

## JOB DESCRIPTION

### JOB DETAILS

<b>Job title:</b>	Health Care Assistant
<b>Job code:</b>	XXX
<b>Band:</b>	2
<b>Location:</b>	Outpatients community Hospitals
<b>Accountable to:</b>	Senior Sister and senior members of staff in the Team

### JOB PURPOSE

To work part of small team in the Outpatients Departments at Stroud and Vale community Hospitals Team working under supervision of Qualified staff is essential to support Consultants and clinicians, covering wide variety of disciplines undertaken in this Department. To support the team and staff with day to day running of services at both Hospitals. You will need to undertake key roles identified by Manager for smooth running of dept. On occasions staff can be allocated work in other departments after training.

The job Description outlines current duties and responsibilities; however, it is subject to review and amendment in light of developing or changing services and as part annual Individual Development review.

### DIMENSIONS

- The role of the Healthcare assistant is to support the Registered Nurses and Senior Sister in the provision of superior healthcare services which is caring and supportive to the individual, their families, carers and the community.
- Utilise resources effectively and to remain within budgetary constraints and controls.
- Responsible for the safe use, inspection, maintenance and security of all goods and equipment, ensuring appropriate stock levels are maintained at all times.
- Work within guidance generated by risk assessments for themselves, patients and the working environment to contribute to the management of risks in line with Trust Policy.
- Implement and conform to Trust and Departmental Infection Control policies and procedures.
- Currently working hours are from 8 am to 6.30 Monday to Fridays no Bank holidays or weekends

Some flexibility at short notice can occur due to nature of OPD activities and service delivery to meet our clients request.

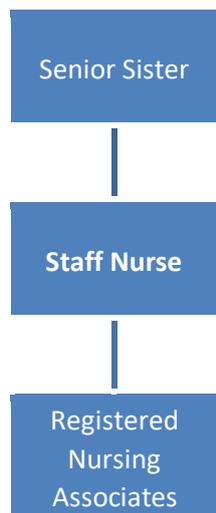
## CORE KEY RESPONSIBILITIES

- Clinical Observations including ability to respond to unforeseen issues or when emergency occurs
- Good IT skills and written documentation and sharing information appropriately with Trust Policies
- Professional Attitude, acting best interests of Service users
- Respecting and Valuing others openness in communication
- Connecting with others and working across boundaries
- Owning are actions, ensuring best outcomes realising your full potential
- Ability to work within a Team with good interpersonal skills
- Ability to learn new skills for specific disciplines to support smooth running of Activities.
- Good listening skills with Patients and staff and other service users.
- Undertake Link Worker training and act as a Link worker for a specific role (e.g. Basic Life Support, Infection Control, Fire etc.)
- Undertake clinical audits (under the supervision of a Registered Nurse) to identify and improve patient safety and care.
- Take responsibility for own development with support of the Training and Development Sister ensuring knowledge and skills are up to date in preparation to achieve the Care Certificate to support and improve the standards of patient care.

## SPECIFIC KEY RESPONSIBILITIES

- To Participate in the smooth running of clinics within OPD department on day to day basis
- Responsible for working with colleague, managers to provide a safe and welcoming environment for patients and Staff
- To adhere to Trust policies and procedures and employment Law
- Communication effectively within team, with our patients and wider service users
- To maintain good documented records, electronically or written, to ensure safety of information and storage as covered in Trust Polices
- To use equipment safety and appropriately once training completed.
- To be trained in the trust and departmental Moving and Handling requirements
- To have awareness of waste management, disposal universal precautions health and safety and infection control policies

## ORGANISATIONAL CHART



## COMMUNICATIONS AND WORKING RELATIONSHIPS

- Service users and carers
- Multidisciplinary teams
- Other specialist teams both within and outside the Trust
- Professional leads
- Community staff
- Accident & Emergency Department
- Transport providers

## EFFORT AND HEALTH & SAFETY FACTORS

- Working with patients in distress and who on occasion may be suicidal, hostile, confused and have difficulty communicating and as a result may pose risks to themselves or the safety of others
- Long periods of intense concentration are required regularly throughout the shift
- Exposure to body fluids
- Disposal of clinical waste
- Use of computer and VDU equipment

## MOST CHALLENGING PART OF THE JOB

- Re-prioritisation of clinical and administrative tasks throughout the day based on urgency of need and flexibility of roster changes to meet demands of service .
- Follow risk assessments and management plans on a daily basis and working with service users who may have mental health or Mental Capacity problems who are frequently distressed and emotionally disturbed, with potential to be exposed to violent or aggressive behaviour
- Working within a changing service, within budgetary limits operational requirements

## GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

### Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

### General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

### Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

### Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

### Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

## **Confidentiality**

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work-related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

## **Safeguarding: Adults and Children (Section 11 of the Children Act 2004)**

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004) Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

## **Freedom of Information**

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

## **Working on Non-Trust Premises**

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

## **Smoke Free Premises**

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore, all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

## **Diversity and Promoting Dignity at Work**

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

## **Data Quality**

The Trust recognises the role of reliable information in the delivery and development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high-quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust's Policy and Procedures for Data Quality

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## PERSON SPECIFICATION

**JOB DETAILS** Job title: **Health Care Assistant** Job code: **N/A** Band: **2**  
**Location:** **All Community Hospitals** **Accountable to:** **Senior sister**

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
Essential <input type="checkbox"/> C and above in GCSE English and Maths or level 4 and above (or equivalent Adult Literacy and Numeracy). <input type="checkbox"/>	Essential	<b>Application</b>
Desirable <ul style="list-style-type: none"> <li>• Minimum of 5 GCSE's (or equivalent) including English, Mathematics, and a Science or Health and Social care-based subject</li> <li>• NVQ level 2</li> <li>• Care Certificate</li> </ul>	Desirable	<b>Application</b>

NATURE OF EXPERIENCE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
<input type="checkbox"/> No previous experience is required although it would be desirable that the individual is able to demonstrate some prior experience and understanding of caring for others on a voluntary basis.	Desirable	<b>Application &amp; Interview</b>

PROFESSIONAL / MANAGERIAL / SPECIALIST KNOWLEDGE	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT

<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Show good organisational skills.</li> <li>• Ability to work as part of a team and autonomously.</li> <li>• Willingness to be flexible and adaptable.</li> <li>• Will demonstrate innovation, objectivity, motivation, enthusiasm and confidence.</li> <li>• Demonstrates excellent record keeping skill.</li> <li>• Ability to prioritise many competing demands.</li> </ul> <p><b>Managerial:</b></p> <ul style="list-style-type: none"> <li>• Ability to prioritise patient care</li> <li>• Undertake training for personal development and the safety of patients Colleagues and other users of the service</li> <li>• Ability to recognise the effects of work pressures and report to senior members of staff</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• Evidence of personal development</li> </ul>	Essential	<b>Application &amp; Interview</b>
<p><b>General:</b></p> <ul style="list-style-type: none"> <li>• Evidence of innovation.</li> </ul> <p><b>Managerial:</b></p> <ul style="list-style-type: none"> <li>• To effectively manage the Resources.</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• To develop clinical competencies in skills such as:</li> <li>• NEWS, Blood glucose monitoring, obtaining specimens such as urine, faeces and MRSA swabs</li> <li>• Knowledge of safeguarding</li> <li>• Knowledge of Deprivation of Liberty</li> <li>• Demonstrates good working knowledge and actively contributes to the safety within the clinical environment</li> </ul>	Desirable	<b>Application &amp; Interview</b>

<b>PERSONAL SKILLS ABILITIES AND ATTRIBUTES</b>	<b>ESSENTIAL OR DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
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<ul style="list-style-type: none"> <li>• Good Communication skills.</li> <li>• Effective team worker.</li> <li>• Flexibility, innovative and motivated.</li> <li>• Empathic and understanding nature.</li> <li>• Professional approach.</li> <li>• Ability to support staff and patients in distressing and emotional situations, or patients with potential violent and aggressive behaviour.</li> <li>• Ability to undertake manual handling procedures</li> <li>• Requirement to work a shift system to deliver services across all shifts 7 days per week.</li> <li>• Rotation to day/night duty as and when required to cover for the needs of the department</li> </ul>	Essential	<b>Application &amp; Interview</b>
<input type="checkbox"/> Working knowledge of Microsoft Office packages e.g. Word, Excel, PowerPoint, Publisher and Outlook.	Desirable	<b>Application &amp; Interview</b>

<b>OTHER REQUIREMENTS</b>	<b>ESSENTIAL OR DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<input type="checkbox"/> Able to attend and participate in all mandatory and statutory training events	Essential	<b>Application &amp; Interview</b>
<input type="checkbox"/> Ability to travel around the locality as requested, to support service delivery	Desirable	<b>Application &amp; Interview</b>