

OXFORD UNIVERSITY HOSPITALS NHS TRUST

JOB DESCRIPTION

JOB TITLE: Nursing Assistant
(Clinical Support Worker)
GRADE: Band 2
DEPARTMENT: AGM Short Stay Ward
RESPONSIBLE TO: Ward Manager / Matron
ACCOUNTABLE TO: Ward Manager / Matron

OVERALL OBJECTIVES:

- As a member of the nursing team, you will assist registered members of staff to deliver a high standard of care to patients in the ward/clinical area demonstrating compassion, kindness and sensitivity.
- To work as part of the wider ward team in developing and maintaining services provided to patients and contribute to the safe, efficient, and smooth running of the ward/clinical area.
- To maintain the dignity and privacy of all patients and always respect their right to confidentiality.
- To complete and maintain on an ongoing basis a portfolio of clinical competencies. To review progress with ward manager and team leader/supervisor at regular intervals and through appraisal process.
- To share learning, skills, and knowledge within the ward and with patients and carers to ensure best practice is maintained.

KEY RESPONSIBILITIES:

You will undertake the following duties under the supervision of a registered practitioner.

Communication:

- To establish and maintain good relationships with patients, relatives and colleagues through effective verbal and non-verbal communication, demonstrating empathy and ability to manage conflict or potentially challenging situations.
- To help patients and visitors orientate themselves to their surroundings when admitted to the ward, tailored to their specific needs.
- To answer telephone calls appropriately and efficiently, accurately relaying messages and to attend to a patient in a professional and timely manner.

Clinical:

- To undertake a range of delegated and specific clinical skills for patients that demonstrates an enhanced level of competency /technical expertise.
- To perform, accurately record and report patient observations and escalate any concerns appropriately.
- To assist patients with their personal care needs. (This may involve maintaining hygiene needs for individuals such as helping patients to wash and dress themselves and assisting with toileting needs, maintaining privacy and dignity at all times).

- To assist patients to meet their dietary needs giving attention to special diets, supplements, enteral feeding regimes and cultural requirements. All food and fluid intake to be recorded accurately as necessary and a malnutrition universal screening tool (MUST) risk assessment to be carried out accurately and appropriately.
- To actively encourage all patients to share the responsibility for maintenance of their health and to promote healthy living.
- Assist the ward team to serve meals and drinks to patients as required.
- Assist patients to mobilise safely, using equipment and techniques as prescribed and recorded in plan of care.
- To participate in handover process to ensure continuity of care and accurately feedback to a registered practitioner, the care given to patients during the shift and of any changes in the patient's condition.

Promotion of ambulatory / rehabilitative approach to care

- Complete therapy competencies after attending enhanced training on therapeutic care
- Promote a culture of ambulatory care by supporting patients to be as independent as possible, such as ensuring dressed in own clothes / washing and toileting in bathroom / encouraging mobility from admission.
- Support patient centred rehabilitation to facilitate timely, safe discharge, reflecting individual choice and maximising individual's independence.
- Assist in the provision of prescribed programmes of treatment eg rehab / therapy goals to patients and other duties under guidance and supervision.
- To liaise effectively by establishing and maintaining professional working relationships with other members of the inter-disciplinary team, patients, carers, and relatives. Accepting and relaying information and messages as required. This may include staff from other agencies or localities.

Planning and Organisation:

- To demonstrate time management skills and to be able to prioritise and organise own workload.
- Assess the patient's needs in agreement with the registered nurse using a variety of resources, demonstrating knowledge that underpins the assessment decision and evaluate and reassess as necessary.
- Produce a plan of care under supervision that accurately reflects the assessment needs of the patient and to record the care given to patients in an accurate, legible way that meets legal requirements ensuring a countersignature by a registered practitioner.
- Lead on the proactive plan of care as agreed with the registered nurse to ensure that patients are mobilised, toileted, repositioned and given drink and snacks according to their needs every 2 hours. This is to be achieved by working closely with and directing the junior nursing assistants.
- To be familiar with the concept of nursing within a team, be involved in team discussions, meetings, project developments and audits.
- To maintain and monitor levels of stock and equipment as per local policy/guidelines.

Quality and Service Development:

- To undertake annual training as required via face-to-face teaching or e learning.
- To assist in maintaining a safe working environment for patients, visitors and colleagues
- To adhere to all Trust and Directorate policies being aware of specific policies and risk assessments carried out in the clinical area and to escalate concerns.
- To support all monitoring of quality initiatives and evaluations within the clinical area e.g friends and family test.

- To be familiar with the local quality standards of the ward/unit and how it fits in and contributes to the organisation and its core values.
- To report all accidents, incidents, and areas of concern to senior staff ensuring relevant documentation is completed
- To have knowledge of the procedure for calling for emergency assistance following cardiac arrest or patient emergency.
- To ensure all faulty equipment is taken out of service, cleaned appropriately, labelled correctly, and sent for repair.
- Ensure all equipment is cleaned correctly (according to hospital policy) and stored appropriately.

Personal Development of Self and Others:

- To help orientate and act as a buddy/assessor for new Nursing Assistants. With support from the registered practitioner take responsibility for the development of others.
- To access and use the ward's educational resources and Trust's extensive library facilities.
- Participate and contribute to research and/or projects that enable development of staff and raise profile of unit
- To be able to acknowledge limitations to competence and not act outside of these.
- To develop, maintain and improve knowledge and skills required to carry out all agreed aspects of patient care competently. This may involve further in-house training or through nationally accredited courses as agreed with the team leader and ward manager
- To actively participate in own personal development and career progression
- To take responsibility within the clinical area for an area of interest such as a link role /key resource.

The above will be reviewed on an annual basis, in consultation with the post holder. It is offered as a guide to the key responsibilities and duties but does not preclude other issues that may arise between reviews of performance and review of the job description.

TRUST STATEMENTS

Risk Management

The management of risk is the responsibility of everyone and will be achieved within a progressive, honest, and open environment.

Staff will be provided with the necessary education, training, and support to enable them to meet this responsibility.

Staff should be familiar and understand their role within all relevant Trust policies which should be kept updated including the:

- 1 Infection Control policies
2. Tissue Viability policies
3. Health and Safety policies

Responsibility for Health and Safety

The post holder is responsible for ensuring that all duties and responsibilities of this post are carried out in compliance with the Health and Safety at Work Act (1974), Statutory Regulations and Trust Policies and procedures. This will be supported by the provision of training and specialist advice where required.

Infection Control

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed by the OUH Trust have the following key responsibilities:

- 1 Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and/or between each patient contact.
- 2 Staff members have a duty to attend mandatory infection control training provided for them by the Trust.
- 3 Staff members who develop an infection (other than common colds and illness) that may be transmissible to patients have a duty to contact Occupational Health.

Children's Rights

The post holder will always endeavour to uphold the rights of children and young people in accordance with the United Nations Convention on the Rights of the Child.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding children and vulnerable adults throughout the organisation. As a member of the Trust there is a duty to assist in protecting patients and their families from any form of harm when they are vulnerable.

Mandatory Training

All staff must complete annual mandatory training including ELearning.

Confidentiality

The post holder must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1984.

Serious Incidents

All staff must report incidents and near misses so that the Trust can reduce the risk of harm by investigating and incorporating risk reducing measures to safeguard patients, visitors and staff, in accordance with the Trust Incident Reporting Policy

Equal Opportunities

The post holder must always carry-out his/her responsibilities with regard to the Trust's Equal Opportunities Policy.

Smoking Policy

It is the policy of the Trust to promote health. Smoking therefore, is actively discouraged and is prohibited in the majority of the Hospital, including offices. However, there are designated smoking areas on all sites.

Data Protection Act

All employees of The Oxford University Hospitals NHS Trust must not, without prior permission, disclose any information regarding patients or staff. In circumstances where it is known that a member of staff has communicated to an unauthorised person, those staff

will be liable to dismissal. Moreover, the Data Protection Act 1984 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Terms and Conditions of Employment

This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction must be made known at the time of application.