

JOB DESCRIPTION

Job Title	Health Care Assistant
Band/ Grade	Band 2
Directorate	Trust Wide
Professionally Accountable to	Divisional Nurse Director
Responsible to	Ward/Departmental Sister/Charge Nurse

VISION, MISSION and VALUES

Our Vision

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

Our Mission

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

Our Values

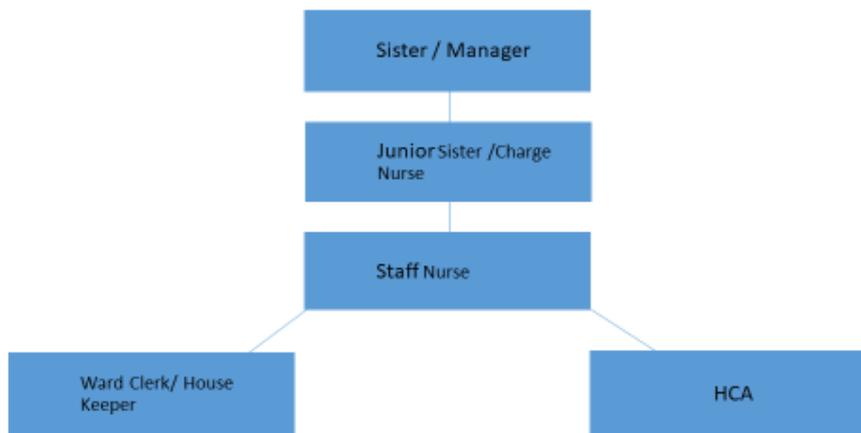
Compassion, Accountability, Respect and Excellence

- Compassion – we will support patients and ensure that they are cared for with compassion
- Accountability – we will act with integrity, assuming responsibility for our actions and decisions
- Respect – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- Excellence – we will challenge ourselves to do better and strive for excellence

JOB SUMMARY

To work under direct/indirect supervision of and in support of the registered nurse, carrying out delegated nursing and non-nursing duties to promote patient-centred care.

ORGANISATIONAL CHART



KEY RESPONSIBILITIES

Clinical Responsibilities:

With the appropriate training the post holder will:

- Assist the registered nurse in the delivery of direct and indirect patient care.
- Undertake patient personal care and related procedures, including bathing and toileting in accordance with patient care plans
- Assist patients to eat and drink if required
- Ensure the environment is clean and in good working order.
- Report any concerns to the registered nurse relating to standards of cleanliness, hazards and patient safety within the clinical area.
- Ensure the registered nurse is regularly updated on patient's condition and progress.
- Demonstrate effective communication, both orally and in writing, to ensure dissemination of information in relation to patient care and records.
- Ensure that all equipment is clean and in good working order.
- Maintain confidentiality at all times.
- Carry out patient observations and recordings, at the discretion of the Ward Sister or Manager.
- Venesection (taking blood).
- Escalate any concerns regarding patient observations to appropriate nursing colleagues.
- To promote awareness of child protection issues referring to child protection policy and Trust policy. Attend child protection training in accordance with the policy.
- To promote awareness of adult protection issues referring to the appropriate agencies.

Managerial Responsibilities:

- Adhere to Trust policies, procedures and guidelines and promote compliance of others.

- Maintain a healthy working relationship with the unit team, patients and relatives.
- Alert the Nurse in charge to concerns about the environment and equipment cleanliness.
- Act in a professional manner and adhere to the Trusts uniform policy at all times.

Administrative Responsibilities

- Answer the telephone and convey messages, checking clerical and patient information with clerical staff and patients.
- Communicate routine information verbally and in writing with patients and staff on discharge, admission and transfer.
- Show compassion and empathy to patients particularly where there are anxious patients and/or relatives, being aware and sensitive of cultural differences and language barriers or communication difficulties.
- Be aware of resource use within the ward/department.
- Assist staff with administrative duties as requested by the nurse in charge including data entry into patient records and Trust systems.
- Use health related information only for its intended purpose and in accordance with the Data Protection Act.

Research & Audit:

- Responsible for supporting the completion audits as requested i.e. Environmental; Clinical Waste; Hand Hygiene under the direction of the Nurse in Charge.
- Monitor the unit's state of cleanliness and tidiness.

Training & Development:

- With the registered nurse's support identify areas of development/training required to meet the role.
- Participate in In-service and external training opportunities provided by the Trust.
- Maintain a continuous professional portfolio.
- Attend Adult protection training sessions in accordance with the Trust's policies and procedures.
- Attend child protection training in accordance with the policy.
- Be responsible for ensuring that your Trust mandatory training is up to date.
- Carry out venepuncture (taking blood), cannulation, clinical observations (NEWS2), recordings (e.g. blood pressure, pulse, temperature, weight, height, ECG) at the discretion of and with support from the Registered Nurse.

Service Delivery responsibilities:

- To undertake any other duties required by the line manager appropriate to the grade and relevant to the post.

General Information

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms from time to time. Along with your main duties; you will also be expected to carry out any other duties that are reasonably asked of you. It may be reviewed from time to time in agreement with the post holder and line manager of the Service Unit. The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust.

Safeguarding Vulnerable Adults & Children

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trusts safeguarding policies. Attend appropriate training for safeguarding. Know who to contact if you have concerns about an adult or child's welfare.

Health and Safety

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

Confidentiality

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

Policies and Procedures

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

Infection Control

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace. All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-Rom training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

No Smoking Policy

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

Equal Opportunities

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

Financial

To order and receipt goods in accordance with the Trust's financial framework. To comply with standing financial instructions.

Data Quality

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, and health & safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

Records Management

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

Conduct

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided by the directorate and the Trust as a whole. The post holder will also comply by the NHS Core Values and the Constitution.

Other

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice, training for staff, and the monitoring of environmental performance.

Manager Name:	Manager Signature:
Date:	
Post holder Name:	Post Holder Signature:
Date:	

PERSON SPECIFICATION

**Directorate Trust
Wide**

Job Title HCSW

Band/ Grade Band 2

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EDUCATION AND QUALIFICATIONS		
A minimum Maths and English GCSE grades 3 – 9 or grades A,B,C,D or equivalent Functional Skills qualifications		✓
Willingness to undertake the Maths and English Functional Skills qualifications		✓
Diploma level 2/3 in Health & Social Care		✓
Willingness to work towards Apprenticeship level 2/3 in Health & Social Care		✓
SKILLS, KNOWLEDGE AND ABILITIES		
Ability to communicate effectively in English, verbally and in writing	✓	
Demonstrate knowledge of roles and responsibilities within clinical setting		✓
Knowledge of administrative and demonstrable organisation skills		✓
Keyboard skills		✓
Knowledge of personal care and related procedures	✓	
Ability to perform patient observations and recordings		✓
EXPERIENCE		
Working with people	✓	
Previous experience in care environment		✓
PERSONAL ATTRIBUTES		
Flexible and adaptable to a changing environment	✓	
Ability to work as part of a team as well as autonomously	✓	
Ability to work under pressure	✓	
Effective and sensitive handling of difficult information and situations	✓	
Acts on own initiative when delivering personal care ensuring	✓	

escalation through effective communication is maintained.		
OTHER FACTORS		
Able to meet moving and handling requirements of job with any aids or adoptions that may be required	✓	