

## OPERATIONAL SERVICES

### JOB DESCRIPTION AND PERSON SPECIFICATION

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JOB TITLE:	Nursing Associate
BAND:	Band 4
REPORTS TO:	Ward Manager
BASE:	Brooklands

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#### **JOB SUMMARY**

The Nursing Associate has a breadth of knowledge across the lifespan and fields of nursing, providing holistic and patient centred care across all settings. Nursing Associates are equipped with the knowledge, understanding, skills, attitudes and behaviours relevant to their area of employment and will work to the NMC Code of Conduct.

They will:

- Work as a member of the multi professional team providing clinical care to patients as delegated by the Registered Nurse or registered health care professional.
- Ensure a high standard of patient centred care;
- Promote self-management of health needs and adopt a positive risk based care approach;
- Complete relevant forms of care, under the direction of a Registered Nurse.
- Nursing Associates can assist in the delivery of care to patients, with a combination of multiple chronic conditions, mental health issues, medication related problems and social vulnerability (defined as complex care).

The following list is indicative as tasks and responsibilities will vary depending on the care setting the Nursing Associate is working in:

- Demonstrate understanding of all elements of the nursing process and be able to assist the Registered Nurse in the on-going assessment, planning, management and evaluation of care.



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- Support patients with all aspects of care including activities of daily living, providing patient centred care and promoting health and independence through awareness raising and care navigation to other professionals as appropriate.
- Perform and record clinical observations.
- Undertake clinical tasks appropriate to competence and setting, for example; cannulation, venepuncture, ECGs; and feedback findings to Registered Nurse.
- Accurately record nutritional and fluid intake.
- Ensure the privacy, dignity and safety of patient is maintained at all times.
- Demonstrate the ability to recognise changing priorities seeking advice and guidance from the Registered Nurse or other registered care professionals as appropriate.
- Report back and share information with the Registered Nurses on the condition, behaviour, activity and responses of patient.
- Recognise issues relating to safeguarding vulnerable children and adults and report any problems or raise concerns to the appropriate registered care professionals.
- Assist in the assessment of and contribute to the management of risk across several areas within the environment where care is being delivered.
- Assist in the implementation of appropriate action to meet the specific physical, emotional and psychological, social, cultural and spiritual needs of patients and carers.
- Assist in the delivery of complex care as prescribed by the Registered Nurse.
- Demonstrate understanding of caring for patients with particular conditions for example mental illness, learning disabilities.
- Demonstrate skills in relation to coaching/teaching patients/carers/other staff.
- Assist with the implementation and monitoring of clinical standards and outcomes.
- Develop a working knowledge of other providers' resources and referral systems to ensure patients' needs are met, within parameters of practice.



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- Demonstrate good understanding of principles of consent.
- Demonstrate good understanding of the Mental Capacity Act / Deprivation of Liberties and applies principles to everyday practice seeking advice / guidance from the Registered Nurse or registered care professional as required.
- Communicate with patients, carers, professional colleagues and the voluntary and charitable sector to ensure seamless care is achieved. Ensure documentation and records are maintained in accordance with Trust policy.
- Communicate with patients regarding sensitive situations and conditions which may include safeguarding aspects.
- To engage in coaching conversations with patients to enable their independence and capability within their own network and community.
- Signposting patients to services which may be of benefit to their wellbeing, promoting community connections and make best use of local assets.
- To administer medications in accordance with NMC code and Trust policies.

The post holder will adhere to all organisational systems and processes. The post holder will contribute to the organisation of work load under the supervision of a senior team member. The post holder will contribute to service development. The post holder will be required to support the services need for flexibility to deliver optimal patient care. The post holder will be required to undertake delegated responsibilities as and where appropriate.



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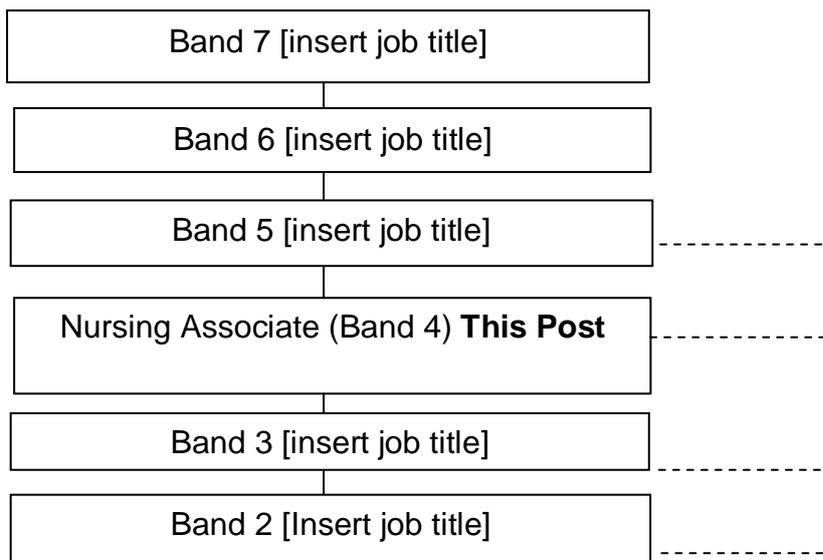
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## POSITION IN ORGANISATION



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## Organisational Values:

The post holder will:

**Compassion in Action** - We listen, are respectful and respond with empathy, humanity and kindness to the emotions and needs of our patients, service users and carers.

**Working Together** - We put patients at the centre of everything we do. We communicate with and involve patients, service users, families, carers, and the communities we serve and respond to their feedback.

**Respect for Everyone** - We provide person-centred care and treat everyone with dignity and compassion at all times. We will see each person as unique and valuable. We respect the contribution everyone makes.

**Seeking Excellence** - We work in partnership with patients, service users and carers to agree and achieve the best possible outcomes.



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## **Communication**

- To engage in positive relationships with patients/carers/families and other staff based on respect and within appropriate boundaries.
- To act in a professional capacity at all times.
- To be able to assist in the management of complex situations and issues referring to high expressed emotion from patients and carers into appropriate channels e.g., direct them to senior member of staff on the ward or duty nurse.
- To be able to set therapeutic limits with patients, carers or relatives.
- To be able to communicate with the patient about care planning risk assessment needs.
- Communicate complex and sensitive information verbally and in writing.
- Actively contribute during handovers to meet the care needs of patients.
- Actively contribute to staff meetings.
- To be able to confidently and accurately convey patient information in the role of an associate nurse in ward rounds and MDT- meetings.
- In consultation with the patient, act as an advocate at ward rounds and MDT meetings and support them in meetings with other agencies.
- To be able to articulate an understanding of MDT structures and members roles; including the process.
- To formulate care plans and risk assessments under the supervision of registered staff.
- To document and record notes in line with local policy and procedures and standards.
- To communicate risk issues as they arise to ensure safe care.
- To communicate concerns relating to patient behaviour or mental state to other members of the multidisciplinary team and accurately record these observation and interventions in patient records.

## **Knowledge, Training and Experience**

- Demonstrate evidenced based knowledge in the main physical health problems that patients may present with i.e., high blood pressure, diabetes, obesity, epilepsy, respiratory issues, constipation, lack of personal hygiene, including foot care.
- Demonstrate an ability to undertake baseline physical observations and record results correctly. In addition be able to identify anomalies that should be referred to a first level nurse or one of the medical staff  
Baseline observations include:



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- Blood pressure, temperature, saturations
  - Pulse
  - Respirations
  - Weight
  - Height
  - Elimination pattern
  - Eating pattern
  - Sleep pattern
  - Glucose monitoring
- Demonstrate an ability to complete ongoing monitoring charts.
  - Demonstrate an understanding of mental health promotion and an ability to engage patients in physical and mental health promotion activities.
  - To appropriately support the self-administration of medication by patients.
  - Following assessed competence, undertake enhanced physical interventions i.e., nasogastric feeds, phlebotomy, gluing of wounds.
  - Demonstrate knowledge of the Mental Health Act and Mental Capacity Act, with the ability to respond to queries raised by patients, carers or relatives.
  - To contribute, evaluate and re-evaluate care following a full assessment by a Registered Nurse.
  - Is able to identify unsafe practice and respond appropriately.
  - Demonstrates awareness of all clinical/security policies relevant to practice in the clinical area.
  - To understand security requirements and be able to operationalise this into everyday clinical practice.
  - Demonstrate service specific local competency framework.

### **Analytical and Judgemental Skills/ Freedom to Act**

- With the support from the Registered Nurse, contribute to the assessment and management of risk associated with the working environment ensuring appropriate Trust policies and procedures are followed accordingly.
- Demonstrate an ability to use a range of therapeutic techniques when dealing with patients with challenging and unpredictable needs.
- To understand the concept of verbal and non-verbal communication and be able use the skills at the desired level.
- Has an understanding of risk behaviours and risk management.
- Understanding of the incident reporting, serious untoward incident reporting and risk assurance framework.

### **Planning and Organisational Skills**

- Work as a supervised Nursing Associate, implementing and re-evaluating care to patients.
- Effectively support the Registered Nurse with patient care as necessary on a shift-by-shift basis and document care in the patient notes.



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- Can facilitate/co-facilitate group activities that focus on health promotion or social activity.

### **Physical Skills**

- Utilise manual handling techniques and equipment that is suitable for the task and in line with Trust policy on manual handling and lifting,
- Ability to be trained in physical intervention techniques, dependent on clinical area.

### **Responsibility for Patients/Clients**

- Provide practical assistance to patients in tasks promoting health and social wellbeing.
- Assist in the delivery of therapeutic/health promotion groups and activities for patients.
- Assist in the delivery of health promotion activities for individual patients and groups of patients.
- Take an active part in team discussion and decisions relating to patient care and treatment and ensure these are carried out or reviewed as required.
- When required carry out increased observations as per Trust policy.
- Ability to raise equality and diversity issues and concerns and report appropriately.
- To keep up to date with relevant areas of clinical practice.

### **Policy and Service Responsibilities**

- Be responsible for adhering to Trust policies and procedures.
- Be aware and have a working knowledge of all clinical policies relating to practice.
- Promote and support the development of band 2 and 3 colleagues through involvement in education and work-based coaching.
- Identifying and communicating to senior colleagues how health, safety and security can be improved within the ward and throughout the service.
- To follow instructions from the Registered nurse including redeployment to another part of the service whenever requested.
- To understand the key performance requirements of the service.

### **Responsibility for Financial and Physical Resources**

- Follow Trust and local procedure on handling patient money and valuables.
- Use of resources available in appropriate manner.

### **Responsibility for Staff**



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- Support junior and new members of the team.
- Participate in staff support groups/team away days.
- Engage in management supervision with line manager or designated deputy.
- Delegates tasks to band 2 and 3 colleagues.
- Be supportive to students placed in the service.

### **Responsibility for Information**

- Documents care delivered to the required standard in the patient's health care records. Maintain notes that are contemporaneous and in line with Trust policy.
- Ensure patient records comply with issues relating to confidentiality and safe storage.
- Be able to use the email system in line with Trust and local policy and procedure.

### **Research and Development**

- Complete audit as delegated by the Registered Nurse and / or line manager.

### **Physical Effort**

- Ensure that active de-escalation and diffusion techniques are used to minimise risk of physical aggression, during which the safety of patients, self and other members of the MDT are considered a priority. If physical restraint is required this must be a course of last resort and must be carried out using recognised techniques and adhere to policy and procedure.
- Ensure up to date with mandatory training.

### **Mental Effort**

- Respond to emergency situations as they occur and be prepared to act as support where necessary.

### **Emotional Effort**

- Therapeutically engage in effective communication and relationships with people who are troubled or distressed.
- Respond to and participate in emergency situations where distressing events may be witnessed.



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- Support relationships with families in understanding the patients specific health needs.

### **Working Conditions**

- Be required to oversee and comply with Trust policy in relation to infection control, which includes hazardous waste, hand washing and disposal of sharps.
- Be required to work in an agile manner in response to the needs of the service.
- Be regularly required to use a computer.
- May be regularly exposed to unpleasant working conditions i.e. aggression, bodily fluids.

### **OTHER DUTIES**

1. The post holder will be required to use a computer, either a stand alone or as part of a networked system, and will be responsible for the quality of information. The amount of time spent on this type of work will depend on the job.
2. The Trust embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down in this initiative.
3. The post holder will be required to take part in an annual performance appraisal, where this job description will be reviewed, and objectives set.
4. The Trust has a No Smoking Policy that prohibits any smoking whilst at work.
5. To follow and adhere to the Trust's Health and Safety Policies and instructions and be responsible for your own and others health and safety in the work place.
6. The post holder is expected to contribute to the creation of a working environment where every one feels respected, valued and treated with dignity

This job description is not exhaustive and may be amended in consultation with the post holder. It should be reviewed whenever major changes have been agreed to the post and should be reviewed as part of the annual appraisal process to ensure it remains an accurate reflection of the duties and responsibilities undertaken by the post holder.

### **Safeguarding Children and Adults**

All Trust staff has a responsibility to ensure the safeguarding of children, young people and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults boards' policies and



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procedures and inter-agency guidance as identified in the Trust's Safeguarding policies and procedures.

### **Confidentiality**

Personal information and many of the duties of this post are of a confidential nature and disciplinary action will be taken if confidential information is divulged to inappropriate persons.

### **Data Protection Act (GDPR)**

All staff are reminded of their duties and responsibilities as employees under the General Data Protection Regulations (2018) and in particular to ensure that Personal Data is not negligently or unlawfully handled or disclosed to unauthorised persons.

### **Infection Control**

As an employee of Coventry and Warwickshire Partnership Trust you are responsible for protecting yourself and others against the risk of acquiring a Healthcare Associated Infection. All staff, clinical or non-clinical are expected to comply with infection control policies and procedures. You will attend the mandatory infection control training and updates as required by the Trust.

### **Environmental issues**

The Trust is committed to reducing its impact on the environment by preventing pollution, continually improving its environmental performance which increases the wellbeing of staff and patients. As a member of staff you are expected to adhere to policies to assist the Trust in meeting its environmental and sustainability targets.

Post holder's Signature

Date:

Post holder's Name:

Manager's Signature

Date:

Manager's Name:



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## Person Specification

JOB TITLE: Nursing Associate Band 4

		<b>HOW MEASURED?</b> A (Application form) I (Interview)	<b>WEIGHTING</b> 1 - Low 2 - Medium 3 - High
<b>Coventry and Warwickshire Partnership Trust Values</b>	Demonstrable ability to meet the Trust's Values	A/I	3



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<b>QUALIFICATIONS</b>	<p>Regulated Nursing Associate on the NMC register</p> <p>Nursing Associate foundation degree qualification</p> <p>NVQ level 3 Health and Social Care</p> <p>GCSE Grade A-C in Maths &amp; English or skills level 2 Maths &amp; English or equivalent</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>	<p>3</p> <p>3</p> <p>3</p> <p>3</p>



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<b>KNOWLEDGE &amp; SKILLS</b>	Excellent written communication skills	A	3
	Excellent verbal communication skills	I	3
	Effective organisational and delegation skills	I	3
	Ability to demonstrate and apply understanding of policies and procedures	I	3
	Ability to demonstrate and apply understanding of Equal Opportunities	I	3
	Ability to demonstrate and apply understanding of confidentiality	I	3
	Ability to demonstrate and apply understanding safety issues	I	3
	Ability to demonstrate and apply problem solving skills to a variety of situations	I	3
<b>EXPERIENCE</b>	Substantial experience in community / mental health / learning disabilities setting	A/I	3
	Evidence of continuing professional development	A/I	3



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<b>PERSONAL ATTRIBUTES (not covered by Values)</b>	Reliable	A/I	3
	Enthusiastic	A/I	3
	Punctual	A/I	3
	Self motivated	A/I	3
	Ability to work on own initiative	A/I	3
	Engaging, open and honest	A/I	3
	Personal resilience	A/I	3
	Able to demonstrate a non judgemental and empathetic approach to patients	A/I	3
	Ability to work as part of a team and able to accept direction and leadership in carrying out duties	A/I	3
	Ability to motivate others	A/I	3
	Demonstrate ability to resolve conflict	A/I	3
Demonstrate effective time management	A/I	3	
<b>OTHER (Please specify)</b>	Disclosure and Barring Service (DBS) to an enhanced level.	A/I	3
	Special requirements attached to the post – e.g. travelling, working in an agile manner, working unsocial hours, mobility etc.	A/I	3



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