

HEALTHCARE ASSISTANT JOB DESCRIPTION

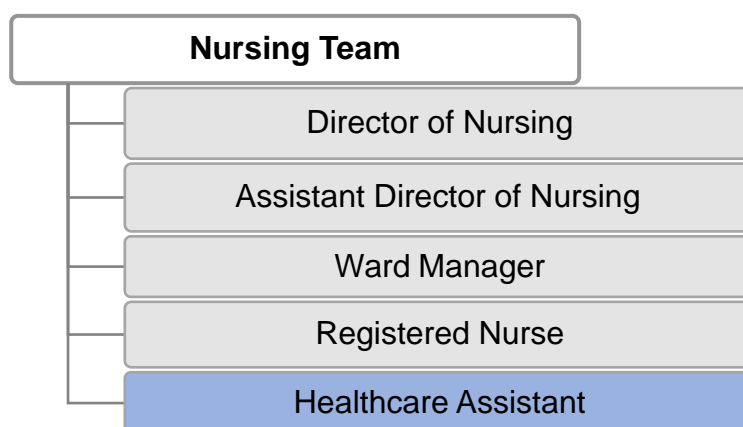
Job Title:	Healthcare Assistant
AfC Band:	Band 3
Directorate/Service:	Nursing
Accountable To:	Ward/Department Manager
Responsible To:	Lead Nurse
Base Location:	Various
On-Call Requirement:	No
AfC Job Code:	NCA CSS HCA 552

Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart



Job Summary

As a Healthcare Assistant you will assist the health care practitioner to carry out routine health related activities and complete personal care and activities of daily living ensuring patient led focused care.

You will record patient information and provide clinical support as required to help ensure the efficient and effective running of the work area, including delegated tasks such as recording physiological observations, recording blood glucose, undertaking ECG, bladder scanning and venepuncture and cannulation.

You will provide excellent customer service to all internal and external customers.

Key Role and Responsibilities

Professional Duties

- Establish and maintain communication with patients, relatives and carers and the multidisciplinary team to be able to provide holistic patient care.
- Develop own skills and knowledge and provide information to others to help their development.
- Monitor and maintain health, safety and security of self and others in own work area.
- Assist in maintaining and developing services.
- Ensure own actions help to maintain quality.
- Assist in assessing people's health and wellbeing and related needs.
- Assist in planning, delivering and evaluating programmes to meet people's health and wellbeing needs.
- Assist in the use of technology for measurement, monitoring and treatment.
- Ability to work flexibly and unsociable hours to meet the demands of the service.

Communications and Relationships

- To communicate with people in an appropriate manner to ensure level of understanding incorporates preferred ways of communicating, culture and background
- To follow the agreed arrangements for communication with the patient/family/carer, and to document these in accordance with Trust policy and the patients right to confidentiality

- To receive and provide accurate information concerning a patient's medical condition, utilising persuasion skills, reassurance, tact and empathy as appropriate
- To ensure that essential information on the patients' condition and progress is recorded accurately according to Trust guidelines.
- To maintain confidentiality of information consistent with legislation and policy

Analytical and Judgmental Skills

- Regularly reassess people's health, safety and well-being, making modifications to treatment plans within prescribed parameters and reporting back to Senior Staff on patients' progress
- Carry out basic observations and feedback to senior staff to enable appropriate action to be taken
- Instigate emergency procedures, if required

Planning and Organisational Skills

- To organise their own day to day duties , working alongside the Registered Nurse
- To prioritise the care requirements for identified patients
- To assist in the organisation of work as required

Physical Skills

- Physically able to assist patients with activities of daily living and moving and handling
- Able to carry out basic observations and monitoring and use relevant equipment safely
- Driving skills needed for community posts

Responsibility for Patient Care

- To assist in the assessment, planning and delivery of care to patients
- To correctly undertake tasks and activities that have been delegated
- To record information accurately and pass it to the relevant people in the team in a timely manner
- To identify and report any changes that might affect the patient's condition

- To obtain agreement from patient/carers before commencing any care related tasks
- To respect the individual's privacy, dignity and beliefs
- To prepare and support the patient appropriately during any activity that is to be undertaken
- To promptly alert the team where there are any changes in the patient's health and wellbeing or any possible risks
- To provide information to the team on how the individual's needs are changing
- To contribute to the evaluation of the care programme

Responsibility for Policy/Service Development.

- To apply trust policies and procedures relating to own workplace
- To offer constructive views on how the existing service and team work can be improved upon
- To contribute to service development

Responsibilities for Financial and Physical Resources

- To ensure effective use of material resources/supplies within the work area in consultation with senior staff
- To ensure patients valuables and belongings are documented and managed according to trust policy, where appropriate
- To order resources/supplies according to the requirements and specifications of the clinical environment

Responsibilities for Human Resources

- To assess and identify own development needs with support of senior staff member in relation to knowledge and skills required to meet the demands of the job and competency framework
- To take an active part in learning opportunities and maintain own personal development plan
- To undertake annual mandatory training updates in line with Trust and local policies, in a timely manner
- To act as a role model and support development of junior staff
- To act as an assessor to junior staff and support them through their competency assessments as required

Responsibility for Information Resources

- To record data accurately countersigned by the Registered Nurse using the agreed systems i.e. Patient administration system (PAS) and electronic patient record (EPR) and paper documentation etc.
- To contribute to updating of patient's records countersigned by the Registered Nurse

Responsibilities for Research and Development

Quality

- To ensure own actions promote quality and alert others to quality issues
- To participate in setting and maintaining optimal standards of care in the work area
- To have an understanding of how to maintain standards of care
- To use, maintain, handle and store equipment and materials efficiently

Audit

- To participate in audit/benchmarking within the clinical area supporting the introduction of a change in practice if indicated

Freedom to Act

- Carries out routine personal care duties using own initiative safely, refers none routine matters to others
- Works to established protocols, practices and procedures
- Receives instruction on patient care but carries out routine patient care duties at own discretion with easily accessible supervision/support

PERSON SPECIFICATION

Job Title:	Healthcare Assistant
AfC Band:	Band 3

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> NVQ Level 3 in Healthcare or a Level 3 Senior Healthcare Support Worker Apprenticeship - or equivalent experience Level 1 Literacy and Numeracy (GCSE English and Maths Grade D-G) Care Certificate 	
Professional Registration	<ul style="list-style-type: none"> N/A 	
Knowledge, Training & Experience	<ul style="list-style-type: none"> Experience of working as a Care Support Worker or equivalent in a Health or Social care setting Experience of working within a team 	<ul style="list-style-type: none"> Demonstrates an interest or previous experience in supporting other health care staff and learners Commitment to undertaking continuous professional development (CPD)
Skills & Abilities	<ul style="list-style-type: none"> Good communication (written and verbal skills) Basic IT skills Good organisational skills 	

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
Health and Safety
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
Confidentiality and Data Protection
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
Equality and Diversity
<p>All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.</p> <p>Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:</p> <ul style="list-style-type: none"> • eliminating discrimination, harassment and victimisation • advancing equality of opportunity between people who share a protected characteristic and those who don't

- fostering good relations between people who share a relevant protected characteristic and those who don't
- understanding the impact of policies, services and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.