

Emergency Department Assistant



Job Title:	Emergency Department Assistant	<i>HR use only</i>
Report to:	Emergency Department Charge Nurse / Sister/Urgent Treatment Centre Operational Manager	Job Reference Number
Accountable to:	Matron of Emergency Department/ Urgent Treatment Centre Operational Manager	



Job description

Job purpose

The post holder will provide a comprehensive service to the Trust with a focus to facilitate effective and timely collection of patient's vital signs and bed side investigations. Assisting the Registered Nursing and Medical teams by using key skills, to acquire the data to allow diagnosis and treatment.

The post holder is required to work collaboratively with the multidisciplinary team internal and external to the organisation, working under the direction of the Registered Nursing team and department Sister/Charge nurse to ensure efficient delivery of patient care.

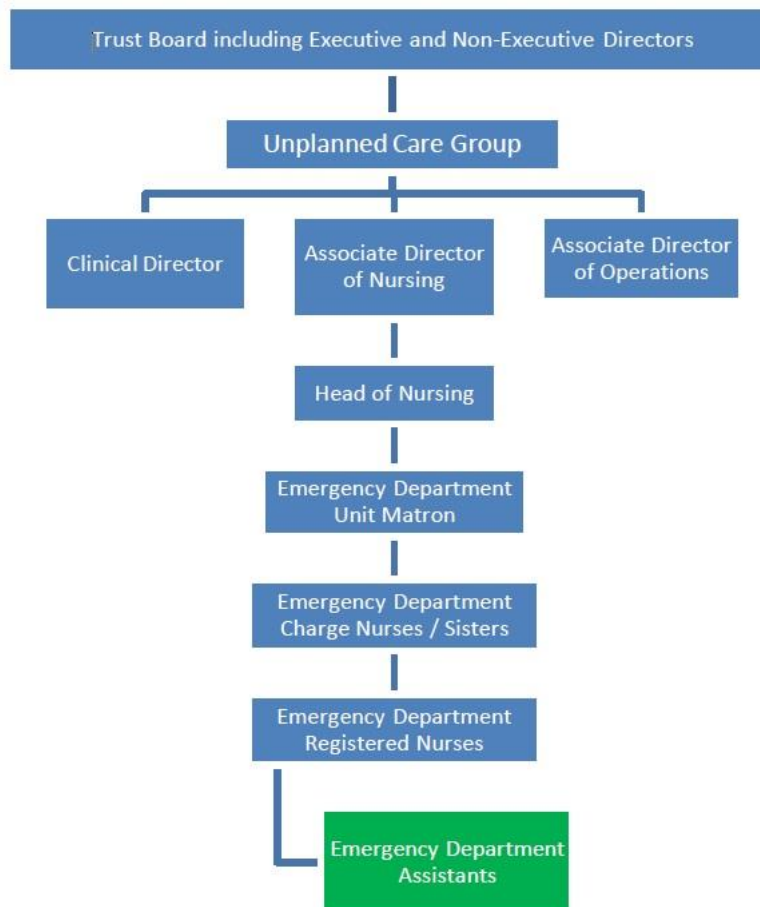
Job statement

- Be accountable by making sure you can answer for your actions or omissions.
- Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their careers at all times.
- Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.
- Communicate in an open and effective way to promote the health, safety and wellbeing of people who use health and care services and their careers.
- Respect a person's right to confidentiality.
- Strive to improve the quality of healthcare, care and support through continuing professional development.
- Uphold and promote equality, diversity and inclusion

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Organisation chart



Communication and relationships

- Support professionals with clinical activities by preparing the patients, offering support to the patient and professionals and assisting to recover from specific procedures.
- Assist medical and registered nursing staff in administrative duties including data entry and use of IT systems.
- Attend huddles and board handovers, identify actions required and actively manage agreed transfer / discharge plans for patients who have had a specialist registrar or consultant review and have a plan in place for ongoing assessment or treatment.
- Liaise with specialist nurses / medical staff and clinical specialties to reduce delays as directed by the ED Sister/Charge Nurse.
- Work co-operatively as part of the multi-disciplinary team supporting colleagues in work associated with patient care.
- Communicate effectively with patients and carers, recognising there may be a need to utilise alternative methods of communication. Where there are barriers to understanding, as required arrange/ access to information, support and other services to aid effective communication. Greet all patients and visitors to the department with courtesy and respect, being mindful of body language and tone of voice.

- Provide assistance and support to all team members of the multi-disciplinary team (including other Healthcare Assistant, Housekeepers etc), as directed.
- Arrange or where necessary photocopy notes for patient transfer.
- Prompt clinical team for patient discharge and liaise with Patient transport where appropriate.
- Organise the transfer of patients to other areas if required.
- Communicate with Nursing and Medical staff to update them on completion of tasks or where unable to complete.
- Liaise with the Registered Nurse in charge / shift coordinator and resolve issues preventing prompt patient transfer out of ED.
- Answer the telephone / greet visitors promptly in a polite and professional manner and deal with enquiries as appropriate, pass on written and verbal information as required to colleagues and patients.
- Participate in discussions about patient flow and ward and departmental issues at hand over and ward / departmental meetings
- Where required ensure patients and their relatives or carers are kept informed of delays with their treatment, investigations and waiting times.
- Communicate effectively with patients and carers, recognising there may be a need to utilise alternative methods of communication. Where there are barriers to understanding, arrange / access information, support and others services to aid effective communication.

Planning and organising

- Under the direction of the Registered Nurse only, ensure plans are agreed with patient and carers for transfer / discharge and ensure they are fully aware of any requirements to assist discharge.
- Liaise with specialist nurses / medical staff and clinical specialties to reduce delays as directed by the ED Sister/Charge Nurse.
- Escort patients with other members of the ward/department, as directed and in accordance with Trust policy

Patient and client care

- To undertake specific skills to include amongst others; cannulation, phlebotomy, collection of blood cultures, electrocardiogram (ECG), bladder scanning, urinary catheterisation, arterial blood gas sampling and removal of peripheral venous cannulae.

- At the instruction of Medicals or Registered Nursing staff, request test and investigations via the appropriate channels.
- Support professionals with clinical activities by preparing the patients, offering support to the patient and professionals and assisting to recover from specific procedures.
- Ensure diagnostic requests are expedited promptly and escalate any delays to the appropriate person.

Service and policy development

- Support the Unit/Department Manager processes of continuous quality improvement by participating in the evaluation of standards of care and assisting in the implementation of changes in light of such findings, as directed.
- Attend ward/departmental meetings and participate in the development of Unit/departmental objectives.

Managing financial resources

- Ensure resources are maintained at an appropriate level and reported to the appropriate staff when re-ordering required in a timely fashion.
- Use resources appropriately.

People management and development

- Follow appropriate training and update training as deemed necessary to achieve and maintain competence in clinical skills.
- Provide assistance to the ward/department team during the induction and orientation of new members to the team
- Recognise the limits of your competence and knowledge and reflect on these limits and seek advice on and refer to other health professionals where necessary.
- Following appropriate training and supervised practice, undertake identified competency based practices which are required for the ward / unit, after such tasks have been delegated to them by a registered nurse.
- Have responsibility for personal updating and development, including achieving and maintaining mandatory and statutory training and appraisal.
- Have responsibility for maintaining a record of own personal development.

- Identify learning and development needs and produce a personal development plans in conjunction with your line manager / supervisor.
- Undertake any appropriate training as deemed necessary by the department manager.
- Achieve and maintain competence in mandatory and statutory training associated with the role.
- Participate in the development and promotion of a positive learning environment, which meets the needs of all learners in the ward/department environment.
- Support and participate in induction, training/mentorship and orientation of newly appointed staff and students to their area.
- Participate in personal development reviews and work to achieve personal objectives/competencies.
- Use reflective practice to enhance development of self and others.
- Recognise signs of stress in self and others and take appropriate action.
- To participate in training and development activities that are relevant to the job.

Information system use and management

- Assist medical and registered nursing staff in administrative duties including data entry and use of IT systems.
- Utilise IT systems to secure and record timely and accurate data relevant to the role and function.
- Use paper and electronic systems to access and retrieve and record information.
- Complete referrals forms to a range of disciplines
- Obtain Pathology Reports
- Accountable and responsible for ensuring Symphony is updated with patient's Treatment, Diagnostics, and CRTP

Involvement in surveys and research

- Assist with ward/unit audits for example, Hand Hygiene, Saving Lives and Essence of Care.

Freedom to Act and autonomy

- To re-stock end of trolleys in the resuscitation area following trauma alerts to allow Registered Nursing to continue clinical care.

General compliance:

To comply with all Trust Policies and Procedures, with particular regard to:

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

- Understand duty to adhere to policies and protocols applicable to infection prevention and control.
- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates
- (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.

To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.

Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.

Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.

Perform any other duties that may be required from time to time.

Patients come first in everything we do. Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other.

Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.

Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures

Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves, This job description may be altered to meet changing needs of the service, and will be reviewed in consultation with the post holder

Physical Skills	Physically capable of performing the role and responsibilities expected of the post holder e.g. manual handling of patients			
Dementia Awareness	Level 2	Level 2	Level 2	
Aptitudes	<ul style="list-style-type: none"> Professional/role model Flexible Good interpersonal skills Ability to motivate others and maintain own motivation Can demonstrate the key competencies of the Equality and Diversity Policy. Communicate with patients and relatives demonstrating compassion and a professional approach 	<i>Core 6, Level 2</i> <ul style="list-style-type: none"> <i>Support equality and value diversity</i> <i>Ability to adapt to change within working situation</i> 	<i>Core 6, Level 2</i> <ul style="list-style-type: none"> <i>Support equality and value diversity</i> 	A review at annual appraisal, more frequently where indicated
Abilities	<ul style="list-style-type: none"> Be willing to take part in training and development opportunities Ability to adapt to 	<i>Core 3, Level 2</i> <ul style="list-style-type: none"> <i>Monitor and maintain health safety and security of self and others</i> 	<i>Core 3, Level 3</i> <ul style="list-style-type: none"> <i>Promote monitor and maintain best practice in health, safety and security</i> 	A review at annual appraisal, more frequently where indicated

	<p>change within working situation</p> <ul style="list-style-type: none"> • Previous care experience desirable, but not essential • Able to be flexible in relation to service demands 	<p><i>Core 4, Level 1</i></p> <ul style="list-style-type: none"> • <i>Make changes in own practice and make suggestions for improving services</i> <p><i>HWB2, Level 3</i></p> <ul style="list-style-type: none"> • <i>Assess health and wellbeing needs and develop, monitor and review care plans to meet specific needs</i> <p><i>HWB5, Level 3</i></p> <ul style="list-style-type: none"> • <i>Plan deliver and evaluate care to meet people's health and wellbeing needs</i> <p>G6, Level1 (a,b,c,e)</p> <ul style="list-style-type: none"> • <i>Assist with learning and development activities</i> <p><i>EF2, Level 1</i></p> <ul style="list-style-type: none"> • <i>Assist with the maintenance and monitoring of environments, buildings and/ or</i> 	<p><i>Core 4, Level 2</i></p> <ul style="list-style-type: none"> • <i>Contribute to the improvement of services</i> <p><i>HWB2, Level 3</i></p> <ul style="list-style-type: none"> • <i>Assess health and wellbeing needs and develop, monitor and review care plans to meet specific needs</i> <p>G6, Level 2 (a,b,c,e)</p> <ul style="list-style-type: none"> • Enable people to learn and develop 	
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		<i>items</i>		
Communication Skills	<p><i>Core 1, Level 3</i> Develop and maintain communication with people about difficult matters and/or in difficult situations</p>	<p>Working towards <i>Core 1, Level 4</i></p> <ul style="list-style-type: none"> • Develop and maintain communication with people on complex matters, issues and ideas and/or in complex situations <p><i>IK1, Level 1</i></p> <ul style="list-style-type: none"> • Input, store and provide data and information 	<p>Aiming for <i>Core 1, Level 4</i></p> <ul style="list-style-type: none"> • Develop and maintain communication with people on complex matters, issues and ideas and/or in complex situations <p>IK2, Level 2</p> <ul style="list-style-type: none"> • Modify, structure, maintain and present data and information 	<p>A review at annual appraisal, more frequently where indicated</p>

* = State knowledge required in terms of level of competence NOT X years' experience, as this is age discriminatory

** indicate the level of mandatory Safeguarding Children Training this post needs 1,2 or 3.

When submitting a job description for evaluation, it must be accompanied by a Job Description Risk Assessment form

SUPPLEMENTARY JOB DESCRIPTION INFORMATION

Post Title: Emergency Department Assistant

Ward/Dept and Site: A&E

Date Completed: 2023

1. General Information about the post.

Location	%	Location	%	Location	%
Office based		Home		Outpatients Clinic	
Laboratory		Kitchen		Community based	
Ward area	100	Stores		Workshop	
In a vehicle				Theatre environment	

Indicate below if any of these apply

Location	%	Location	%	Location	%
Isolated locations		Outdoors		Works on their own	
Works with patients in isolation e.g. in their own home		Works with patients – assistance is accessible.		Required to be in a building on their own for periods of time	
Working hours					
Full time	37.5 hours	Part time			
Office hours		Hours worked as a shift	Yes	Hours worked at night	Yes
Concentration and Levels of Interruptions					
Required to concentrate for long periods of time	Yes	Required to concentrate for short periods of time	Yes		
Interruptions throughout the day		Constant		Occasional	Yes

All criteria require a indication of whether the post holder will be expected to work in or be directly exposed to the following factors. Please use the comments box to provide details including frequency (e.g. how many times per shift)

2. Working Conditions	Frequency				
	Certain	Likely	Possible	Unlikely	Rare/ Not at all
Working in bad weather e.g. when it is windy or/and raining.					x
Excessive temperatures					x
Unpleasant smells/odours		x			
Noxious fumes					x
Excessive noise &/or vibration				x	
Use of VDU more or less continuously			x		
Unpleasant substances/non-household waste	x				
Infectious Material/Foul Linen	x				

Body fluids, faeces, vomit, blood	x				
Dust/dirt			x		
Humidity				x	
Contaminated equipment or work areas				x	
Driving/being driven in normal situations					x
Driving/being driven in emergency situations					x
Fleas or lice			x		
Exposure to dangerous chemicals/ substances in/not in containers				x	
Exposure to aggressive verbal behaviour where there is little/no support				x	
Exposure to aggressive physical behaviour where there is little/no support				x	
Exposure to risks that could result in an acute traumatic injury				x	
Undertaking exposure prone procedures					x
Comments: Please use this section to provide any additional details you feel are relevant for the role (e.g. how many times per shift)					
This role involves daily contact with patients and their care as well as office based work, within a general ward environment					
3. Emotional Effort	Frequency				
	Certain	Likely	Possible	Unlikely	Rare/ Not at all
Processing (e.g. typing/transmitting) news of highly distressing events					x
Giving unwelcome news to patients/ clients/carers/staff			x		
Caring for the terminally ill		x			
Dealing with difficult situations/ circumstances		x			
Designated to provide emotional support to front line staff			x		
Communicating life changing events			x		
Dealing with people with challenging behaviour		x			
Arriving at the scene of an accident				x	
Comments: Please use this section to provide any additional details you feel are relevant for the role (e.g. how many times per shift)					
Will be providing leadership and management to a group of staff.					
4. Physical Effort	Frequency				
	Certain	Likely	Possible	Unlikely	Rare/ Not at all
Working in uncomfortable/ unpleasant physical conditions					x
Working in physically cramped conditions					x

Lifting weights, equipment or patients using mechanical aids	x				
Lifting weights/ equipment or patients without mechanical aids					x
Making repetitive movements			x		
Climbing or crawling					x
Manipulating objects					x
Manual digging					x
Running				x	
Standing/sitting with limited scope for movement for long periods					x
Kneeling, crouching, twisting, bending or stretching	x				
Standing/walking for substantial periods of time		x			
Heavy duty cleaning					x
Pushing/pulling trolleys or similar			x		
Working at heights					x
The job requires to be trained in control and restraint.					x

Comments: Please use this section to provide any additional details you feel are relevant for the role (e.g. how many times per shift)

As working in a clinical area they may be times when post holder will be required to carry out some of these activities but this is rare

5. Mental Effort	Frequency				
	Certain	Likely	Possible	Unlikely	Rare/Not at all
Carry out formal student/ trainee assessments		x			
Carry out clinical/social care interventions		x			
Analyse statistics					x
Operate equipment machinery	x				
for more than ½ a shift				x	
for less than a shift				x	
Give evidence in a court/tribunal/ formal hearings			x		
Attend meetings (describe types of meeting and post holders role)			x		
Carry out screening tests/ microscope work					x
Prepare detailed reports			x		
Check documents	x				
Carry out calculations	x				
Carry out clinical diagnosis				x	
Carry out non-clinical fault finding				x	

Signed by post holder*: _____

Date

Signed by line manager: _____

Date

* in the case of new jobs this will have to be an 'estimate' of the demands of the role.