

Job Description

Job Title:	Vascular Healthcare Assistant
Base:	Vascular and Diabetes unit
Band:	3
Reporting to:	Vascular Lead Nurse

Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Person Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

Responsive

We will be action oriented, and respond positively to feedback.

Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

Main Purpose of the Job

To maintain the care environment and smooth running of clinics for all patients attending for tests and treatments in the vascular unit.

To give high quality compassionate care to patients in the Vascular & Diabetes Unit outpatient environment to an agreed standard with supervision of qualified staff. You will recognise your abilities and limitations to your competence and only carry out those tasks and duties for which you are trained. As a member of the team you will support the other staff, act in the best interest of patients and treat everyone with respect. As a Trust employee you will honour your work commitments, be reliable, trustworthy and uphold the values and beliefs of the Trust and the Skills for Health Code of Conduct.



Main Responsibilities and Duties

- 1 - Organise a clinic independently, preparing, and replenishing equipment, documentation and dealing affectively with errors and omissions. Prioritising patient needs according to clinic workload and navigate patients and clinicians to ensure smooth running.of clinics, while keeping an eye on new arrivals. Acting as chaperone as necessary
- 2- Be confident dealing with complex enquiries in person or by telephone.
- 3- Maintain stocks of stationery and consumables, organising replenishment and repair, as necessary. To understand budget control and constraints.
- 4- Assist doctors and other team members with investigations and procedures, including preparation of equipment and supporting patients during outpatient procedures
- 5- Learn and perform new procedures and tests (ABPI, use of intermittent compression for lymphoedema patients, removal of leg ulcer bandaging and application of simple dressings and non-compression bandages.)
- 6- Assist patients dressing and undressing for examination.
- 7- Recognise clinical emergencies and summon appropriate assistance.
- 8 - To be aware of the needs of patients with specific conditions, e.g. diabetes, learning difficulties, pregnancy.
- 9 - To enter and retrieve data on specialised databases.
- 10 - Recognise health and safety issues in relation to use of specialist equipment, i.e. laser machines, safety glasses, laser warning signs and intermittent compression pump. Report faults and ensure corrective measures are completed.
- 11- To carry out observations such as pulse, blood pressure, respiration rate, weight, height, and blood glucose. To recognise and report any abnormalities to qualified staff.
12. To ensure all specimens collected are appropriately packed and correctly labelled and taken to Pathology Laboratory daily.
- 13-To support and observe patients during & after tests and treatments.
- 14-To maintain patient safety through rigorous and consistent compliance with Trust policies for the prevention and control of infection, including hand hygiene. To undertake mandatory annual training/updates in infection prevention and control.
- 15- To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of The Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.
- 16 - By following Trust policies in relation to safeguarding adults, staff will ensure they work with other agencies to protect all adults from abuse at any time.

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18 - To respect & value the diversity of our patients, their relatives, carers & staff by committing to address the needs & expectations of the diverse communities we serve. To provide high quality care & strive to make best use of the talents & experience from our diverse workforce.

19 - To act as link nurse as agreed with manager and take responsibility for the relevant duties incumbent to this position.

COMMUNICATIONS AND WORKING RELATIONSHIPS

1-The post holder will have the ability to establish a supportive relationship with patients and their relatives/carers.

2-To be supportive to colleagues within the department and visitors.

3-To provide relevant explanations to patients about their treatment. To reinforce health care information as given by professional staff, providing literature, as appropriate.

4- To be aware how to handle patient dissatisfaction and potential complaints.

5- To support distressed patients, seeking further help where appropriate 6. To liaise with ward staff regarding the condition and care of ward patients.

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7 - To help maintain databases, collating results and arranging appropriate follow up appointments under the supervision of the qualified nurse.

WORKING TO THE TRUST'S VALUES AND BEHAVIOURS

Patient centred and safe.

- You will put patients and carers at the centre of your thinking, listen and positively respond to your patient's feedback at all times.
- You will adopt a positive approach to change, offer ideas for improving services and patient experience in a collaborative manner.

Professional

- You will understand your own emotions and recognise the impact on others.
- You will behave in an open, honest, professional and inclusive manner, upholding personal & organisational values and acting as a role model to others
- If using a social networking site or other online forum you will act responsibly at all times and uphold the reputation of the profession and organisation

Friendly

- You will show warmth and empathy towards colleagues, patients and carers, making it clear you are always happy to help



- You will show compassion and kindness in your patient care, giving time to listen before responding to need
- You will show respect to colleagues, patients and carers, treating them equally regardless of their background

Responsive

- You will approach your duties and tasks in an organised, planned and structured way
- You will use every opportunity to communicate with your team, your patients and their family or carers
- You will always challenge unacceptable practice and know how to raise concerns

MOST CHALLENGING PART OF THE JOB

To prioritise workload and maintain high standards of care in a constantly changing, demanding and busy department.



Additional Information

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description, but which are commensurate with the grade of the post. If this results in significant changes to the job description, it may be subject to a banding review, in line with the Trust's Control of Banding policy.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description and Person specification details key information you should be aware of.



Person Specification

Job Title:	
Base:	

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
Trust Values	We will expect your values and behaviours to reflect the Values of the organisation: Person Centred and Safe Professional Responsive Friendly Progressive	
Education, Qualifications and Training	GCSE pass in Maths and English Language or equivalent.	
Experience	Experience in a healthcare environment	Care experience within a NHS environment
Knowledge and Skills	<ul style="list-style-type: none"> • Ability to work as part of a team in a multi-disciplinary environment • Excellent customer care skills to communicate with patients and relatives, in person, and by telephone managing barriers of communication. • Ability to communicate effectively with all multi-disciplinary professionals across all departments, and with GP practices and other Trusts. • Ability to act on own initiative within parameters set by service. Ability to prioritise, organise own workload and to work to set deadlines 	
Other Job-Related Requirements	Understanding of the need for confidentiality Flexible approach to working. Ability to deal with sensitive issues with patients and their relatives, maintaining confidentiality and Data Protection at all times.	





Appendix A

Additional information applicable to all posts

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality and Safety

Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting and Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.

Government and Risk

Adhere to Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory "duty of candour". This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to



significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its service 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 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.

Safeguarding

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

COVID Vaccination

During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. In order to comply with our duty of care, we continue to encourage and support our staff to have the COVID vaccine in order to protect themselves, colleagues and their patients as this is the best line of defence against COVID-19.

Training and Personal Development – continuous professional development

There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.

Flexible Working

We support flexible working and will consider requests taking into account the needs of the service.

