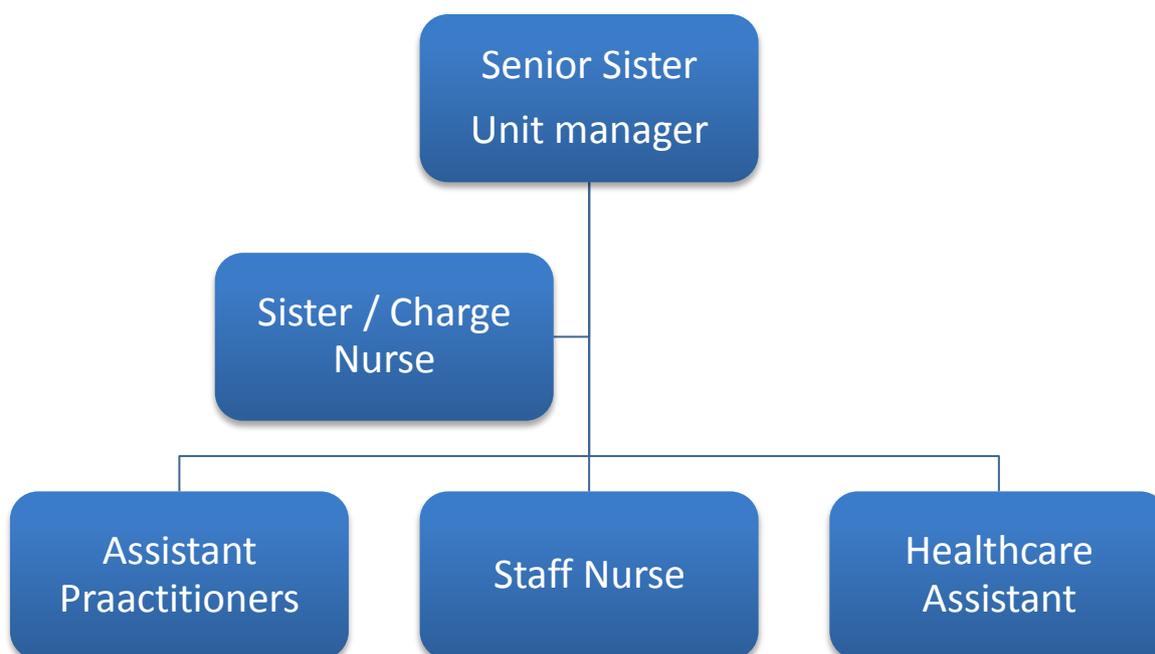


### JOB DESCRIPTION

<b>Job Title:</b>	Healthcare Assistant
<b>Band/Pay:</b>	Band 2
<b>Department:</b>	EAU4

#### *Urgent Care (Newton Abbott) ISU*



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#### **Job overview**

Working with the multi-disciplinary team, the post holder will be responsible for assisting the nursing staff to improve and maintain high standards of care, health and well-being of patients through assessment, treatment and rehabilitation.

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## **Main duties of the job**

- To act with professionalism and integrity, being a role model to those around us and ensuring everyone has an equal opportunity
- To provide a service that is tailored to meet the needs of the individual and to understand what our patients/customers need and be adaptable and responsive
- To provide a high-quality customer service which complies with relevant legislation and NHS Employment check standards
- To be honest and learn from mistakes, and help to create a “no-blame” culture where people feel able to share and learn from experiences together
- To work as part of a team demonstrating effective communication, and working collaboratively with colleagues inside and out of the department
- Patient comfort and well-being are paramount
- Achieving high standards of care
- Working as part of and contributing effectively to team working

## **About your new team and department**

- To act with professionalism and integrity, being a role model to those around us and ensuring everyone has an equal opportunity
- To provide a service that is tailored to meet the needs of the individual and to understand what our patients/customers need and be adaptable and responsive
- To provide a high-quality customer service which complies with relevant legislation and NHS Employment check standards
- To be honest and learn from mistakes and help to create a “no-blame” culture where people feel able to share and learn from experiences together
- To work as part of a team demonstrating effective communication, and working collaboratively with colleagues inside and out of the department
- Acknowledge that you need to continually deliver greater value to customers
- Be honest about your biggest challenges and create a culture of curiosity and openness
- Make a deliberate effort to connect with strangers from different walks of life and invite them to share their ideas
- Be curious and creative about new possibilities, whilst identifying what works well and to do more of it
- Help to develop and foster a learning environment where feedback is welcomed and valued

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## **Detailed job description and responsibilities**

### **Communication and working relationships**

- Work as a member of the team
- Communicate appropriately with a wide range of people including staff, patients and visitors

- Answer the telephone, take messages and refer to the Staff Nurse for instructions
- To take part as requested in ward/unit meetings, encouraging effective communications between other staff

### **Planning and organisation**

- Recognising and responding to situations within the work area and report to the nurse in charge
- Assisting with the undertaking and implementation of risk assessments

### **Responsibility for patients and client care**

- Undertake direct patient care, in support of, and under the delegation of the Registered Nurse, and document care given as required
- Assist in the reception and admission of patients
- Follow the individual plan of care for each patient when undertaking the following:
  - Bed making
  - Assist patients with personal hygiene including care of hair, nails, oral hygiene and shaving
  - Assist with treatment and prevention of pressure areas and continence management for all patients
  - Assist patients with elimination requirements, including catheter care
  - Assist patients to rehabilitate, working with physiotherapy and occupational therapists
  - Assist with preparation and serving of meals
  - Feed patients, encouraging patients to drink and replenishing water jugs when necessary, maintain fluid balance charts as required
  - Checking of controlled drugs with Registered Nurse as required
  - Complete nutritional assessment records and weigh patients as required
- Monitoring and maintaining fluid balance records, food and weight charts as required for individual patients under the direction of a Registered Nurse, recording and reporting findings as required
- Use equipment competently following training
- Escort patients to other departments/hospitals for investigation or treatment as necessary, ensuring relevant paperwork/x-rays are available
- Assist in the collection of specimens for ward/laboratory investigation in accordance with Policy and Procedures
- Report any complaints/comments or requests by patients or their visitors immediately to the Staff Nurse
- Report any incidents, accidents to the person in charge of the ward/unit in accordance with Trusts policies
- Record in the relevant documentation the care that has been delivered
- Attend mandatory training is kept up-to-date and develop and maintain own knowledge and skills
- Following training and assessment, assist the Registered Nurse in other duties if appropriate including:
  - Simple dressings
  - Assisting with out-patient clinics
  - Routine specimens and urine testing

- Taking and recording of temperature, pulse, blood pressure and oxygen saturation levels
- Blood glucose monitoring
- Venepuncture
- Basic life support
- Assist with last offices and care of relatives/carers
- Assist with checking patient's property and valuables as required or following death, in accordance with Trust Policy and Procedure
- Routine cleaning of equipment and furniture
- Dispose of waste and sharps in accordance with Trust Policy and Procedures
- Report any accidents, incidents, faults or defects to the Registered Nurse
- Order and maintain stocks
- Clean and restock cupboards and shelves as required

### PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• Proven relevant and recent experience gained within the care sector</li> </ul>	<ul style="list-style-type: none"> <li>• Recent patient-facing acute care setting experience</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• To demonstrate experience in a caring environment in or outside of the workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Previous knowledge of hospital computer systems</li> </ul>
<b>Specific Skills</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate a good level of literacy, numeracy, verbal and written skills</li> <li>• Good interpersonal and communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Basic IT skills</li> </ul>
<b>Requirements due to work environment/conditions</b>	<ul style="list-style-type: none"> <li>• Demonstrate a caring, compassionate and friendly attitude</li> <li>• Approachable</li> <li>• Able to deal with sensitive issues with tact and diplomacy</li> <li>• Able to present factual information and refer questions to others, where appropriate</li> <li>• Experience of working as part of a team</li> <li>• Be able to work flexibly at short notice and at busy times in order to provide a 24-hour service</li> <li>• Committed to providing the highest quality care</li> <li>• Ability to work in different environments</li> </ul>	

	according to the availability of work and the needs of the organisation	
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<b>Physical skills</b>	<ul style="list-style-type: none"> <li>• Ability to manoeuvre and handle clients and equipment in line with manual handling procedures</li> <li>• Ability to be on your feet for long periods of time</li> <li>• Ability to work in clinical areas where you may be exposed to unpleasant sights and smells</li> </ul>
<b>Physical effort</b>	
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>• Dealing with large workload in varying environments</li> <li>• May be exposed to distressed clients, occasional people with challenging behaviour and disturbing situations such as terminally ill and very sick clients of all age groups</li> <li>• Occasional exposure to verbal aggression</li> </ul>
<b>Mental effort</b>	<ul style="list-style-type: none"> <li>• Dealing with high volume of work and able to multi-task using own initiative</li> <li>• To be able to arrange time efficiently</li> <li>• Must be able to concentrate and deal with frequent interruptions</li> <li>• Able to deal with new environments, workloads and working teams on a regular basis sometimes daily</li> <li>• Able to work alongside other healthcare professionals as part of the multi-disciplinary team</li> </ul>