



JOB DESCRIPTION

Job Details

Job Title: Bank Healthcare Assistant
Pay Band: 2
Department / Ward: Bank

Organisational Arrangements

Accountable to:

1. (Managerially) **Ward Manager**

Our Vision, Mission and Cultural Characteristics

At Robert Jones and Agnes Hunt Orthopaedic Hospital we welcome talented people who align to our Core Purpose, Values and Cultural Characteristics. It is only through attracting, recruiting and continually developing talented staff that live these behaviours in their day-to-day activities that we can realise our Mission, and achieve our Vision.

Our Mission: *Caring for Patients, Caring for Staff, Caring for Finances*

Our Vision: *Aspiring to deliver World Class Patient Care*

Cultural Characteristics:

1. *We respect people for their skills and devotion. Not their grade.*
2. *Patient need over rules process.*
3. *We choose positivity (we look for strength before weaknesses).*
4. *The person who knows most about something is able to get on with it.*
5. *Being humble is a sign of greatness, not weakness.*
6. *People are aware of – and manage – the impact they have on others.*
7. *We are honest and transparent in our dealings with each other.*
8. *If we see a problem we can fix it, if we see an opportunity we can grasp it.*
9. *We strive constantly to make things better for our patients, ourselves and the hospital.*
10. *We know that our differences are valuable – we don't believe that our differences make us superior or inferior.*
11. *We are do-ers not bystanders if we see something we don't like we say so (and do something about it), and if we see something we do like, we say so.*

Job Purpose

To contribute to the continuity of good team spirit, supporting qualified staff in the delivery of high standards of direct patient care following well-defined procedures supervised by the qualified nurse.

All activities will be under the direction of the professional responsible for the care of the patient.

Duties and Responsibilities

1. Under the direct/indirect supervision of trained staff, be able to use own initiative and be able to assist patients in all activities of daily living
2. Assist patients to maintain and improve their mobility to their full potential. Assist with dressing, promoting independence as much as possible within the boundaries of the patient's functional ability.
3. Provide patient care, which may require the use of physical effort to roll, manoeuvre and stand patients. The use of manual handling equipment and training is essential, to reduce physical strain and maintain safety of the patient. Annual manual handling training is mandatory.
4. Assist other team members to maintain the skin integrity of all patients and have a working knowledge of all aids that are available to support this practice.
5. Provide a safe and clean environment for patients by having and demonstrating a working knowledge of all Health and Safety issues.
6. Assist patients to select and advise patients on appropriate dietary intake. Have a working knowledge of available supplementary foods, which may be prescribed. Provide assistance and monitoring with eating and drinking as required, whilst still attempting to promote patients' independence.
7. To have a basic understanding in the safe use of wheelchairs, commodes and other equipment used on the unit.
8. Ensure due regard is given to the customs, culture, values and spiritual beliefs of the patient, family, carers and staff. To uphold the Trust's Diversity/Equal Opportunities Policy.
9. Ensure due regard is given to the safety of patients belongings according to Trust policies.
10. Be able to handle waste body fluids, ensuring correct disposal according to Trust policies. Take specimens of urine, faeces, sputum, wound and other swabs, when requested to do so from a qualified nurse.
11. Assist with escort duties as required. Chaperoning patients during medical examinations, assisting the medic and reporting verbal instructions to the qualified nurse.
12. Basic life support skills are essential, and will be updated at least yearly.
13. Ability to call help and support staff in the event of an emergency.
14. Undertake and record nursing observations under the supervision of an RN, including temperature, pulse, blood pressure, respirations, oxygen saturations and vial capacity, with a clear understanding of the normal ranges. Reporting any abnormalities / concerns to a senior member of staff.
15. Be accountable for own practice, and take every reasonable opportunity to sustain and improve knowledge and professional competence.
16. Attend yearly statutory training to ensure adherence to Trust policy and current legislation.
17. Attend relevant in house training sessions which is pertinent to own clinical practice, to enhance knowledge and skill, maintaining competencies
18. Maintain personal training records.
19. Participate in a yearly appraisal, setting personal objectives for own professional development plan.

Staff issues

1. Provide support for new untrained staff and students under the direction of a senior nurse.
2. To assist in the creation of a good working atmosphere.
3. To work effectively as a team member within the department.

Operational Issues

1. Report verbally to the nurse in charge any defect or hazard in equipment used. Ensure equipment is cleaned after use following correct protocol
2. Assist other members of the team in the maintenance and control of stock/equipment e.g., linen, supplies etc. Regularly stock up equipment, reporting inadequate stock levels to a qualified nurse.
3. Keep the Ward Manager / senior nurse informed of changes in circumstances that may affect the delivery of care.

Quality Issues

1. Maintains a working environment that enhances and promotes the health and safety of patients and staff and all visitors to the area.

2. Responsible for maintaining own safe manual handling activities.
3. Respond to patients and relatives concerns at ward level and refer on to Ward Manager / senior nurse, as appropriate.
4. Assist in Trusts agenda for patient and public involvement.
5. Act as a Link Nurse for the unit, with support of the senior nurse.
6. Participate in audit and surveys carried out within department and Trust.
7. Ensure adherence to Trust policies, procedures, guidelines and current legislation.

Communication

1. Maintain good interpersonal relationships with patients, relatives and staff, whilst maintaining confidentiality.
2. Contact with complex or sensitive information about patients, dealing with confrontation where you will be able to reassure, calm and refer to a senior nurse.
3. Persuading the patients to cooperate with prescribed treatments and care required.
4. Be able to understand and interpret body language of patients with special needs whose own communication skills are impaired through illness or disability.
5. Be able to recognise when there is a need to refer issues to a qualified nurse or a member of the multidisciplinary team.
6. To participate in the nursing handover report, sharing any relevant information regarding the patient's progress.
7. Attend meetings as directed and feedback information as appropriate.
8. To be able to teach and support patients during their rehabilitation programme. This may require complex and intensive communication skills. E.g. barriers to understanding.
9. Share information sent electronically and verbally which is pertinent to ward and outpatient staff, and members of the multidisciplinary team. Disseminate information verbally to staff through handovers, team briefs, ward meetings and memos.

Resource Issues

1. Ensure all donations for the wards Trust fund, are handled safely and correctly and within Trust policy.

Risk Management & Good practice

Risk Management involves all staff identifying circumstances and practices which put patients at risk of harm, and then acting to both prevent and control these risks.

Staff are required to improve the quality of care by identifying, reporting and analysing actual and potential adverse events through the trust's Clinical Incident Reporting system.

Central to every clinician's practice should be the control and reduction of risk by changing clinical and organisational practice in order to eliminate or reduce adverse events.

All clinical staff are required to familiarise themselves with the Trust's Clinical Risk Management Strategy and all other Clinical Risk policies and guidelines, including the Trust's Complaints Procedure. (These documents are available on the Trust's Intranet Site).

Risk Management and Health and Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by employee's acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust undertakings.

This requires the following:

- Compliance with the Health and Safety at Work etc Act 1974 and the Management of Health and Safety Regulations 1999 and any other relevant safety regulation.
- Being familiar with and following the provisions of the Trust's Health and Safety Policy and all other policies, procedures and safety rules of the Trust and your specific work place
- Co-operating with all measures the Trust takes to maintain a safe working environment. This includes using manual handling equipment, wearing personal protective equipment, etc.
- Compliance with all instruction and training given by members of the Trust relating to health and safety.
- Bringing to the attention of the Trust any situation considered to be a serious and imminent danger; also reporting any other perceived shortcoming in the Trust's health & safety arrangements.

Infection Control

It is the responsibility of all staff, in accordance with The Health Act 2006, to:

- Ensure high standards of hand hygiene and that good practices in infection control are promoted and maintained in their area of control
- Co-operate with all efforts to reduce and/or eliminate the risk of spread of undesirable/infectious organisms
- Adhere to the appropriate policies regarding screening, admission and transfer of potentially infectious patients
- Report to their Manager and Occupational Health all incidents of sharps injuries where the sharp is contaminated with blood or serum.
- Participate in any screening programmes initiated by the Director of Infection Prevention and Control
- Protect the health and safety of patients and other staff by informing their Manager and/or Occupational Health before reporting to work with transmissible harmful/potentially harmful conditions

Confidentiality and Information Security

As a Trust employee, you are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. This duty lasts indefinitely, and will continue after you leave the Trust employment. Please ensure that you are aware of, and adhere to, the standards described in the Trust's Confidentiality Policy as you are required to preserve the confidentiality of any information regarding patients, staff (in connection with their employment), and the practice business and this obligation shall continue indefinitely.

A breach of this requirement will be regarded as gross misconduct and as such will be grounds for dismissal, subject to the provision of the disciplinary procedure."

This does not affect your rights and obligations under the Trust's Openness Policy.

Records Management

As an employee of the Trust, you have a legal responsibility for all records (e.g. including patient records, financial, personal and administrative) that you create or use as part of your work within the Trust. The records may be paper, electronic, microfiche, audio, videotapes or x ray images etc. All such records are considered public records (under the Public Records Act 1958). You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Competence

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties, you should immediately speak to your line manager/supervisor.

Safeguarding Children and Adults

The Robert Jones and Agnes Hunt NHS Foundation Trust takes the issues of Safeguarding Children and Adults very seriously. All employees have a responsibility to support the Trust in its duties by:-

- 1) Attending mandatory training on Safeguarding children and adults.
- 2) Being familiar with the individual and Trust requirements under relevant legislation.
- 3) Adhering to all relevant national and local policies, procedures, practice guidelines and professional codes.
- 4) Reporting any concerns to the appropriate manager or authority

General

This job description does not attempt to describe all the tasks the post holder will undertake. It does indicate the degree of authority, range of duties covered and the flexibility required for the job.

This job description may be amended in consultation with the post holder as developments evolve, and as part of the appraisal process.

You have a responsibility for ensuring that you are committed to maintaining a high quality service to patients by continual development of practice in the light of research evidence, National Service Frameworks, NICE Guidance and Clinical Guidance and by audit against clinically relevant standards.

To suggest and implement improvements to services, exercising professional responsibility, including lifelong learning within an open "no-blame culture".

To promote equality and value diversity.

Prepared by/Reviewed by
Prepared/Reviewed date

PERSON SPECIFICATION FOR THE POST OF BANK HEALTH CARE ASSISTANT BAND 2

Criteria	Essential Requirements	Desirable Requirements	Evidenced by
Qualifications/Training	N.V.Q. Level 2 or equivalent		Certificates – verified and copies of originals taken for personal file Application Form
Experience	Demonstrable experience in a caring environment		Application form Interview References
Skills and Competencies	<p>Patient centred focus and approach to work</p> <p>Able to work on own initiative and under pressure</p> <p>Able to work within a multidisciplinary team</p> <p>Have good level of oral communication skills</p>		Application form Interview References
Knowledge (including specialist or technical knowledge required)	<p>Up to date knowledge of Medical and Elderly Care Issues</p> <p>An understanding of the importance of family centred care</p> <p>Maintaining professional development</p>	HCA Level II	Certificates – verified and copies of originals taken for personal file Application form Interview References
Personal Qualities & Trust Values	<p>To exemplify the Trust Values:</p> <p>Friendly – patients, colleagues, public are always put at ease and made welcome</p> <p>Excellence – ensure the care we deliver has great outcomes for patients</p> <p>Caring - put the patient first and be considerate of their needs</p> <p>Professional - apply high professional standards to your role</p> <p>Respect - for patients and each other</p> <p>Motivated</p> <p>Confident</p> <p>Supportive</p> <p>Innovative</p> <p>Initiative</p> <p>Flexible to meet the needs of the service</p> <p>Able to carry out full range of work related activities</p>		Interview References