

AFC Reference:	SSLD/0010
Job Title:	Nursing Assistant
Band:	3
Hours:	37.5 hours
Division/Service:	Secure & Specialist Learning Disability Division
Accountable to:	Ward Manager

Job Outcomes:

As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

Principal Responsibilities:

1. To carry out assigned duties, involving direct care and observation of service users under the guidance and indirect supervision of qualified staff.
2. To report to the qualified staff any observations made whilst providing care to service users activities and leisure, providing details of mental state and risk factors.
3. To work with service users on an individual and group basis as outlined in the care plan and as directed by the appropriate named lead professional.

Clinical:

1. To coordinate the assessment and delivery of a planned programme of care with guidance and indirect supervision from a qualified practitioner and to contribute to formal assessment and delivery of an individuals plan of care.
2. To assist with activities of daily living, social, recreational and occupational activities as agreed in the service user care plan.
3. To report general observations and provide feedback to a qualified practitioner both verbally and in written formats, if required. This should include any concerns arising from the service user physical or mental health.
4. To contribute to effective running of the service by providing and receiving information to/from other departments or services. Ensure this information is provided in the most effective way i.e. telephone, fax or in writing.
5. To assist service users with self-administration of oral medication and ensure any concerns / issues about medication are reported back to a qualified practitioner.
6. To use a variety of verbal and non-verbal skills to overcome communication barriers presented by service users due to their mental health needs.
7. To contribute to maintaining a safe environment for service user in the community (where appropriate).
8. To carry out specific duties that contributes to the assessment of service users as requested by a qualified practitioner.
9. To develop and maintain links with other agencies and services, both statutory and voluntary (where appropriate).
10. To use skills and techniques, to de-escalate situations where service users become physically or verbally aggressive.
11. To carry out observations and inform the Registered Nurse of any concerns. e.g. temperature, pulse, respiration, blood pressure, diet and fluid intake, weight as requested by a qualified practitioner.
12. To contribute to the development of risk management plans for service users by reporting, to the qualified practitioner any issues or concerns regarding service users behaviour / action towards themselves or others.
13. Respond to the changing needs of service users.
14. Control the assessments of implemented individual service users care plans.
15. To undertake and understand the support of observations as per policy tbc (Levels 1- 4)

Community and Mental Health Services

16. To carry out escorts with service users on and off the hospital site.
17. To support qualified nurses in the administration of medicines by acting as a witness.
18. Provide advice and guidance related health promotion to the service user.
19. Plan social and therapeutic work with service user using a range of therapeutic approaches.
20. Participate in presenting multi disciplinary reviews, daily reviews and handovers.
21. Undertake surveys and audits.
22. Assist in the collection of data from a variety of resource.

Professional:

1. To participate in the services' performance management supervision framework and work towards meeting identified goals and objectives as agreed in a personal development plan.
2. To act, at all times, in accordance with Trust policies and procedures.
3. To undertake mandatory training as stipulated by the Trust and ensure that all interactions with service users are in line with this e.g./manual handling.
4. Under the guidance and supervision of a qualified practitioner, make accurate, timely and appropriate entries into health records in accordance with professional and Trust standards.
5. To participate as appropriate in clinical and professional meetings held within service to assist effective two-way communication.
6. To seek advice and further training, if appropriate.
7. To make the qualified practitioner aware of any incidents arising during a span of duty and carry out any actions arising from this as directed.
8. Take direction from the qualified practitioner as to any duties or tasks assigned to you for own span of duty and carry them out as requested.
9. To participate, as directed in the induction of new staff including supporting junior staff.

Organisational:

1. To adhere to the Trusts' human rights based approach taking into account service user choice.
2. To take responsibility for ensuring your own personal safety and that of the service user when using equipment.
3. To take reasonable care for the health and safety of yourself and any others that may be affected by own acts and omissions at work.
4. To ensure that you are familiar with the terms and conditions of your post.
5. To participate in service development activities, as required.

Other:

1. To maintain the dignity of service users at all times whilst dealing with aspects of personal care.
2. To seek appropriate advice and support from the qualified practitioner during occasions when service users or their carers become agitated or distressed.
3. To maintain service user confidentiality at all times both on and off duty.
4. To maintain appropriate professional boundaries with service users at all times both on and off duty.
5. To ensure that work is conducted in accordance with the Trusts' Human Rights and Equality and Diversity Strategies.

6. In exceptional circumstances to co-operate with reasonable requests from more senior staff to vary your area of work to meet unplanned clinical need.

Generic Responsibilities for all staff:

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.
- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient / service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the post holder.

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> Care Certificate H & SC Level 2 	<ul style="list-style-type: none"> Phlebotomy trained Physical Health competency basic passport MEWS Level 2 Smoking Cessation
KNOWLEDGE/EXPERIENCE:	<ul style="list-style-type: none"> Able to communicate effectively. Understanding of issues of confidentiality. Ability to work as a member of a team. Ability to demonstrate a non-judgemental attitude. Ability to work on own initiative under the supervision of a qualified practitioner. Willing to work towards Level 3 Health Care Experience working in a care setting 	<ul style="list-style-type: none"> Good standard of education. Qualification in craft, domestic skills, leisure or health equivalent to City & Guild Part 1, or 2 year experience working in a health setting. <p>Experience of individuals with mental health problems or personal lived experience of mental health problems.</p>
VALUES:	<ul style="list-style-type: none"> Continuous Improvement Accountability Respectfulness Enthusiasm Support Responsive to service users Engaging leadership style Strong customer service belief Transparency and honesty Discrete 	
SKILLS:	<ul style="list-style-type: none"> Ability to provide support and guidance to junior staff 	