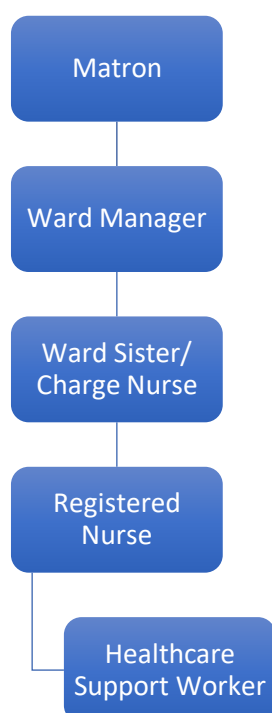


## JOB DESCRIPTION

<b>Job Title:</b>	Healthcare Support Worker
<b>Band/Pay:</b>	Band 2
<b>Department:</b>	New Forest Ward

### *Paignton and Brixham ISU*



### Job overview

As a Healthcare Assistant with Torbay and South Devon NHS Foundation Trust, you will be working together as part of a multidisciplinary, professional team to assist the registered nurses and senior clinical staff in the planning, delivery and evaluation of care. Our staff are committed to providing high standards of individualised care for the people who use our services, whilst maintaining their privacy and dignity at all times. HCAs will have a great opportunity to learn new clinical skills in a supportive environment with an enthusiastic team for developing staff, with the potential for progression within the role.

### Main duties of the job

- Observing, monitoring and recording of all vital signs using the NEWS2 assessment tool

- Providing personal care to patients to meet personal hygiene
  - Supporting patients with nutrition, feeding and assisting with fluids
  - Supporting patients with comfort
  - Emptying catheter bags and recording output
  - Working under supervision of a registered nurse completing patient documentation
  - To participate in discussions and projects that will benefit the team, the patients and the department as a whole
  - Helping to facilitate the development of the service as part of the wider team
  - Following Trust's Policies and Protocols to ensure the safety of the ward
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## **About your new team and department**

The nursing team on New Forrest have come together and grown over the past year as a new ward for the trust forming a bond that not many can say they share, which is very unique to us.

We are now in a position where we are now the trusts Diabetic and Endocrinology (D&E) ward, where there will be lots of opportunities for building and improving new ways of working, a bigger and better team, alongside learning about these specialities and we will do this by working in conjunction with both Nurse specialist teams and the Consultant team. With a great support network around you to be able to continue striving to be the best in what we do, which may lead on to different progression routes.

We are looking for highly motivated, caring staff with previous hospital experience to aid the enhancement of our team. The post involves shift work including rotation to night duty, and covers a 24/7 period covering bank holidays and weekends.

We promote a positive working environment where the health and wellbeing of staff as well as our patients is our priority.

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## **Detailed job description and responsibilities**

As a Healthcare Assistant with Torbay and South Devon NHS Foundation Trust, you will be working together as part of a multidisciplinary, professional team to assist the registered nurses and senior clinical staff in the planning, delivery and evaluation of care.

## **Communication and Working Relationships**

- To take part as requested in ward/unit meetings, encouraging effective communications between other staff
- To participate in team building/communication, and to develop a cohesive, supportive and effective team

- To work towards the agreed philosophy and objectives of the ward/department
- Participate in client and public involvement activities
- To liaise and communicate effectively with all parts of the multidisciplinary team to co-ordinate person-centred care
- To liaise and communicate effectively with all service users and relatives
- To ensure a cohesive working environment and effective team work in all assignments
- To liaise with the multidisciplinary team, coordinating patient care, communicating with relatives ensuring they have adequate information at all times
- To liaise with other departments ensuring information regarding the patient is given appropriately

### **Planning and Organisation**

- At the direction of the Registered Nurses /Senior Clinical Staff, participate fully in the delivery of planned care
- Be responsive to change and able to work in an environment which has constant interruptions

### **Responsibility and Accountability**

- Act with integrity and professionalism, ensuring that you are demonstrating responsible behaviours at all times, in accordance with our Trust values
- Be accountable for your actions and learn from mistakes. Be honest and share experiences, encouraging learning in others
- Supporting the wider team during peak activity or during absences
- To ensure high standards of care in accordance with agreed policies and procedures
- To work with registered nurses and senior clinical staff to maintain a clean and safe environment for clients and staff
- To be aware of clients' emotional, social and physical needs, reporting back to senior staff responsible for clients' care
- Provide information to enable the effectiveness of care delivered to be evaluated and accurate records maintained
- Record in the relevant documentation the care that has been delivered contemporaneously
- Recognise and respond appropriately to urgent and emergency situations
- Work collaboratively with registered / senior staff, other health professionals and hotel service staff to ensure clients' holistic needs are met
- Update client IT systems in the absence of the ward / unit administrator where appropriate
- To liaise with ward / unit administrators regarding clients' records for clinics / admissions / discharges
- Report any incidents, accidents or complaints to the person in charge of the ward/unit in accordance with Trusts policies

### **Responsibility for Finance, Equipment and Other Resources**

- Everyone has a responsibility to ensure effective and conservative use of resources
- Maintain paperless filing wherever possible (excluding where any statutory duty may exist). Do not print/ photocopy unless necessary
- Ensure conservative use of stationery, not using equipment to excess
- Ensure that any stationery or resource needs are ordered and managed effectively
- Much of this role requires use of VDU equipment, with frequent long periods of sitting. Frequent use of a range of web-based systems such as NHS Jobs

### **Responsibility for Finance, Equipment and Other Resources**

- To undertake a responsible attitude towards economy and care of equipment and property, and be aware of conditions/hazards predisposing to accidents
- Ensure efficient and effective use of resources
- Checking and reporting to works department and Ward / Unit Leader on environmental conditions, i.e. heating, lighting, and general maintenance of the work environment

### **Policy and Service Responsibility**

- The post holder will work according to Trust standards, policies and procedures and is accountable and responsible to the registered nursing team
- All staff have a responsibility to ensure that the needs of the service are met in a timely and efficient manner
- Ensure compliance with policies procedures and clinical guidelines for self and others
- Encourage and welcome feedback to ensure that we as individuals, and as a collective team, learn and continually improve

### **Personal Development**

- To be responsible for own personal development; attending study days/courses as appropriate
- Actively contribute to reviews with your line manager, including supervision and achievement reviews. Be able to ask for support as required
- Attend mandatory training is kept up-to-date and develop and maintain own knowledge and skills

## PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>Recent acute setting experience</li> <li>Care certificate</li> </ul>	<ul style="list-style-type: none"> <li>NVQ 2 (or equivalent) in Healthcare</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>To be able to demonstrate a basic level of literacy and numeracy skills</li> <li>Able to recognise a sick or deteriorating patient and act appropriately</li> <li>Confidence in being able to prioritise patients care needs</li> </ul>	<ul style="list-style-type: none"> <li>Basic IT skills</li> <li>Previous knowledge of hospital computer systems</li> </ul>
<b>Specific Skills</b>	<ul style="list-style-type: none"> <li>To demonstrate experience in a caring environment in or outside of the workplace</li> <li>To be able to work under time constraints</li> <li>Demonstrates effective communication skills</li> </ul>	<ul style="list-style-type: none"> <li>Venepuncture and cannulation</li> <li>Recording of ECG's</li> <li>Catheter care</li> </ul>
<b>Requirements due to work environment/conditions</b>	<ul style="list-style-type: none"> <li>Demonstrate a caring and friendly attitude</li> <li>Experience of working as part of a team</li> <li>Be able to work flexibly at short notice and at busy times including school holidays / outside of normal office hours</li> <li>Ability to work in different environments according to the availability of work and the needs of the organisation</li> </ul>	

<b>Physical skills/ effort</b>	<ul style="list-style-type: none"> <li>• Ability to move and handle clients and equipment in line with the Trusts 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>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 unpleasant working conditions in the form of 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>