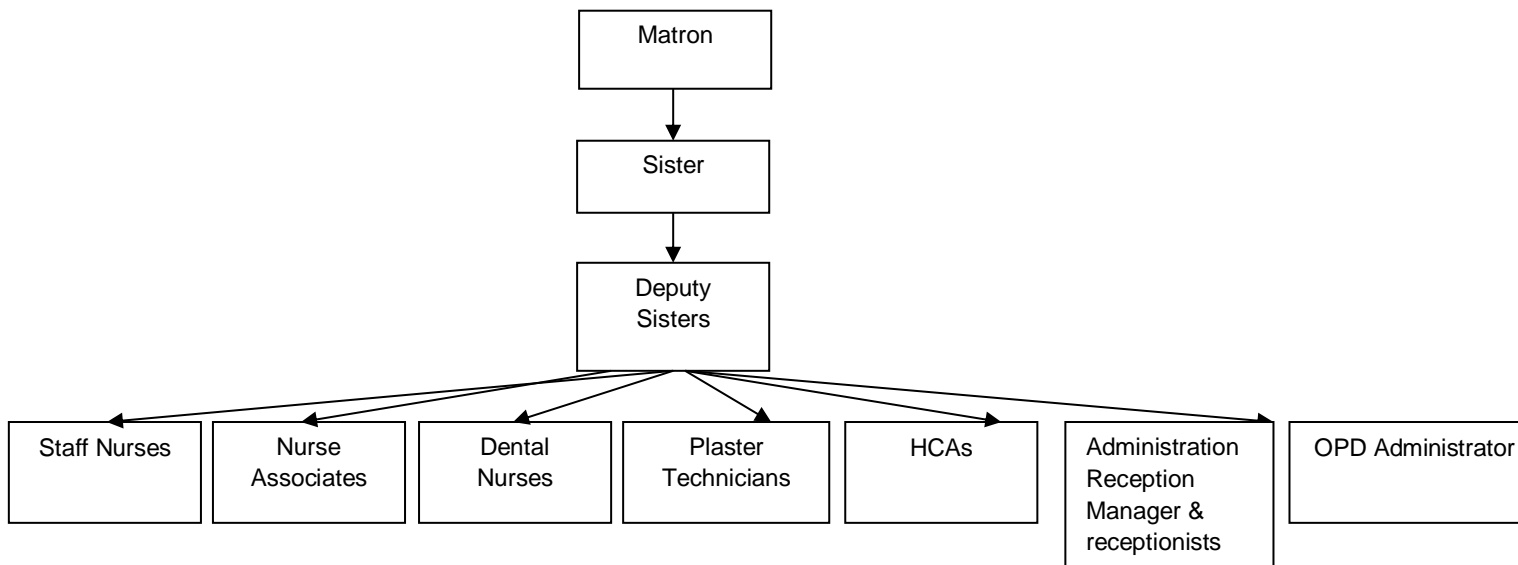
Role Summary

To assist with the provision of outpatient services within the Trust. To assist with the most effective use of resources and manpower. To participate in the planning and developing of the future service in accordance with the Trust's policies and procedures.

Key Working Relationships

Sister
Staff Nurses
Specialist Nurses
HCAs
Medical Staff
Allied Healthcare Professionals
Student Nurses

Structure Chart



Main Duties and Responsibilities

Communication

- To work in a team with qualified nurses, medical, healthcare professionals and other support staff.
- To report all incidents/accidents involving patients and staff to the qualified nurse and to assist in any enquiries.
- To answer telephone enquiries pleasantly, in accordance with the Trust's telephone answering technique and take the appropriate action.
- To participate in the use of IT within the department.

Service Delivery and Improvement

- To understand role and participate in control of infection.
- To participate in quality assurance programmes as required.
- Follows policies used within own role which are determined by others
- May be required to comment on policies, procedures or possible developments.
- To participate in quality assurance programmes as required.
- Undertakes and supports patient and staff surveys or audits, as necessary to own work.
- May occasionally participate in research & development, clinical trials or equipment testing
- To participate in ensuring effective use of resources and reduction of wastage within the departmental areas.
- To restock department areas as required reporting any shortages to the nurse in charge

People Management and Development

- To attend relevant study days/courses to meet own development needs within the department in accordance with the Trust's aims and objectives as asked by department manager.

- To review personal practice and development through the appraisal/KSF process
- Provides advice, or demonstrates own activities or workplace routines to new or less experienced employees in own work area
- Supporting the training of other staff within the department

Patient Care Delivery

- Taking and recording of temperature, pulse and respirations on instruction from the qualified nurse. Recording the results appropriately and reporting back
- Collecting and disposing of body waste. Testing urine and stool specimens and recording results and appropriately reporting any abnormalities to the nurse in charge.
- Under the supervision of a qualified nurse, support patients undergoing clinical procedures ensuring their comfort and safety.
- Carry out appropriate patient observations and procedures under supervision and with relevant training.
- To participate in the promotion of a positive learning environment and to act as a role model at all times.
- To be aware of and contribute to Clinical Governance arrangements/issues for area of work.
- Ensuring all clinics are appropriately stocked and prepared for.
- To be the patients advocate and recognising when to seek senior staff support.
- Ability to use own initiative
- Maintaining a safe environment
- Adherence to Trust Infection Control Policies
- To actively take part in meeting the needs of the patients under the supervision of a qualified nurse, working within the Trust's policies and procedures and the philosophy of the department.
- To be an effective member of a multidisciplinary team under the direction and supervision of a qualified nurse and to be continually aware of the need for confidentiality.
- Where appropriate, to continue to develop own capabilities in nursing tasks in order to deliver a high standard of care.
- To be the patient advocate including chaperone

Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due

to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

‘excellent care every time’

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
 - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
 - The patient being at the heart of every element of change
 - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.

- Continuous improvement of our services through small steps of change
- Constantly testing the patient pathway to see how we can develop
- Encouraging frontline staff to lead the redesign processes
- Equal voices for all
- Engagement of staff is a big factor in job performance.
- Good engagement leads to improved quality, mortality and safety measures

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers.
managers.

Workplace and Environmental Factors

Physical	<ol style="list-style-type: none"> 1. Use frequent moderate effort when undertaking carrying out the manual handling of individuals and equipment in line with organisational guidelines 2. Use skills of manual dexterity and manipulation of clinical instruments and equipment 3. Use a combination of standing, walking, bending and stretching throughout the shift Spirometer 4. Keyboard skills competency
Emotional and Mental	<ol style="list-style-type: none"> 1. Frequently use concentration and experience work patterns which are unpredictable with regular interruptions, some requiring immediate response 2. Maintain a professional approach while working in challenging, distressing situations or dealing with

	challenging behaviour 3. Support individuals, their families and carers when faced with unwelcome news and life changing diagnoses
Working Conditions	Occasional exposure to highly unpleasant working conditions e.g. dealing with uncontained body fluids and difficult aggressive behaviour

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Professional Registration	N/A	Application form (AF) Selection interview (I) Assessment (A)		Application form (AF) Selection interview (I) Assessment (A)
Experience/Qualifications	GSCE English & Maths or Key Skills Level 2 English & Maths	AF I	NVQ level 2 or 3 qualification in health care or equivalent	AF I
Skills	<ul style="list-style-type: none"> • Excellent written & verbal communication skills • Enthusiastic • Team player • Motivated • Basic computer skills • Ability to perform manual handling tasks; physical observations • Reliable • Flexible • Ability to use initiative • Evidence of having undertaken own development to 	AF I		

	improve understanding of equalities issues			
People Management and Development	<ul style="list-style-type: none"> • Willing to participate and support in new developments within the department • Keen to develop and learn new skills to support the role 	AF I	Experience of teaching or sharing skills and knowledge with staff and students.	AF I
Equality, Diversity, and Inclusion	<ul style="list-style-type: none"> • Demonstrate an understanding the importance of EDI within a Healthcare Setting 	I		
Specific Requirements	<ul style="list-style-type: none"> • Recognises the importance of stock control and using resources effectively • Willing to be involved and input into future service developments 	AF I		
Freedom to Act	<p>Work to standard operating procedures with registered care professionals available for reference</p> <p><input type="checkbox"/> Work within the organisational policy, procedures and guidelines</p> <p><input type="checkbox"/> Be responsible and accountable for own practice, working within limits of competence and within professional boundaries</p> <p><input type="checkbox"/> Raises any concerns</p>	AF I		

	to a registered care professional or appropriate person			
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