

JOB DESCRIPTION

Job Title:	Bank Heath Care Assistant
Department / Directorate	Bank
Band:	2
Hours:	Bank
Responsible to:	Team Leader Temporary Staffing
Accountable to:	
Professionally Accountable to:	
Responsible for:	
Base:	Ashford and St Peter's
Criminal Records Bureau Disclosure Required:	YES - Enhanced
Job Summary:	<p>Work as a Health Care Assistant on a temporary basis in a ward / department</p> <ul style="list-style-type: none"> • Carry out assigned tasks involving direct patient care in support of and supervised by a registered nurse
Key Result Areas:	To have made an effective contribution to reaching the Trust's vision and values

Overview of Responsibilities :

Patient Care

1. To maintain the highest possible standards of compassionate and professional patient care with particular attention to privacy and dignity.
2. Assist patients with personal care and hygiene.
3. Assist patients with their sanitary needs, ensuring privacy and dignity is maintained.
4. Ensure that patient's bedding, nightwear and clothing is maintained in a clean and comfortable state.
5. Assist in the meeting of patients' nutritional needs. Ensure that patients who require assistance at mealtimes have a red tray and are assisted with eating and drinking.
6. Where identified in the plan of care ensure that food and fluid intake and output are accurately documented on appropriate charts.
7. Assist in skin and pressure area care to prevent pressure ulcers developing. Under the supervision of registered nurses, ensure patients are helped to move position to prevent discomfort and / or pressure ulcers.
8. Assist patients with safe mobilisation according to their plan of care and where appropriate seek help from other members of the ward team.
9. Utilise appropriate moving and handling aids to reduce the risk of injury to the patient and themselves.
10. Assist in supporting therapeutic recreational activities for patients as appropriate.
11. Assist registered staff in the taking and recording of vital signs as per the patient's plan of care.
12. Communicate to the nurse in charge any changes observed in a patient's condition.
13. Escort patients from the ward to other departments within the hospital, in accordance with Standards of Practice and Care, maintaining their privacy and dignity at all times.
14. Be aware of and contribute to the protection of individuals from abuse and report any suspicions of abuse to nurse in charge.
15. Assist a registered nurse with performing the Last Offices.
16. Recognise and promote the patients' rights, cultural beliefs and values.
17. Promote patients privacy and dignity both in the ward/department and across the Trust.
18. Attend annual updates on fire and cardiac arrest procedures (and any other required mandatory training). Take appropriate action on discovering or suspecting a fire or cardiac arrest.

Communication

- Answer the telephone in accordance to the Trust's Standards for Practice and Care and refer calls to the nurse in charge as appropriate.
2. Communicate with patients and relatives in a courteous, caring, sensitive and appropriate manner, and refer to the nurse in charge as required.
 3. Report any incidents, accidents, concerns, near misses or complaints to the nurse in charge.
 4. Be sensitive to the patient and their environment, ensuring communication of a personal and or private nature is discreet and patient confidentiality is maintained.
 5. Document care given in patient's care-plan and ensure this is countersigned by a registered nurse

Other Duties

1. Be responsible for maintaining and promoting the tidiness and cleanliness of all patient areas, including equipment rooms and storerooms, and take appropriate care of furniture and equipment.
2. Be aware of the cost of equipment and clinical consumables and take responsibility for safe and prudent use.
3. Ensure beds and equipment are properly cleaned between patient use to highest infection control standards.
4. Adhere to infection control policy and procedures demonstrating an understanding of universal precautions and good hand hygiene.
5. Undertake clinical skills in which you have received training and have been deemed to be competent in by an authorised registered nurse as per Trust guidance.
6. Undertake mandatory training.
7. Participate in the Care Certificate or equivalent programmes and relevant study days as required.
8. Be of smart appearance, and wear the correct uniform in accordance with the Trust Uniform and Dress
9. Providing one to one care for patients requiring close observation.
10. Temporary staff as all are substantive staff must be flexible when required to move departments to ensure the safest skill mix to promote patient safety, regardless of their assigned booking.

General Responsibilities for all Staff in the Trust:

ALL TRUST EMPLOYMENT POLICIES CAN BE ACCESSED EXTERNALLY THROUGH THE TRUST WEBSITE AT: <http://www.ashfordstpeters.org.uk/employment>. ALL OTHER TRUST POLICIES CAN BE ACCESSED EXTERNALLY VIA: <http://www.ashfordstpeters.org.uk/organisational>

1. **Trust Vision, Strategic Objectives and Values**

All Trust employees will carry out their duties in accordance with Trust vision, strategic objectives and values:

Vision

To become one of the best healthcare Trusts in the country.

Strategic Objectives

- To achieve the highest possible quality standards for our patients: meeting and exceeding their expectations in terms of outcome, safety and experience.
- To recruit, retain and develop a high performing workforce to deliver high quality care and the wider strategy of the Trust.
- To deliver the Trusts clinical strategy; redefining our market position to better meet the needs of patients and commissioners and increasing market penetration.
- To improve the productivity and efficiency of the Trust in a financially sustainable manner, within an effective governance framework

Values

- Patients first
- Personal responsibility
- Passion for excellence
- Pride in our team

2. **Communication and Confidentiality (Information Governance)**

You must communicate clearly by actively listening and responding to what people are saying:

- a) check information from other people and check its accuracy
- b) establish any help people require and act on this appropriately
- c) ensure confidentiality at all times

Employees of the Trust must not without prior permission disclose any information regarding patients or staff obtained during the course of employment except to authorised bodies or individuals acting in an official capacity. The Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information. See Confidentiality Policy <http://trustnet/documents/menu113.htm> and Information Governance Policy <http://trustnet/documents/menu1107.htm>

All employees must be aware of their responsibilities under the Freedom of Information Act 2000. See Trust Freedom of Information Policy at http://www.ashfordstpeters.org.uk/attachments/799_Freedom%20of%20Information%20Policy.pdf

Employees who use a computer, must abide by the terms of the Trust's Information and Technology Policies at: <http://trustnet/documents/menu11.htm>

3. Development , Modernisation and Change

The Department of Health, the Trust, and Directorate/Departments have targets to achieve in respect of service delivery and improving and progressing patient care. We ask that you are aware of these targets and contribute and work to achieve them.

All staff are to be familiar with the Trust's policies and procedures, which are available on the Trust Intranet <http://trustnet/documents/menu.html> or externally via <http://www.ashfordstpeters.org.uk/organisational>

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to undertake other duties that are consistent with your role / band. Details and emphasis of your role may change but this would be in consultation with you and in line with the needs of your work area.

4. Diversity and Rights

All staff have a duty promote people's equality, diversity and rights, and treat others with dignity and respect

The Trust is unreservedly opposed to any form of discrimination being practiced against its employees whether on the grounds of gender or marital status, sexual orientation, disability, race, colour, creed, ethnic or national origin or age.

A copy of the Trust's Single Integrated Equality Scheme is available on the Trust's Intranet site. You are required to familiarise yourself with the terms of the policy at: http://www.ashfordstpeters.org.uk/attachments/054_Single_Equality_Scheme.pdf

5. Monitoring and Maintaining Good Health and Safety

The safety of patients, staff and visitors is paramount. All staff have a duty to recognise safety as a fundamental element of their role and to comply with Trust policies, procedures, protocols and guidelines related to safety and well being.

Under the Health and Safety at Work Act 1974, all employees have a duty:

- a) to take reasonable care of ourselves and others at work
- b) to co-operate in meeting the requirements of the law
- c) not intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare

You are required to familiarise yourself with the details of the Trust's Health and Safety Policies posted on the Intranet at <http://trustnet/documents/menu3.htm>. A department policy which will cover your usual place of work is available through your head of department. There are a number of health and safety training sessions which will be mandatory for you to attend depending on your type of work.

6. Mandatory Training

All staff have a responsibility to ensure that they are up to date on essential knowledge and skills related to their sphere of work. Some areas of training are common to all staff, such as Health & Safety, Safeguarding and Information Governance. Staff must ensure that they attend Mandatory Training sessions as required.

7. NHS Constitution

The NHS commits:

- To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.
- to provide support and opportunities for staff to maintain their health, well-being and safety.
- to engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.

Staff responsibilities:

- **You have a duty** to accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body applicable to your profession or role.
- **You have a duty** to take reasonable care of health and safety at work for you, your team and others, and to co-operate with employers to ensure compliance with health and safety requirements.
- **You have a duty** to act in accordance with the express and implied terms of your contract of employment.
- **You have a duty** not to discriminate against patients or staff and to adhere to equal opportunities and equality and human rights legislation.
- **You have a duty** to protect the confidentiality of personal information that you hold unless to do so would put anyone at risk of significant harm.
- **You have a duty** to be honest and truthful in applying for a job and in carrying out that job.

Details at: <http://www.dh.gov.uk/en/Healthcare/NHSConstitution>

8. Quality and Risk Management

The Trust, as a public organisation is committed to acting with honesty, with integrity and in an open way. We are working together to achieve the highest levels of compliance with risk management via the NHS Litigation Authority (NHS LA) and Clinical Negligence Scheme for Trusts (CNST) for maternity services. You are expected to become familiar with these standards as they relate to your work and further details are available from your manager.

You must ensure your actions help to maintain quality and reduce risk. This involves accepting individual responsibility for meeting required standards, and for following quality and safety processes and procedures. These include national requirements set out by the Healthcare Commission, Trust policies, the Trust's Standards for Practice and Care

(<http://trustnet/documents/Standards%20for%20Practice%20and%20Care.doc>)

local Codes of Practice and local service or departmental standards. It is expected that you understand and comply with current emergency resuscitation techniques (where appropriate), infection control procedures, and fire regulation procedures.

See risk & health & safety policies at <http://trustnet/documents/menu3.htm> and patient care policies at <http://trustnet/documentss/menu8.htm> ; the fire policy at <http://trustnet.asph.nhs.uk/documents/document306.htm> ; control of infection policies at <http://trustnet/documents/menu7.htm> . All other relevant policies can be found at <http://trustnet/documents/menu.html> .

9. Safeguarding

All Trust employees have a responsibility to take appropriate action if they believe that a child or vulnerable adult is in need of services or in need of protection and they must be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Everyone is responsible for accessing the relevant level of training and following the Trusts local and SSCB's Child Protection and Safeguarding procedures.

Information on Child Protection is available at:

http://www.ashfordstpeters.org.uk/attachments/1247_Child%20Protection%20Safeguarding%20Policy.pdf and <http://trustnet/docsdata/paed/index20.htm>

Information on the Abuse or Suspected Abuse of Vulnerable Adults is at:

http://www.ashfordstpeters.org.uk/attachments/723_Abuse%20or%20suspected%20abuse%20of%20vulnerable%20adults.pdf

PERSON SPECIFICATION

Post:

Department:

Factors	Essential	Desirable	Assessed by:
Attitude, Behaviour and Values	<ul style="list-style-type: none"> • Always puts patients first • Customer service focus • Willing and able to take personal responsibility • Demonstrates passion for excellence • Seeks out and takes opportunities for improving the service offered • Takes pride in their work and their team • Flexible in their attitudes and behaviours to support team working and delivery of objectives • Respects, values and cares for others • Supports learning and development of self and others • Supports and promotes equality and diversity 		Interview
Qualifications and Further Training	Minimum of 4 GCSEs or equivalent	NVQ level 2 or equivalent	Application form
Experience	<ul style="list-style-type: none"> • Minimum of 6 months previous employment in a relevant care setting 	Previous NHS or private hospital/care home caring experience	Application form
Knowledge	<ul style="list-style-type: none"> • NHS Constitution • Trust vision & values • An understanding of the Health care assistant role 		Interview
Skills	<ul style="list-style-type: none"> • Evidence of ability to communicate clearly both verbally and in writing • Ability to learn new skills and adapt to change 		
Other requirements			