

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

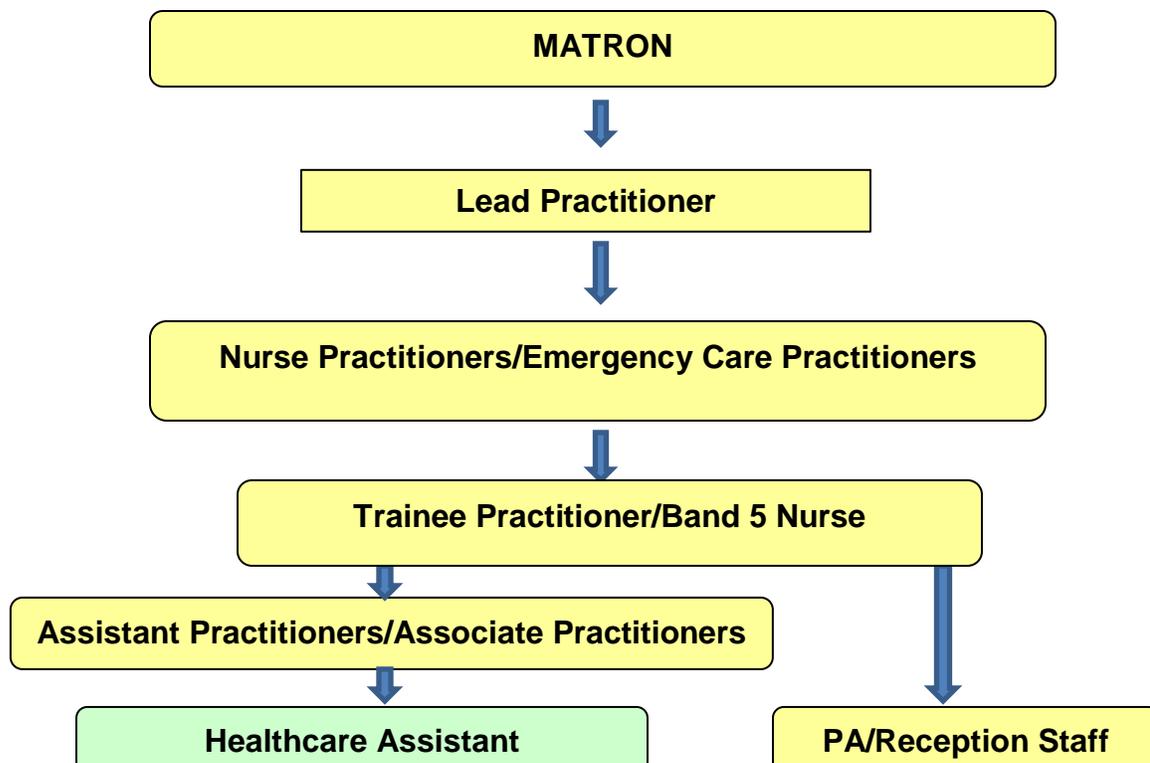
## Job Description

<b>Job Group (Delete as applicable):</b>	Nursing & Midwifery
<b>Job Title:</b>	<b>Senior Healthcare Assistant</b>
<b>Existing Grade:</b>	AFC Band 3
<b>Care Group:</b>	Medicine Care Group
<b>Service Line:</b>	Emergency Department Summary
<b>Department:</b>	<b>Urgent Treatment Centre / MIUs</b>
<b>Location:</b>	<b>Kingsbridge MIU South Hams</b>
<b>Appraiser:</b>	<b>Nigel Booth</b>
<b>Accountable to:</b>	<b>Louise Bunn</b>
<b>Position Number:</b>	24326483
<b>Date:</b>	05/04/2024

### Job Purpose:

*The post holder is a member of the MIU Team, working under the direction of the nurse practitioners, in order to maintain a safe and high standard of care. The Health Care Assistant may be directed to fulfil clinical tasks once a Nurse Practitioner has given adequate instruction and both parties are confident that the task can be fulfilled competently without direct supervision*

### Organisational Chart



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### **PRIMARY DUTIES & AREAS OF RESPONSIBILITY**

To assist the Nurse Practitioner in fulfilling his/her role in the physical and psychological care of patients and be aware of the need to assist relatives and carers. To report as soon as possible, to the senior nurse, any problems that may arise.

Comply with the quality indicator requirements for type 3 A&E departments in England.  
Complete and monitor patient clinical observations: ensure own documentation is completed to the MIU agreed standard.

Clinical tasks will include aspects of wound care management, health promotion, applying POP, splints and recording of ECGs after appropriate training.

Monitor stock levels and maintain such stocks in an orderly fashion and re-order from the approved list, as necessary on the current electronic system, inform the manager when orders are ready for authorization and complete the receipting of such stock. Show awareness of budgetary restraints; make maximum use of resources, time, and equipment. Ensure any defect is reported and monitor repairs.

In the absence of the Receptionist access information via the Patient Administration System and undertake other short-term MIU reception duty.

Monitor an agreed system of audit for patient charter figures and immediately inform the Nurse In Charge when a breach of quality indicator times for triage or discharge become apparent.

Individual MIU key tasks as negotiated by the Manager.

To be aware of and abide by PHNT & Health Authority approved policies, i.e. child protection, infection control, standards and quality initiatives.

The post holder is required to take reasonable care for his/her own health & safety and that of other persons who may be affected by his/her acts or omissions

### **COMMUNICATIONS & WORKING RELATIONSHIPS**

To maintain the highest level of confidentiality at all times, to have knowledge of the confidential nature of duties including access to patients' notes and medical reports: attend the PHNT confidentiality training as directed by manager.

Ensure by clear communication a happy atmosphere, and an effective and safe working environment

To participate in IPR programme: Appraisals must be carried out in accordance with the PHNT Training & Development Strategy using approved procedures.

Take responsibility for personal development and education. Maintain professional expertise by attending study days and in service training, i.e. fire safety; manual handling, and NVQ level III or equivalent (Care) as directed by manager.

Ability to work, without direct supervision, to safe standards without jeopardizing the care of patients or compromising the health of colleagues. Problem solving abilities.

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Communicate clearly and effectively with medical and nursing staff in order to gain understanding and in turn, to work co-operatively with patients and their families.

Respect the dignity, beliefs, culture, and age of individual patients.

Good IT skills are essential to enable use of the paperless patient administration system.

To be innovative and enthusiastic and be prepared to share ideas at team meetings.

To be flexible and adaptable with a positive attitude with the ability to remain calm and work effectively in a busy environment.

To have a good understanding of the MIU services.

**All Job Holders are required to**

- Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Attend statutory, essential and mandatory training.
- Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the Data Protection Act 1998.
- Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust.
- Comply with the codes of professional conduct set out by the professional body of which registration is required for the post.
- Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk.
- Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families.
- Ensure they attend Child Protection training at the appropriate level within the specified time frame.
- Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services.
- Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures.
- Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.

**All Managers are responsible for...**

- Assessing risks and implementing the necessary actions to minimise these risks within their sphere of

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responsibility. They must also enable staff to attend the relevant statutory and essential training.

- Managing attendance in accordance with the Trusts Attendance Management Policy.

**All Heads of Departments are responsible for...**

- Ensuring all necessary risk assessments are carried out within their division, Service Line or department in liaison with relevant sources of specialist support and expertise within the Trust. They must also ensure that the risk management process is completed appropriately.

**Note**

This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines.

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### PERSON SPECIFICATION TEMPLATE

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<p>Demonstrable experience of nursing (acute, community or private sector)</p> <p>Ability to perform clinical obs temp / pulse BP RR O2 sats</p> <p>BLS</p> <p>Flexibility in working hours to include weekends and Bank Holidays</p>	<p>Understanding of Adult and Child protection issues</p> <p>Understanding of Domestic Abuse</p> <p>Demonstrable experience in MIU/A&amp;E</p> <p>Skills in basic Triage / First Contact</p> <p>ILS</p> <p>12 lead ECG Recording</p> <p>An understanding of current procedures in acute and chronic wound management</p> <p>Application of splints including POP's</p> <p>Proven knowledge of health promotion issues</p> <p>Proven knowledge of Infection Control</p> <p>Proven knowledge in use of Medical Devices</p> <p>Working proven knowledge of reception and computer systems e.g., CRIS</p> <p>Proven knowledge of UHP and local policies, protocols and procedures</p>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• GCSEs Grade A-D/3-9 in Maths and English or Functional Skills level 2 in Maths and English</li> <li>• NVQ level 3 in Health &amp; Social Care or HCA UHP Level 3 or definitive evidence of working towards – 75% completed (or equivalent transferable qualification)</li> </ul>	

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	<p>OR</p> <ul style="list-style-type: none"> <li>• Demonstrable equivalent experience (NVQ Level 3 equivalent) as a Healthcare Assistant in a Band 2 clinical role and agree to undertake the HCA UHP L3 course. Willing to undertake a competency-based assessment at interview.</li> <li>• Undertake and complete the Care Certificate training programme offered in-house</li> </ul>	
<b>APTITUDE &amp; ABILITIES</b>	<p>Ability to work as a member of a team</p> <p>Able to recognise and accept own limitations</p> <p>Demonstrate skills of good common sense</p> <p>Computer/Keyboard skills</p>	<p>Able to liaise with other healthcare professionals</p> <p>Assertive but also able to defuse potentially violent situations</p>
<b>DISPOSITION / ATTITUDE / MOTIVATION</b>	<p>Positive Nature</p> <p>Willingness to learn</p> <p>Self- motivated</p> <p>Team player</p>	

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Author: Claire Ackerman	Date: June 2015