

## Job Description & Person Specification



**Job Title:** Health Care Assistant  
**Grade:** Band 2

‘Helping local people live longer, healthier lives’



## **GENERAL INFORMATION**

<b>Department:</b>	All areas both Community and Hospital
<b>Responsible to:</b>	Ward/Departmental Manager
<b>Accountable to:</b>	Ward/Departmental Manager
<b>Direct reports:</b>	None
<b>DBS Clearance:</b>	Level required -Enhanced.

## **JOB SUMMARY**

The health care assistant is a member of the ward / department care team appointed to support Registered Nurses in the delivery of direct patient care. The post holder will undertake a range of activities under the supervision of a registered nurse, having been assessed and deemed competent in the activities required. The post holder will be required to work anywhere within the hospital and may also be required to work within a community setting.

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Values**

**The post holder will uphold and display Trust values of Innovation, Compassionate, Accountable, Reflective and Excellent.**

### **Clinical**

- Support the registered nurse in implementation of an agreed plan of care with the patient and in accordance with instructions and training received.
- Provide and maintain a high standard of total patient care at all times, ensuring the dignity and self-esteem of the patient is preserved
- Deliver personal care to patients including bathing and toileting.
- Support of patients in managing incontinence and promotion of continence.



- Assist the patients in dressing where
- General bed making/making up of clean beds in readiness for new admissions.
- Clear and clean vacated bed spaces and prepare ready for use according to the ward/departmental protocol.
- Prepare used linen bags for collection and ensure an adequate supply of linen bags/skips ready to use.
- Best practice in infection prevention and control
- Obtaining specimens
- Collection of blood products from the laboratory as requested
- Removal of cannula, catheters and nasogastric tubes
- Talk with patients and communicate any changes in condition to the supervising registered nurse.
- Obtain demographic details and social history from patients/visitors to assist on the admission process.
- Ensure due regard is given to customs, values and spiritual beliefs of patients and carers.
- Assist the Registered Nurse in the moving, handling and positioning of patients to meet clinical need, adhering to the Trust Moving and Handling policy at all times.
- Pressure area care
- Assess pain levels and request pain relieving medication on patient's behalf.
- Under supervision take and record the patient's observations (e.g. temperature, skin assessment) as required, and inform the registered nurse of any observed changes in the patient's condition.
- Assist patients with eating and drinking as necessary.
- Serving of patient's meals, drinks and snacks.
- Recording of patient's dietary intake when indicated in the patient's plan of care.
- Recording of a patient's fluid intake and output using fluid balance charts.



- Escort stable patients between wards and departments in the hospital.
- Assist the registered nurse in performing last offices.
- Initiate basic life support techniques as appropriate.
- Collect feedback from patients as requested by the registered nurse.
- Provide comfort, reassurance and support to patients and/or their relatives/visitors/carers if anxious or distressed.

## **Administration/Management**

- To update and keep accurate records (electronic and written).
- Promote effective communication within the multidisciplinary team and take measures to overcome communication difficulties.
- Contributes to the management of aggressive and abusive behaviour
- Promote and ensure safe handling of valuables and patients property as per Trust policy.
- Assist or participate in departmental and trust initiatives or audits related to quality improvement/ patient safety.
- Be familiar with Trust policy and procedure for reporting clinical incidents and reporting incidents if they do occur.
- Assist in the maintenance of stock levels.
- Assist in the maintenance of ward/departmental cleanliness/tidiness.
- Safe disposal of clinical waste and sharps as per Trust policy.
- Prepare and maintain environments for clinical treatments and investigations.

## **Personal Development**

- To complete the Care Certificate and any other mandatory training as required.
- To undertake ongoing training and professional development as required for the role.



- Seek appropriate advice and support.

## Whittington Values

Our values underpin everything we do. Our staff are committed to delivering the following values in everything they do.

Our ICARE values have been created by our staff and are embedded in our appraisal and planning processes and form part of our staff excellence awards.

## Revalidation and Registration

It is the responsibility of all staff registered with a professional body to:

- Act within the Professional Bodies Code of Practice
- Maintain their own work profile to ensure revalidation standards are met, and assist junior registered staff in achieving revalidation.
- Contribute and participate in the development of colleague's professional practice across the trust through leading ward and/or department projects, and supporting training.
- Ensure optimum use is made of working time.

## Equal Opportunities

Our latest policy known as "Promoting Equality, Diversity and Human Rights" outlines the Trust's commitment to ensuring that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable.

For more information about our policy and commitment to equality, click: <http://www.whittington.nhs.uk/default.asp?c=10505&q=equality> "

## Infection control

All staff have a responsibility to prevent and control infections within the Whittington. This includes ensuring personal and team compliance with all relevant policies, especially hand hygiene, the trust dress code, and MRSA screening policies.



## Working patterns

The Trust is currently exploring ways in which patients can be given more choice about when they can attend appointments at the hospital. In order to make this possible there may be a future requirement for administrative staff scheduling appointments for patients to contact them by telephone in the evenings or at weekends. This means that administrative staff may be required to work a shift pattern in future. Shifts will not normally operate beyond 9 pm in the evenings and appropriate pay enhancements will apply. Staff will be consulted about the introduction of / changes to shift systems.

Staff working in any department where an on 'call rota' operates will be required to participate in the rota. Managers will discuss with staff the level of 'on call' cover required taking into account their individual circumstances.

Staff in nursing posts may be requested to work in any area throughout the Trust by the matron or the site manager.

## Health & Safety Policy

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

## Safeguarding

To comply with the Trust's Safeguarding Children and Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:

- Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

Whittington Health is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.



## Data Protection

This post has a confidential aspect. If you are required to obtain, process and/or use information held on a computer or word processor you should do it in a fair and lawful way. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action, which may result in dismissal.

## Confidentiality

You are required to maintain confidentiality of any information concerning patients or staff which you have access to or may be given in the course of your work, in accordance with current policy on confidentiality at Whittington Health.

## Whittington Mission, Vision and Goals

We have an excellent reputation for being innovative, responsive and flexible to the changing clinical needs of the local population. We are treating more patients than ever before and are dedicated to improving services to deliver the best for our patients.

### Our mission

Helping local people live longer, healthier lives.

### Our vision

Provide safe, personal, co-ordinated care for the community we serve.

### Our goals

We have developed six key strategic goals to make sure we continue to support people to live longer, healthier lives.

- To secure the best possible health and wellbeing for all our community
- To integrate and coordinate care in person-centred teams
- To deliver consistent, high quality, safe services
- To support our patients and users in being active partners in their care
- To be recognised as a leader in the fields of medical and multi-professional education, and population-based clinical research
- To innovate and continuously improve the quality of our services to deliver the best outcomes for our local population.





## Carbon Reduction

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.

## Security

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

## No Smoking

Whittington Health promotes a No Smoking Policy as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

## Method of Payment

Payment of salaries is made into your bank account/building society account by direct bank system. Details of a bank account or building society account will be required on the first day at work. There is no facility for any other form of payment.

## Probationary Period

Employment at Whittington Health is offered subject to successful completion of a 6-month probationary period for all staff with the exception of GMC Registered Doctors.





## Person Specification

Post:	Health Care Assistant	Grade:	2		Notes
Department		Candidate Name			Notes
Attribute		Essential	Desirable	How Assessed	
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>NVQ2 or equivalent experience</li> <li>Key skills level 1 in literacy and numeracy</li> </ul>	x x			
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>Communicates clearly in writing, verbally, electronically and on the telephone</li> <li>Able to prioritise</li> <li>Able to plan their own work</li> <li>Moving and handling of patients</li> <li>Phlebotomy</li> <li>Take an ECG</li> <li>Clinical observations</li> <li>Blood glucose measurement</li> <li>Assisting with feeding</li> <li>Pressure area care</li> <li>Hand hygiene</li> </ul>	x  x x x  X X x	x x x x		
	<ul style="list-style-type: none"> <li>Team working</li> <li>Caring for adults</li> </ul>	X X			

<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Understands the importance of patient confidentiality</li> <li>• Understands the importance of privacy and dignity</li> <li>• Understanding of health and safety issues</li> </ul>	X  x	x		
<b>PERSONAL QUALITIES</b>	<ul style="list-style-type: none"> <li>• Demonstrates a caring disposition</li> <li>• Flexibility</li> <li>• Punctual</li> <li>• Reliable</li> <li>• Respectful</li> </ul>	X X X X x			
<b>Other</b>					

Completed by: .....

Date:.....

Offer post Yes/ No

Comments .....