

JOB DESCRIPTION

JOB DETAILS

Job Title: Pre-Operative Assessment Health Care Assistant

Pay Band: 2

Directorate: Scheduled Care

Department: Pre-Assessment Clinic.

ORGANISATIONAL ARRANGEMENTS

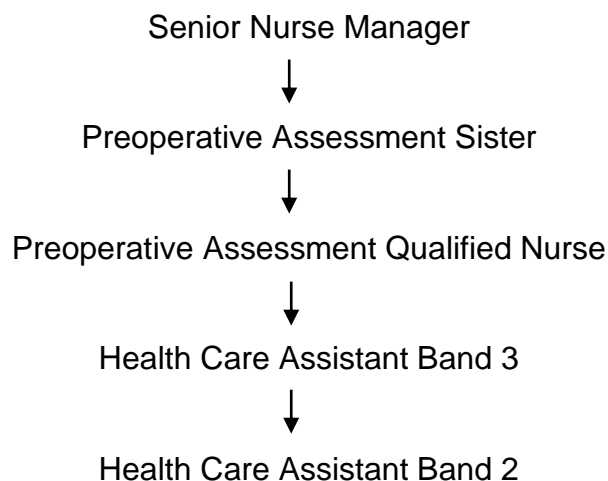
Managerial Accountable to: Senior Sister

Reports to: Senior Sister or Deputy on a daily basis

Professionally Responsible to: Senior Nurse

Responsible For: N/A

Organisation chart:



JOB SUMMARY / PURPOSE

The post holder will provide support and assistance to the professionally qualified staff across a range of services. Responsibilities will include direct patient care, reception, clerical, cleaning and ancillary duties.

Working under delegation and supervision of the Registered Nurse, the Healthcare Support Worker will undertake the defined responsibilities appropriate to the role in the work place setting. Complying with Health Board policies, protocols and guidelines they will ensure efficient and effective service delivery.

No statutory nursing or midwifery qualifications are required but you should demonstrate a caring attitude and have excellent communication skills and the ability to work as part of a team.

MAIN DUTIES AND RESPONSIBILITIES

Organise own workload under indirect supervision

To carry out only those tasks, which are delegated, and for which training and formal assessment have been received.

To support patients/clients to maintain their health and emotional wellbeing whilst receiving various forms of care within the service. Observing and reporting any changes in their condition to the professionally qualified staff.

To respond and provide assistance as directed by professionally qualified staff in the event of any identified health care or emergency need.

Operating within the Health Board Moving and Handling policy, and following assessment, assist in moving and handling patients to facilitate care as required, whilst preventing or minimising any physical discomfort or pain and ensuring that the immediate environment is conducive to that care.

To carry out phlebotomy duties in conjunction with the medical and nursing staff. Duties include taking blood samples, labelling, preparing request forms and delivering to the laboratory or designated collection point, in accordance with protocols.

Weigh and measure heights of patients, within the clinic, as directed by professionally qualified staff.

Test urine samples and provide the professionally qualified staff with the results as directed and as may be appropriate.

To assist in welcoming and receiving patients and carers to the department on arriving for clinic, and support and encourage relatives and friends to maintain contact with patients during the appointment.

To provide assistance with dressing and undressing to patients as required.

To act as a chaperone as required.

Assist patients to access and use toilet facilities and dispose of body waste, as may be required.

To prepare the treatment areas and equipment in preparation for clinics

To assist in the departmental clerical procedures for appointments, admission, transfer and discharge of patients, and reception duties as required.

To maintain the cleanliness and tidiness of the service areas, equipment, appliances and stock.

To distribute, maintain, order and collect stock, equipment, stationary, patient notes.

To assist with the correct handling of incoming and outgoing mail.

To assist with the departmental filing system, ensuring patient notes are kept up to date i.e. reports filed, notes kept in order etc.

Operation and input to VDUs and any computerised system in the department as may be required.

Photocopying and operation of fax machines as required.

Service Management

All Healthcare Support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

Contribute to service management by attending staff meetings, and being involved in the implementation of change. Ensure that the monthly team brief is read.

Service Improvement

To undertake as directed the collection of data (e.g patient reported outcome measures PROMs) for use in service audit and research project.

To practice Health Board Values and contribute to department objectives.

To attend staff meetings and contribute to the co-ordination and development of services as required.

Communications

To use a range of verbal and non-verbal communication tools to communicate complex information effectively with patients, carers, team members and other agencies. This will include patients who may have difficulties in understanding or communicating. For example, patients may be dysphasic, depressed, hard of hearing or visually impaired.

To liaise with clerical officers, health records staff and medical secretaries in providing information and case note management as required.

To receive and relay oral and written messages to such departments as Pathology, Pharmacy, Anaesthetics, Waiting List, Theatre etc as may be required.

Making and dealing with telephone queries under the instruction of professionally qualified staff

Finance and Resources

Act in accordance with Health Board Policies and procedures to ensure effective resource management

To exercise good personal time management, punctuality and consistent reliable attendance.

To be responsible for organising and planning own caseload to meet service and patient priorities - re-adjusting plans as situations change/arise.

To contribute to efficient use of resources by following stock control systems and other relevant departmental policies and guidelines regarding stationery, dressings, walking aids and other loan equipment etc.

Personal duty of care in relation to equipment and resources ensuring equipment, test etc are requested in line with local and national guidelines.

Personal and People Development and People Management

Take a defined role within the team and work as an effective and responsible team member.

Organize and prioritize own workload, time and resources effectively to reduce risks to the quality of service delivery.

To attend relevant training courses as identified through yearly appraisals and personal development plans, and disseminates information as required.

Incorporate acquired knowledge into working practice as appropriate following discussion with the Manager as appropriate

Actively participate in team development

To assist in the induction process by supporting staff to complete their induction checklists.
To support all team members in the delivery of care

Information Processing

Where appropriate, access patients results from the hospital IT systems e.g. Welsh Clinical Portal, Myrddin.

Responsible for the safe keeping, maintenance and transfer of patient notes, maintaining confidentiality at all times

Work within the framework of data protection and information management as highlighted in Health Board policies

Health, Safety and Security

Be responsible and accountable for own practice, working within limits of competence and abilities at all times.

Adhere to the Health Board's policies and procedures in relation to Health, Safety and Security.

Ensure appropriate and secure use of information technology.

Adhere to the Standard Infection Prevention and Control Precautions.

Work in a way that minimizes risks with regard to moving and handling people / goods, using equipment as appropriate.

To report any accidents, complaints, defects in equipment, near misses and untoward incidents, following Health Board procedure

To ensure that that Health and Safety legislation is complied with at all times, including COSHH, Workplace Risk Assessment and Control of Infection

Quality

Under the supervision of the Senior Sister PAC undertake in conjunction with other MDT members a regular survey of patient's experience of the service offered.

Utilise National Preassessment guidelines and work with other members of the multidisciplinary team to ensure best practice is followed

Participate in appropriate research/audit/clinical governance activity within the department to demonstrate that nursing intervention and resulting outcomes are of measurable benefit to the patient

To be innovative in the approach to care and able to accept and adapt to change.

Contribute to the development and implementation of local policies, procedures and guidelines in line with national objectives to provide equality and standardization of care.

Assist the Senior Sister in investigations into complaints/litigation/adverse incidents and ensure that all documentation is completed

Equality and Diversity

To ensure that equality and diversity issues are recognised and addressed in accordance with legislation, policies and procedures.

Treat all individuals with respect taking into consideration their social cultural and spiritual needs

To comply with the professional bodies' codes of ethics and professional conduct and local/national policies and procedures.

To respect the individuality, values, cultural and religious diversity of patients and contribute to the provision of a service sensitive to those needs.

To respect people's choice, privacy, dignity and individuality

Effort and Environmental

Will be required to deal with highly sensitive and emotional situations where a sympathetic and compassionate approach is required.

Due to the nature of the role you will spend long periods of time standing up and / or walking.

Move and handle patients both with and without mechanical aids. Movement of equipment, stationary and stock

Occasional stressful environment dealing with emotional or aggressive patients and carers.

Occasional contact with body odours and body fluids

Occasional Travel between sites with time constraints occasionally in inclement weather conditions and poor driving conditions dependant on service needs.

Occasional evenings and weekends working in line with service need

As the service develops there may be a requirement to work across:

- Health Centres
- Primary Care Settings

General

To uphold and adhere to the Health Boards behavior standards at all times

This is not a finite list of duties. The role may be expanded as service needs require

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	<p>Education in general academic subjects.</p> <p>Attained NVQ II or equivalent in health related area.</p>	<p>Skills to Care or equivalent.</p> <p>NVQ III or equivalent.</p>	Application form
Experience	<p>Experience within a healthcare setting</p> <p>Demonstrate experience of administrative / Clerical skills eg. Welsh PAS, Welsh Clinical Portal</p>	<p>Experience in Pre-Operative Assessment departments.</p> <p>Waiting list understanding</p>	Application form and interview.
Language Skills		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Application form and interview.
Aptitude and Abilities	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity, Openness and Honesty • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do <p>Customer care skills.</p>	ECG recording.	Interview

	<p>Excellent communication skills.</p> <p>Planning & organisational skills.</p> <p>Venepuncture.</p> <p>The ability to undertake Vital Signs eg. recording (BP, pulse, temp, resps, blood sugars)</p> <p>Urine Testing</p> <p>Brief intervention Smoking Cessation</p>		
Other	<p>Ability to travel</p> <p>Enthusiastic</p> <p>Punctual</p> <p>Be open to new ideas</p> <p>Patient focussed</p> <p>Able to take holistic view</p> <p>Commitment to team working</p> <p>Able to demonstrate empathy and compassion.</p> <p>Demonstrates integrity</p> <p>Demonstrates ability to use initiative</p>		<p>Application Form and Interview</p> <p>References</p>

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

GENERIC STATEMENTS

HEALTHCARE SUPPORT WORKERS

**** For Healthcare Support Workers only:**

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

OUR VALUES

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

RISK MANAGEMENT/HEALTH & SAFETY

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and

services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients, visitors and the public.

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The postholder needs to ensure they are familiar with their terms and conditions of service.