

JOB DESCRIPTION

JOB DETAILS

Job title: Health Care Assistant
Job code: XXX
Band: 2
Location: Community Hospitals
Accountable to: Senior Sister

JOB PURPOSE

- The Inpatient Wards at our Community Hospitals are at the heart of what we do. The inpatient Wards offer a 24/7 service to provide a high standard of care and support for patients where care can no longer be delivered in the home due to the complexity of their condition.

DIMENSIONS

- The role of the Healthcare assistant is to support the Registered Nurses and Senior Sister in the provision of superior healthcare services which is caring and supportive to the individual, their families, carers and the community.
- Utilise resources effectively and to remain within budgetary constraints and controls.
- Responsible for the safe use, inspection, maintenance and security of all goods and equipment, ensuring appropriate stock levels are maintained at all times.
- Responsible for the checking and safe storage of patients' property and valuables in line with the Trust's policy.
- Work within guidance generated by risk assessments for themselves, patients and the working environment to contribute to the management of risks in line with Trust Policy.
- Implement and conform to Trust and Departmental Infection Control policies and procedures.

CORE KEY RESPONSIBILITIES

- Clinical
- Deliver a safe and effective patient centred care to our service users, their families and carers
- Understand the clinical care requirements of patients that are communicated to them at ward handover to allow seamless provision of care from shift to shift.
- Responsible for the delivery of care for a specific group of patients. Recording observations and assessment of patients, contributing to the evaluation of the

patient's progress and reporting changes to their health and well-being as appropriate - promptly and accurately.

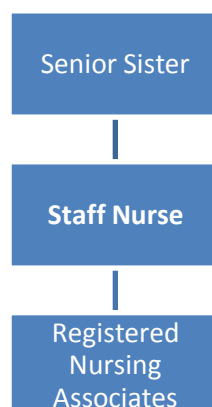
- To assist patients with activities of daily living including personal care. Ensuring nutritional and dietary needs are met.
- Undertake Link Worker training and act as a Link worker for a specific role (e.g. Basic Life Support, Infection Control, Fire etc.) Or undertake a role in 'Essence of Care Benchmarking' this will include attending meetings pertaining to their speciality on behalf of their Team and disseminating information back via Team meetings.
- Undertake clinical audits (under the supervision of a Registered Nurse) to identify and improve patient safety and care.

Professional

- Maintain accurate written records and statistics to ensure that service user details and details of the care given is recorded in notes and on the Trust database(s) in line with Trust policies
- Take responsibility for own development with support of the Training and Development Sister ensuring knowledge and skills are up to date in preparation to achieve the Care Certificate to support and improve the standards of patient care.

SPECIFIC KEY RESPONSIBILITIES

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

- Service users and carers
- Multidisciplinary teams
- Other specialist teams both within and outside the Trust

- Professional leads
- Inpatient staff
- Community staff
- Accident & Emergency Department
- Transport providers

EFFORT AND HEALTH & SAFETY FACTORS

- Working with patients in distress and who on occasion may be suicidal, hostile, confused and have difficulty communicating and as a result may pose risks to themselves or the safety of others
- Long periods of intense concentration are required regularly throughout the shift
- Exposure to body fluids
- Disposal of clinical waste
- Use of computer and VDU equipment

MOST CHALLENGING PART OF THE JOB

- Re-prioritisation of clinical and administrative tasks throughout the day based on urgency of need
- Follow risk assessments and management plans on a daily basis and working with service users who may have mental health or Mental Capacity problems who are frequently distressed and emotionally disturbed, with potential to be exposed to violent or aggressive behaviour
- Working within a changing service, within budgetary limits

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff

must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its services 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 mental 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

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Working Well Pre-employment Assessment

**Generic job descriptions are a general outline for a given banding for a number of related posts. The detail of how the role is delivered and areas of application can therefore change from post to post.*