

JOB DESCRIPTION

JOB DETAILS

Job title: Healthcare Assistant in Complex Leg Wound Service
Band: 3
Location: Countywide
Accountable to: Nurse with specialist Interest in Complex Wound Care

JOB PURPOSE

- To work as member of the Lower Limb and Complex Wound Team and to support the clinic caseload leads in the delivery of direct patient care
- To provide high standard of leg ulcer management and wound care to people in the community as delegated by the nurses with specialist interest.
- Provide continuity of care and treatment to patients in the clinic and report any changes to the nurses with specialist interest.
- To work as a skilled practitioner and develop expertise in compression bandaging skills. To measure and assess healed legs for compression hosiery at defined intervals with supervision.
- To work in line with clear treatment pathways and encourage patient concordance by tailoring treatment to their specific needs.
- To educate the patient in understanding their condition which requires wearing of compression hosiery to prevent ulcer recurrence.
- Patient education forms an important part of this role, teaching self-care to patients to prevent reoccurred.

DIMENSIONS

Clinic based delivery of care, but also working as part of the wider Integrated Community Teams provision which may therefore include delivery of care to people in their own homes.

CORE KEY RESPONSIBILITIES

- To communicate and liaise with all members of the Community health and social care Team and other professionals both in the community and community hospitals.
- Discuss patient's concerns sensitively with them / their family member or carer (as appropriate and with patient consent) and relay information back to the wider nursing team or GP practice if so directed
- To give appropriate health advice and support and to reinforce information previously given to patients by the nurses with specialist interest during the initial assessment.
- Communication skills require tact, empathy, sensitivity and reassurance. The post holder may work with people who experience sensory loss, dementia, learning difficulties, and whose first language may not English. In addition, the post holder may be required to work with individuals or their family members / carers who do not comply with care prescribed by the Nursing team or those who decline to co-operate to resolve identified risks e.g. leg elevation.
- Telephone contact with patients, carers and other professional agencies
- Communicates within a framework of confidentiality according to Trust policy.
- Recording of clinical interventions and conversations on the electronic patient record system.

SPECIFIC KEY RESPONSIBILITIES

- Responsible for maintaining stock levels in clinics
- Clinic cleansing rotas and compliance
- Delivery of clinical interventions
- Recording of clinical interventions
- Use of electronic communications to support patient care and team working

ORGANISATIONAL CHART



COMMUNICATIONS AND WORKING RELATIONSHIPS

- Patients and carers
- Other specialist teams both within and outside the Trust
- Professional leads
- Inpatient staff
- Community staff
- Voluntary and statutory agencies including employment, education, housing and leisure services
- Transport providers

EFFORT AND HEALTH & SAFETY FACTORS

- Exposure to body fluids
- Lone working
- Disposal of clinical waste
- Moving and handling
- Use of computer and VDU equipment

MOST CHALLENGING PART OF THE JOB

Delivery of clinical care to patients with long term and complex conditions

GENERIC RESPONSIBILITIES – ALL POST / ALL EMPLOYEES

The following are applicable to all posts and all employees:

Trust Values

The post holder will be expected to work in line with the Trust values which are:

- Working together
- Always improving
- Respectful and kind
- Making a difference

General Duties

To undertake any other reasonable duty, which is appropriate to the band when requested by senior staff.

To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to Trust values and Staff Charter.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member's progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

Those with management/supervisory responsibility are required to ensure that their direct reports have an appraisal in line with Trust policy.

All staff will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

Infection Control

All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to and to support the Trust's commitment to preventing and controlling healthcare associated infections (HAI).

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with Trust health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Trust's Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public using the Trust Datix system.

Confidentiality

All staff may gain or have access to confidential information about the diagnosis or treatment of patients, information affecting the public, private or work related staff information, or Trust matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the data protection legislation.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Safeguarding: Adults (Care Act 2014) and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults. This includes keeping up to date with relevant training and seeking supervision.

Freedom of Information

All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000. The Act gives individuals or organisations the right to request information held by the Trust. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Working on Non-Trust Premises

All staff when working on non-Trust premises are bound by Trust policies and procedures, including home working policy; IT security policy; email and internet acceptable use policy information.

Smoke Free Premises

The Trust is committed to protecting and improving the health and welfare of staff, service users, carers, visitors and contractors, and protecting smokers and non-smokers from the health dangers of second-hand smoke. Therefore all Trust premises are 'smoke free' and staff (and external contractors and visitors) must refrain from smoking in Trust buildings, vehicles and grounds.

Diversity and Promoting Dignity at Work

The Trust recognises the contribution of all employees to deliver responsive and quality services. We expect staff to value and respect the diversity of those who use or contact our services and to respond to the differing and diverse needs of others. We aim to have an environment free of bullying or harassment which would create an intimidating and unpleasant atmosphere impacting on staff wellbeing and service delivery. We want staff to be able to report issues knowing they will be dealt with promptly and sensitively.

All forms of bullying and harassment are unacceptable and will not be tolerated.

Data Quality

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

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and

Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Working Well Pre-employment Assessment