

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1. Job Details

Job Title	Healthcare Assistant (Bank)
Band	2
Directorate	Patient Services
Base	Staff Bank
Hospital	Trust-wide

Essential Requirements

- NVQ Level 2 in appropriate subject (or on pathway) or equivalent qualification / experience
- Basic IT skills
- GCSEs in English and Maths at Grades 3-1 (or D-G or Level 1 Functional/Key Skills)
- Ability to communicate with members of the public and health care providers
- Presents self as courteous, respectful and helpful
- Ability to work effectively under direct supervision, as part of the multi-disciplinary team.

Desirable Requirements

- GCSEs in English and Maths at Grades 9-4 (or A*-C or Level 2 Functional/Key Skills)
- Experience of caring in a health care setting
- Venepuncture skills
- Competent in physical skills e.g. recording ECGs, recording blood glucose etc.

2. Job Purpose

- To abide by Trust policies and procedures
- To assist the registered nurses (or other healthcare practitioners) in providing high quality patient care
- Maintain patients' privacy and dignity at all times and provide care in a compassionate and sensitive manner.
- Be an effective part of the multi-disciplinary team contributing to the departmental objectives.
- Continue to develop and maintain competencies in nursing tasks to maintain high quality safe care.
- Post holder will be expected to contribute to housekeeping and other ward / department duties as required, e.g. general tidiness, re-determined stock levels are met and clinical equipment is clean, working and stored correctly.
- Assist with admin & clerical duties as required.

- Works flexibly on an as and when basis to support staffing shortages and maintain service delivery in a variety of clinical areas.
- May be reallocated to alternative clinical areas for all/part of the allocated shift as directed by the senior nursing staff.

3. Dimensions

- Contributes to the work of the department by working under direct or indirect supervision of registered practitioners or assistant practitioners.
- Will carry out delegated, repetitive, routine and familiar tasks.
- Will in time develop an awareness of normal parameters concerning patient / client wellbeing and report that which is out with normal parameters to the registered professional
- Will plan and prioritise own and delegated work tasks and activities.
- Will carry out routine elements of assessment to enhance the patient / client journey, following an initial assessment by a registered practitioner.
- Meet basic care needs of patients, washing dressing, assistance with feeding etc.

4. Organisational Arrangements

Reports to: Sister / Charge Nurse

Accountable to: Sister / Charge Nurse

Professional accountable to: Nursing & Patient Services Director via Heads of Nursing

5. Knowledge, Training and Experience

- See essential requirements.
- Maintain and improve knowledge, skills and competence to ensure high standards of patient care.
- Be responsible for own development, identifying training needs, set personal objectives and attend appropriate training as agreed by line manager.
- Understand and be able to carry out reflective practice.
- Adheres to Trust policies and procedures.
- Engage in Trust education and training relevant to role.
- Complete all required mandatory training, some of which is online.
- Understand basic food hygiene concepts, may be required to assist patient with nutrition.

6. Skills

Communication and Relationships

- Greet and receive patients, carers and other visitors to the ward / department in a courteous and helpful manner, whilst being mindful that there may be barriers to understanding.
- Provide and receive routine messages accurately and in ways that are

understood by the recipient, referring issues to the appropriate person where necessary. This could be face to face, written, verbal or by using the IT system.

- Reports to the nurse (or relevant clinician) coordinating the team activities:
 - Information received from the patients, carers and members of the MDT
 - Information appropriate to the patients comfort and wellbeing.
- Maintain accurate timely records.
- Report any accidents or incidents as per Trust policy.
- Use the Trust computerised patient information systems for entering or retrieving patient information and tracking notes.
- Maintain up to date and tidy patient information and notice boards.
- Ensure communication is consistent with legislation, policy and procedure.
- Ensure all patient related information is treated sensitively and adhering to the principals of confidentiality at all times.
- Follows all information governance guidance and policy.

Analytical and Judgemental skills required for the post

- Using appropriate assessment tools under supervision assist the registered practitioner in the assessment of patients' health and wellbeing needs.
- Initiate emergency action when required e.g. Cardiac arrest, Fire.
- Notify appropriate person regarding events or observations or equipment faults.
- May be first point of contact for a complaint, or incident therefore must ensure an appropriate response and that it is reported in a timely manner.

Planning and Organisational skills required for the post

- Plans own work to undertake care activities to meet the individuals health and wellbeing needs

Physical Dexterity skills requirement

- Use electronic resources to input, save and retrieve information making use of the eRecord system.
- When trained and deemed competent undertake clinical activities, using appropriate equipment (these will be activities relevant to speciality) e.g. venepuncture, ECGs, urinalysis.

7. Key Result Areas

Patient/Client Care

- Provide personal care to patients by supporting / providing the patient assistance with all aspects of daily living providing individualised care and promoting independence, using appropriately identified aids e.g. hoists, special mattresses.
- Ensure the nutritional needs of the patient are met by assisting them to eat and drink. Also by helping them complete their daily menu card. Be aware of increased nutritional needs. Record accurately nutritional and fluid intake, reporting concerns to Registered Nurse.
- Ensure privacy and dignity at all times.
- Where relevant to the clinical area, understand why observations are taken and be able to take / record patients, pulse, blood pressure, respirations, temperature and any other observations including accurately recording them. Calculation of the early warning scores, e.g. MEWS and reacting to that score, reporting any problems to the nurse in charge.
- Safeguarding vulnerable children and adults by reporting any problems to the

nurse in charge.

- Escorting and transferring patients to different wards and departments using relevant mode of transport and acting in a professional manner whilst doing this, having regard for the patients' privacy and dignity.
- Ensure registered nurse responsible for the patient kept informed of any changes patients' condition.

Policy and Service Development

- Promote Health and Safety maintaining best practice in Health Safety and Security
- Contribute to the improvement of service by reflecting on own practice and that of others.
- Adhere to legislation, policies, procedures and guidelines both local and national.
- Take pride in the environment by maintaining cleanliness and tidiness of all patient and staff areas, actively promoting a tolerable noise level both day and night, promoting adherence to infection control and nutrition policies by all members of team.
- Actively engage in the Trust computerised system to improve patient care.
- Regularly attend ward / departmental meetings and contribute positively to discussions about the improvement of patient care.
- Attend staff engagement meetings.
- Prevention and control of Health Care Associated Infections (HCAIs). Ensure the risk of infection to self, colleagues, patients, relatives and visitors is minimised by:
 - Being familiar with, and adhering to Trust policies and guidance on infection prevention and control.
 - Attending Trust Induction Programmes and statutory education programmes in infection prevention and control.
 - Including infection prevention and control as an integral part of your continuous personal / professional development.
 - Taking personal responsibility so far as reasonably practicable, in helping ensure that effective prevention and control of health care acquired infection is embedded into everyday practice and applied consistently by you and your colleagues.
 - Participate in audit as directed.

Financial and Physical Resources

- Contribute to effective stock control and maintenance.
- Take responsibility for fabric of the building both in own area and Trust wide.
- Exercise personal duty of care in the safe use and storage of equipment.
- Responsible for being environmentally aware, prudent and innovative in use of resources and energy.
- Be responsible for securing patients valuables and property as per Trust policy.
- Maintain safe environment with regard to Health and Safety, Clinical Governance and Risk Management.

Human Resources

- Conform to Trust Policies, Procedures and Guidelines.
- Comply with Dignity and Respect at work policy.
- Act in ways which support Equality and value Diversity.
- Maintain Health and Safety of self and others.
- Comply with Trust Dress policy

Management

- Will plan and prioritise own work tasks and activities.

Education

- Engage in lifelong learning and continuous skill development.
- Support registered staff who have students.
- Promote mutual respect for the contribution of all members of the team.
- Demonstrate own duties to new or less experienced staff.

Information Resources

- Maintains confidentiality as outlined within data protection policies.
- Uses IT and eRecord systems appropriately to access and input patient information.
- Assist with admin & clerical duties as required.

Research and Development

- Participate in audits and surveys relating to nursing practice or patient satisfaction.
- Participate in achieving Nursing Performance Indicators in relation to clinical assurance tool.
- May be expected to participate in clinical trials.

8. Freedom to Act

- Works under the direct supervision of a registered practitioner.
- Has the awareness and ability to address the basic needs of patients / clients.
- Works within the Trust policy, procedures and guidelines.
- Responsible for maintaining a portfolio of continuing knowledge and skill development.

9. Effort and Environment

Physical

- Frequent moderate effort is required when undertaking the moving and handling of patients and objects in line with Trust guidelines.
- Comply with annual update.
- A combination of standing, walking bending and stretching is required throughout the shift.

Mental

- Frequent concentration is required and work patterns are frequently unpredictable with regular interruptions some requiring immediate response.
- Able to re-prioritise work in order to accommodate unexpected demands and meet deadlines to maintain service delivery.
- When experienced will be expected to undertake several tasks at one time switching tasks throughout the shift.

Emotional

- Occasionally be expected to nurse patients with life threatening illnesses, some of whom may be terminally ill.

- Work in challenging distressing situations whilst maintaining a professional approach.
- Support patients and relatives when faced with unwelcome news and life changing diagnoses.

Working Conditions

- Frequent exposure to highly unpleasant working conditions e.g. dealing with uncontained body fluids and difficult aggressive behaviour.
- Exposure to VDU screen.

Author: E.J Harris
Date: May 2011.
Revised: August 2013
Revised: August 2017

Agreed post holder..... *Agreed Manager*.....
Date..... *Date*.....



The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

JOB TITLE: Healthcare Assistant (Bank)

BAND: 2

SITE: Trust wide

<u>REQUIREMENT</u>	<u>ESSENTIAL</u> Requirements necessary for safe and effective performance of the job	<u>DESIRABLE</u> Where available, elements that contribute to improved/immediate performance in the job
KNOWLEDGE	<ul style="list-style-type: none"> Ability to maintain and improve knowledge, skills and competence to ensure high standards of patient care. Ability to carry out routine elements of assessment to enhance the patient / client journey, following an initial assessment by a registered practitioner. Ability to meet basic care needs of patients, washing dressing, assistance with feeding etc. Understanding of confidentiality 	<ul style="list-style-type: none"> Understanding of basic food hygiene concepts Understanding of basic safeguarding
SKILLS	<ul style="list-style-type: none"> Basic IT skills Good literacy and numeracy skills Ability to be responsible for own development, identifying training needs, set personal objectives and attend appropriate training as agreed by line manager. Ability to initiate emergency action when required e.g. Cardiac arrest, Fire. 	<ul style="list-style-type: none"> Venepuncture skills
EXPERIENCE	<ul style="list-style-type: none"> Ability to plan, prioritise own and delegated work tasks and activities. 	<ul style="list-style-type: none"> Experience of caring in a health care setting Previous work in a health care setting Previous NHS experience
QUALIFICATIONS	<ul style="list-style-type: none"> NVQ Level 2 in appropriate subject (or on pathway) or equivalent qualification / experience GCSEs in English and Maths at Grades 3-1 (or D-G or Level 1 Functional/Key Skills) 	<ul style="list-style-type: none"> GCSEs in English and Maths at Grades 9-4 (or A*-C or Level 2 Functional/Key Skills)
PERSONALITY / DISPOSITION	<ul style="list-style-type: none"> Ability to communicate with members of the public and health care providers Enthusiastic Presents self as courteous, respectful and helpful Ability to work effectively under direct supervision, as part of the multi-disciplinary team. 	
CORE BEHAVIOURS	<ul style="list-style-type: none"> Alignment to Trust Values and Core Behaviours 	
PHYSICAL		<ul style="list-style-type: none"> Competent in physical skills e.g. recording ECGs, recoding blood glucose etc.

CANDIDATE:

REFERENCE NO:

SIGNED BY:

DATE:

DESIGNATION: