

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Healthcare Assistant
Band:	2
Base	Various
Department / Portfolio	Various
Reports to:	Senior Sister/Charge Nurse

2. JOB PURPOSE

To assist in the provision of high quality care to patients and their families under the direction and supervision of the Multi-disciplinary Team. Demonstrate a range of nursing skills to meet the needs of patients whilst promoting dignity, privacy and respect. To comply with the Code of Conduct for Healthcare Support Workers. To provide a range of healthcare and non-nursing duties, ensuring an efficient and effective service to the ward/department at all times

2.1 JOB SUMMARY

To provide nursing care under the guidance and supervision of a registered nurse. To assist with administration and non-nursing duties at the discretion of the Senior Sister/Charge Nurse.

3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:

- Assist the registered nurse in the assessment, planning and evaluation of nursing care.
- To perform basic care under the direction of a registered nurse. Assist patients with daily personal hygiene, bathing/showering, eating and drinking etc. Observe and care for pressure areas, hair, nails and oral hygiene as required reporting back to nurse in charge any changes in the patient's condition.
- Demonstrate an understanding of positive health, and promote positive health. Assist all patients who are able, towards independence and activity under the direction of the nurse in charge.
- To ensure continuity of nursing care, the Healthcare Assistant must update the named nurse (team leader) of any tasks, procedures and advice given to the patient and their family.
- Ensure that any entries in the nursing care plans are countersigned by a registered nurse.
- Maintain confidentiality at all times.
- Support the registered nursing staff in the clerical, administrative and receptionist duties on the ward.
- To liaise with other departments to organise investigations by medical staff.
- Develop and utilise good communication skills; and receive and pass on telephone messages.



- Assist the registered nurse in the more technical aspects of nursing care e.g. dressings, observations, following a period of training and when deemed competent to do so by the Senior Sister/Charge Nurse.
- Ensure that patients/clients belongings and valuables are kept safely, adhering to local procedures.
- To support the patient and the carer by allowing them to express anxiety and stress during times of crisis e.g. bereavement.
- To be able to administer and seek advice on the appropriate first aid measures in an emergency.
- Ensure that patient/client privacy is maintained and that dignity and freedom of choice is enhanced.
- Correctly use aids and equipment supplied for patients. Report needs and obvious defects of this equipment to the nurse in charge. The Healthcare Assistant is not responsible for the initial ordering of aids and equipment nor for their mechanical maintenance.
- In the interests of health and safety, the Healthcare Assistant should only undertake manual handling of patients after having received adequate training and instruction.
- To attend in-service training, other training programmes and meetings, as required.
- Participate in the induction of new Healthcare Assistants (Nursing).
- To work within the current policies issued by the Trust reporting any sickness and accidents to the nurse in charge and Senior Nurse.
- Liaise with nursing colleagues and other professionals as appropriate.
- To be aware of and comply with the Data Protection Act 1984.
- To be required to use any computer system purchased by the Trust providing appropriate training has been given.
- To participate in any other duties that you may be asked to undertake by senior nursing staff.
- Participation in the appraisal process (Orgvue)
- Collaboration with ward team in Achieving Excellence/Ward Accreditation programme.

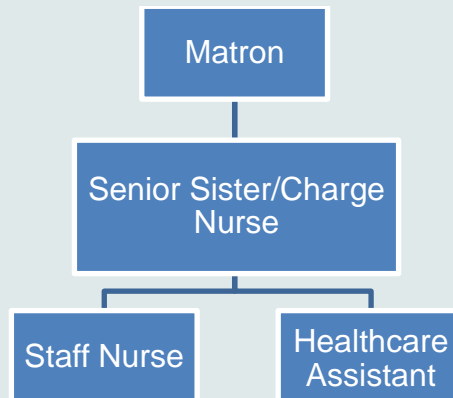
All Healthcare Assistants must:

- Maintain confidentiality at all times.
- Be informed on Health & Safety regulations affecting the unit in which they work, including manual handling instructions.
- Have full knowledge of fire precautions and regulations.
- Know how to telephone for emergency services.
- Attend any instruction course requested if this is required to maintain policies in the Unit.
- Participate in active completion of competencies.

4. KEY WORKING RELATIONSHIPS AND COMMUNICATION

Internal to the Trust
Multi-disciplinary teams
Trust board
Working groups

5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:



6. OTHER RESPONSIBILITIES

Finance

You are required to comply with the Trust Standard of Business Conduct policy and the NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are required to declare all situations where you (or a close relative or associate) have a controlling interest in a business (such as a private company, public organisation, other NHS organisation or voluntary organisation) or in any other activity which may compete for an NHS contract to supply goods or service to the Trust.

Confidentiality

All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

Equal Opportunities



- The Trust is aiming to promote equal opportunities. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
- Members of staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Corporate Governance

- The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
- One of the controls assurance standards relates to Health & Safety. Under the Health & Safety at Work Act 1974, all of us have a duty:
 - To take reasonable care of ourselves and others at work; and
 - To co-operate in meeting the requirements of the law.

Further details are available from the Trust's Health & Safety Advisors.

Safeguarding

The Royal Surrey NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

Our vision, mission and values

The Trust recently undertook a listening exercise with its staff which has formed our new vision, mission and values. We are currently working with staff to define our new behaviours which will become part of everything we do.



Our mission

Together
we deliver
compassionate,
SAFE care
every day

Our vision

To provide
nationally
celebrated,
community
focussed health
and **CARE**

Our values are:

Caring together

Learning together

Continuously improving

Excelling together

7. RIDER CLAUSE

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):----- Date:-----

Print name (Employee):-----

The Royal Surrey Hospital NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.



**WORLD CLASS CARE
FOR OUR COMMUNITY**

PERSON SPECIFICATION

POST: Healthcare Assistant

BAND: 2

*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

Area	Essential	Desirable	Assessment
Values and Behaviours			
ESSENTIAL CRITERIA FOR ALL POSTS			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	√		A/I
Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care	√		A/I
Value diversity and difference, operates with integrity and openness	√		A/I
Treating others with compassion, empathy and respect	√		
Share information openly and effectively with patients, staff and relatives	√		
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	√		A/I
Uses evidence to make improvements, increase efficiencies and seeks out innovation	√		A/I
Actively develops themselves and others	√		A/I
Qualifications			
Educated to GCSE level or equivalent work experience		√	I
Knowledge and Experience			
Previous experience in patient contact position		√	
Knowledge of acute hospital setting		√	
Skills and Capabilities			
Numerate and literate	√		A/I
Good communication skills	√		A/I
Computer skills		√	A/I



Excellent telephone skills		√	A/I
PERSONAL ATTRIBUTIONS			
Used to working in a busy environment and under pressure	√		I
Adaptability, flexibility and ability to cope with uncertainty	√		I
Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions	√		I
Professional calm and efficient manner	√		I
Methodical and an effective organizer/prioritisation skills	√		I
Attention to detail	√		I
Punctual	√		I
Team worker	√		I
Confidence to liaise with other members of the multi-disciplinary team and be courteous, patient and helpful at all times	√		I
Reliable	√		I