

**Job Description**

<b>Title:</b>	<b>Health Care Assistant</b>
<b>Division:</b>	<b>TBC</b>
<b>Grade:</b>	<b>Band 2</b>
<b>Annual Leave:</b>	27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service
<b>Department:</b>	<b>TBC</b>
<b>Responsible to:</b>	<b>Ward, Department Manager/Team Leader</b>
<b>Accountable to:</b>	<b>Associate Director of Nursing / Chief Nurse and Director of Allied Health Professionals</b>
<b>Hours per week:</b>	<b>37.5</b>

**POST SUMMARY**

The Healthcare Assistant works as part of the ward/department team under the supervision of registered nurses and midwives and:

- Participates in the delivery of patient care.
- Contributes towards ward/department organisation.
- Supports registered nurses in the provision of a safe and caring environment.

**Key Working Relationships**

Key working relationships with all members of the multi-professional team, including nursing and medical staff, allied health professionals and support workers.

**MAIN DUTIES****Communication**

- Communicate clearly, effectively, and appropriately with the multidisciplinary team, patients and their family/visitors/carers.
- Respond appropriately to queries, take phone messages, and pass on written and verbal information to patients.
- Provide basic information to patients, family/visitors/carers, and colleagues.
- Aware of the importance of accurate documentation and contribute to reports of patients' activity and progress.
- Accept constructive feedback.



- Give constructive feedback to colleagues.
- Participate in discussions about patient care and ward/departmental development, including handover and team meetings.
- Maintain patient confidentiality.
- Maintain professional boundaries and working relationships with patients and colleagues.

## **Education and professional development**

- Understand own level of responsibility and accountability in relation to trained staff.
- Identify own learning needs and produce a personal development plan in conjunction with the ward sister/charge nurse.
- Participate in annual staff appraisal, staff development and in-service training activities in line with the Knowledge and Skills Framework.
- Attend Trust/local orientation programmes, mandatory training sessions and annual updates.
- Take part in reflection and appropriate learning from practice, in order to maintain and develop competence and performance.

## **Risk and governance management**

- Assist in maintaining a clean environment that is conducive to safe practice.
- Report any issues at work that may put health, safety and security at risk.
- Summon immediate help for any emergency and take appropriate action to contain it
- Understand the principles and practice of Infection Control
- Work within own personal/professional limitations and seek help of others to maintain safe practice.
- Identify potential risks for all staff, patients and visitors and assist with relevant incident reporting procedures.
- Clean patient equipment as required.
- Handle and dispose of all body fluids in accordance with universal precautions.

## **Service development**

- Undertake administrative and clerical tasks associated with patient care to facilitate the smooth running of the ward/department.
- Maintain adequate levels of stock, equipment and materials and facilitate the efficient, effective use of resources; report when availability falls below an acceptable standard or level.
- Pass on constructive views and ideas for improving services to ward sister/charge nurse.
- Ensure a welcoming, caring and safe environment is provided for the patient and their family/visitors/carers.
- Aware of and maintains required standard of care.
- Ensure that patient areas are kept clean and tidy.
- Comply with Trust/local policies and procedures.
- Carry out duties and responsibilities with regard to the Trust's Equal Opportunity policy.
- Recognise the importance of people's rights and act in accordance with legislation, policies, and procedures.
- Act in ways that acknowledge and recognise peoples' expressed beliefs, preferences and choices, respecting diversity and valuing people as individuals.



- Take account of own behaviour and its effect on others.

## Professional and clinical responsibilities

- Maintain and improve the patient's mobility using appropriate equipment and handling techniques.
- Assist the patient to be as comfortable as possible, i.e., help with moving and positioning the patient using appropriate equipment.
- Assist with checking pain levels and requesting pain relieving medication on patient's behalf.
- Involve the patient in shared decision-making and obtain their consent before undertaking nursing procedures.
- Prepare appropriately for the activity to be undertaken.
- Support and encourage the patient to meet their own health and wellbeing needs.

*Undertake care activities to meet individuals' health and wellbeing needs, once competence demonstrated:*

- Work co-operatively as part of the multi-disciplinary team, helping nursing, midwifery and other clinical staff in routine work associated with patient care.
- Support qualified nurses in the implementation of programmes of care within the limits of the Healthcare Assistant's knowledge and competence.
- Provide comfort, reassurance, and support to patients and/or their carers if anxious or distressed.
- Providing care for the deceased patient
- Assist with essential patient care, e.g., making beds, sorting clean linen, distributing menu cards, helping patients to complete menu cards, ensuring patient areas are kept clean and tidy etc.
- Assist patients to become as independent as possible by giving the appropriate level of support as delegated and under supervision.
- Maintain patients' personal and oral hygiene, e.g. help with dressing / undressing, giving bed baths.
- Help patients to move and assist with pressure area care / awareness of SSKIN bundle.
- Documents patient care, which is countersigned by registered staff.
- Escort patients to other departments.
- Chaperone patients.
- Have a basic understanding of special dietary needs and implications for the patient's condition.
- Ensure adequate hydration and nutritional intake – including feeding patients.
- Record accurately intake and output, e.g., food and fluid charts, informing registered staff where deficit is observed.
- Assist patients to access and use appropriate toilet facilities, ensuring privacy and dignity are maintained. Support patients to maintain continence.
- Alert registered staff promptly of changes in the patient's condition or any potential risks.



## Information management

- Able to use IT (Information Technology) at a basic level to input and retrieve information.

## Other

The job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

You will be expected to actively participate in annual appraisals and set objectives in conjunction with your manager. Performance will be monitored against set objectives.

## Revalidation and Registration

It is the responsibility of all staff registered with a professional body to:

- Act within the Professional Bodies Code of Practice
- Maintain their own work profile to ensure revalidation standards are met and assist junior registered staff in achieving revalidation.
- Contribute and participate in the development of colleagues professional practice across the trust through leading ward and/or department projects and supporting training.
- Ensure optimum use is made of working time.

## Equal Opportunities

Our latest policy known as “Promoting Equality, Diversity and Human Rights” outlines the Trust’s commitment to ensuring that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender

reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable.

For more information about our policy and commitment to equality, click: <http://www.whittington.nhs.uk/default.asp?c=10505&q=equality>”

## Infection control

All staff have a responsibility to prevent and control infections within the Whittington. This includes ensuring personal and team compliance with all relevant policies, especially hand hygiene, the trust dress code, and MRSA screening policies.

## Working patterns



The Trust is currently exploring ways in which patients can be given more choice about when they can attend appointments at the hospital. In order to make this possible there may be a future requirement for administrative staff scheduling appointments for patients to contact them by telephone in the evenings or at weekends. This means that administrative staff may be required to work a shift pattern in future. Shifts will not normally operate beyond 9 pm in the evenings and appropriate pay enhancements will apply. Staff will be consulted about the introduction of / changes to shift systems.

Staff working in any department where an on 'call rota' operates will be required to participate in the rota. Managers will discuss with staff the level of 'on call' cover required taking into account their individual circumstances.

Staff in nursing posts may be requested to work in any area throughout the Trust by the matron or the site manager.

## **Health & Safety Policy**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

## **Safeguarding**

To comply with the Trust's Safeguarding Children and Adults policies, procedures, and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people, and vulnerable adults This will require you to:

- Ensure you are familiar with and comply with the London Child Protection procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Safeguarding Vulnerable Adults Pan London Procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

Whittington Health is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.

## **Data Protection**

This post has a confidential aspect. If you are required to obtain, process and/or use information in any format whether electronic or paper based, you should do so in a fair and lawful way. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to



authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action, which may result in dismissal.

## Confidentiality

You are required to maintain confidentiality of any information concerning patients or staff which you have access to or may be given in the course of your work, in accordance with current policy on confidentiality at Whittington Health.

## Whittington Mission, Vision and Goals

We have an excellent reputation for being innovative, responsive and flexible to the changing clinical needs of the local population. We are treating more patients than ever before and are dedicated to improving services to deliver the best for our patients.

### Our mission

Helping local people live longer, healthier lives.

### Our vision

Provide safe, personal, co-ordinated care for the community we serve.

### Our goals

We have developed six key strategic goals to make sure we continue to support people to live longer, healthier lives.

- To secure the best possible health and wellbeing for all our community
- To integrate and coordinate care in person-centred team
- To deliver consistent, high quality, safe services
- To support our patients and users in being active partners in their care
- To be recognised as a leader in the fields of medical and multi-professional education, and population-based clinical research
- To innovate and continuously improve the quality of our services to deliver the best outcomes for our local population

## Whittington Values

Our values underpin everything we do. Our staff are committed to delivering the following values in everything they do.

Our ICARE values have been created by our staff and are embedded in our appraisal and planning processes and form part of our staff excellence awards.





### **Carbon Reduction**

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.

### **Security**

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

### **No Smoking**

Whittington Health promotes a No Smoking Policy as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

### **Method of Payment**

Payment of salaries is made into your bank account/building society account by direct bank system. Details of a bank account or building society account will be required on the first day at work. There is no facility for any other form of payment.

### **Probationary Period**

Employment at Whittington Health is offered subject to successful completion of a 6-month probationary period for all staff with the exception of GMC Registered Doctors.



## Person Specification

Post:		Grade:		2				
Department		Candidate Name						
Requirements		Essential	Desirable	Assessment Criteria				Comment
				A	I	R	T/P	
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>Maths and English at level 1</li> <li>Willing to work towards Level 2 functional skills</li> </ul>	E E		/				
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in a customer service environment</li> <li>Experience of working in team</li> </ul>	E	D	/	/			
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Able to summon help in an emergency.</li> <li>Able to report risk issues to manager.</li> <li>Ability to carry out administrative and clerical duties appropriate to the work area.</li> <li>Able to pass on ideas to manager on improvement of services.</li> <li>Able to maintain resources efficiently and effectively.</li> <li>Able to reports problems as they arise and solve them where</li> </ul>	E E E E E E	D	/	/			



	<ul style="list-style-type: none"> <li>possible.</li> <li>Knowledge and understanding of the importance of equal opportunities.</li> <li>Demonstrates understanding of importance of maintaining privacy and dignity.</li> <li>Demonstrates attention to detail, in preparation to carry out tasks.</li> <li>Demonstrates compassion for patients.</li> <li>Able to carry out assigned care activities.</li> <li>Prepared to use a computer/ learn how to use a computer to record information</li> </ul>	E		/	/			
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<b>Communication</b>	<ul style="list-style-type: none"> <li>Able to communicate accurately and effectively with patients and colleagues, verbally and in writing.</li> <li>Able to follow instructions and complete assigned tasks.</li> <li>Able to deal with the public in person and on the phone.</li> <li>Understands importance of maintaining confidentiality</li> </ul>	E		/			/	
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<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>Willing to produce a personal development plan with manager.</li> <li>Willing to develop self &amp; undertake in-house study</li> </ul>	E		/	/			
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<b>Specific Requirements</b>	<ul style="list-style-type: none"> <li>Flexile approach to shift patterns</li> </ul>	E		/	/			

A= Application Form

I= Interview

R= References

T/P= Test/Presentation