

Job Description

Job Title:	Nursing Assistant
Base:	Day Surgery Ward
Band:	2
Reporting to:	Senior Sister, Day Surgery

Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Person Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

Responsive

We will be action oriented and respond positively to feedback.

Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

Main Purpose of the Job

- As a Nursing Assistant, you will fully support or assist patients under direct or indirect supervision of a registered nurse.
- The care you give to patients will be compassionate, caring, and high quality. You will recognise your abilities and limitations of your competence and only carry out those tasks for which you are trained.
- As a member of the department team, you will support the other staff, act in the best interest of patients and treat everyone with respect. You will assist with the greeting and orientation of all patients into the department and ensure customer satisfaction by being instrumental in providing patient focused care.
- As a Trust employee you will honour your work commitments, be reliable, trustworthy and uphold the values and beliefs of the Trust and the Skills for Health Code of Conduct.
- The role of this nursing assistant post is flexible, and the post holder will, therefore be required to provide support over a wide range of service/functions. Key to this flexibility is the requirement for staff to work variable hours on a week-by-week basis within agreed limits if required. Day Surgery currently supports a 5-day working initiative. However, with increasing demands to the surgical division, diverse ways of managing demand may result in supporting a 7-day working pattern.



- You will be prepared to work collaboratively with all services including, where needed, working in other areas of the Day Surgery unit. This would sometimes need to be done with little notice depending on service need.

Main Responsibilities and Duties

Carry out a range of practical and clinical skills which include:

- Observations of temperature, pulse, blood pressure, respiration rate, weight, blood glucose, urinalysis and all other department specific observations as required. Recognise and report any abnormalities to the clinician and/or registered nurse.
- To assist and support the medical and nursing team in the department as necessary, this will include welcoming the patient, supporting the qualified nurses, and supporting all outpatient activity.
- To identify the potential for stress and to support patients and relatives in the care environment by demonstrating empathy and understanding.
- To provide practical and emotional support to patients and relatives who are anxious/upset.
- To assist in all areas of the department, including Ophthalmics, lithotripsy, pain clinics and escalation.
- To assist patients, where necessary using appropriate aids/appliance, to achieve physical comfort, whilst observing the need to minimise the adverse effects of pressure. This will necessarily involve the safe moving and handling of patients to varying degrees dependant on their condition and care needs.
- Care of patient's clothing and valuables.
- Assist patients with mobility.
- Other general duties will include answering the telephone and taking messages, chaperoning patients, escorting patients, and running errands.
- Provide compassionate care for patients ensuring their hygiene and nutritional needs are met.
- Help patient with their toileting requirements.
- You will have a responsibility to always keep yourself and colleague is safe. To do this it is essential you are up to date with manual handling training, conflict resolution training, dementia care training and other relevant health and safety training.
- As a member of the department team you will contribute to ensuring the environment is clean, tidy, clutter free and welcoming.
- As a member of the department team you will listen to other professionals, listen to your patients, and report any concerns the patients have to the registered nurses.
- You will understand that when duties are delegated you can only do tasks for which you have been trained.
- Demonstrate a commitment to the need for your training, continuing development, and supervision in order to enhance knowledge, skills, values, and attitudes needed for safe and effective nursing practice.
- Maintain your mandatory training and contribute to your annual appraisal.
- Hold yourself to account for your decisions, actions, and omissions in patient care.
- Maintain patient safety through rigorous and consistent compliance with Trust policies for the prevention and control of infection, including hand hygiene. To undertake mandatory annual training/updates in infection prevention and control.
- Safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of The Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and

undertake appropriate mandatory training and updates in safeguarding children/child protection.

- By following Trust Policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.
 - To respect and value the diversity of our patients, their relatives, carers and staff by committing to address the needs and expectations of the diverse communities we serve to provide high quality care and strive to make best use of talents and experience from our diverse workforce. Personal, professional and leadership development
 - You will understand your own emotions and recognise the impact on others.
 - You will behave in an open, honest, and inclusive manner, upholding personal and organisational values, beliefs, and ethics.
 - You will embrace the principles of the Trust vision for all care givers to put pride into your practice and role model commitment, competence, compassion, care, courage, and effective communication to make every contact count.
 - You will approach your duties and tasks, as a member of the team, in an organised, planned, and structured way and seek help and support when you are unsure.
 - You will put patients at the centre of your thinking, listen and positively respond to your patient's feedback reporting concerns to a registered nurse where necessary.
 - You will adopt a positive approach to change, offer ideas for improving services and patient experience in a collaborative manner.
 - You will use every opportunity to communicate with your team, your patients and their family or carers.
 - If using a social networking site or other online forum you will always act responsibly and uphold the reputation of the organisation.
 - You will always report unacceptable practice and know how to raise concerns.
- Communications and Working Relationships**
- Understand the diverse ways that people communicate
 - Understand how communication affects your relationships at work
 - Know why it is important to observe and be receptive to individual's reactions when communicating with them
 - Be sensitive and supportive when communicating with patients and their carers and check that you understand what it is that patients need.
 - Maintain confidentiality and be aware of situations where information, normally considered to be confidential, might need to be passed on.
 - Know who to ask for advice and support.

Budget Responsibilities

Not applicable – this is not a budget-holder post.

Responsibilities for People or Training

As a Nursing Assistant you will undertake the necessary training to be competent to carry out your duties and continue to develop yourself by keeping up to date with mandatory training. You may be asked to provide advice about your own activities or outpatient clinic routines to new or more junior member of staff. You will assist in the induction of new staff and giving support to new staff of all grades. You will participate in your annual appraisal.

Other Factors

Working Conditions



- There will be frequent exposure to dealing with uncontained body fluids and foul linen. The post holder may experience some verbal aggression
- Physical Effort
- There will be a frequent requirement to exert moderate physical effort for several short periods during a shift. This includes moving and handling of patients, and delivery of direct patient care
- Mental Effort
- There will be a frequent requirement for concentration in an unpredictable work pattern consisting of competing demands for attention, changes of activity and frequent interruptions.
- Emotional Effort
- There will be potential exposure to distressing or emotional circumstances.

Additional Information

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description, but which are commensurate with the grade of the post. If this results in significant changes to the job description, it may be subject to a banding review, in line with the Trust's Control of Banding policy.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description and Person specification details key information you should be aware of.



Person Specification

Job Title:	Healthcare Assistant
Base:	Day Surgery Ward

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
Trust Values	We will expect your values and behaviours to reflect the Values of the organisation: Person Centred and Safe Professional Responsive Friendly Progressive	
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to GCSE grade C or equivalent in key skills level 2 or functional skills level 2 numeracy and literacy. NVQ/QCF in Health and Social Care, level 2/3 	
Experience	<ul style="list-style-type: none"> Good communication skills and evidence of dealing with members of the public. Able to prioritise own workload. Able to work under own initiative within boundaries of role. Sound customer care relations experience and knowledge 	<ul style="list-style-type: none"> Experience working in an acute hospital setting. Experience in a day surgery setting.
Knowledge and Skills	<ul style="list-style-type: none"> Demonstrates awareness of importance of working as part of a team. Evidence of ability to maintain effective working relationships with colleagues, patients and visitors Demonstrates evidence of commitment to professional development. Demonstrates an awareness of role. Able to communicate effectively verbally and in writing to staff, patients and relatives ensuring that communication is tailored to the person being addressed. Able to document observations, results, decisions, and actions etc. effectively to appropriate members of the MDT. Conflict – ability to deal with conflict with service users including patients with mental health problems. Occasionally dealing with verbally abusive patients or relatives. 	



**Other
Job-Related
Requirements**

- Flexibility in working patterns to meet the needs of the service
- Willing to accept additional responsibilities as delegated by senior staff
- Reliable
- Courteous and professional attitude
- Willingness to train and be trained
- Committed to personal/professional development
- Willing to work on established hospital Information systems
- Displays the Trust's Values and Behaviour's
- Able to articulate reasons for desire to work in this clinical area.



Appendix A

Additional information applicable to all posts

Confidentiality

During your employment, you may see, hear, or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical, or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity, and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality and Safety

Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting and Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

Infection Control

To ensure the practice of self and others is always compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual training/updates in infection prevention and control.

Government and Risk

Adhere to Trust policies, procedures, and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory "duty of candour." This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led



to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a transparent culture.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its service 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 health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, always, in line with the Trust's Policy and Procedures for Data Quality.

Safeguarding

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

COVID Vaccination

During the COVID-19 pandemic, it has been necessary to take significant steps to protect the health and safety of our staff, service users and those attending our sites. To comply with our duty of care, we continue to encourage and support our staff to have the COVID vaccine to protect themselves, colleagues, and their patients as this is the best line of defence against COVID-19.

Training and Personal Development – continuous professional development

There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition, the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon, and health in their daily work.

Flexible Working

We support flexible working and will consider requests considering the needs of the service.

