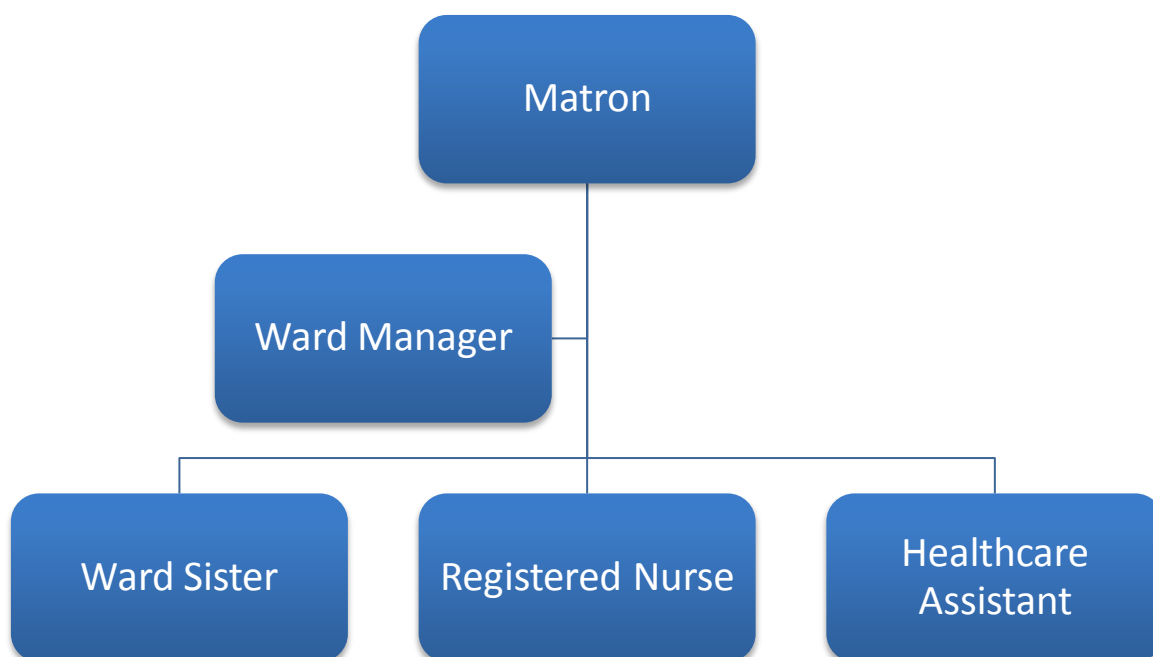


JOB DESCRIPTION

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

Hospital Services - Newton Abbot



Job overview

Working with the multi-disciplinary team, the post holder will be responsible for assisting the nursing staff to improve and maintain high standards of care, health and well-being of patients through assessment, treatment and rehabilitation.

Main duties of the job

- To act with professionalism and integrity, being a role model to those around us and ensuring everyone has an equal opportunity
- To provide a service that is tailored to meet the needs of the individual and to understand what our patients/customers need and be adaptable and responsive
- To provide a high-quality customer service which complies with relevant legislation and NHS Employment check standards
- To be honest and learn from mistakes, and help to create a “no-blame” culture where people feel able to share and learn from experiences together
- To work as part of a team demonstrating effective communication, and working collaboratively with colleagues inside and out of the department
- Acknowledge that you need to continually deliver greater value to customers
- Be honest about your biggest challenges and create a culture of curiosity and openness
- Make a deliberate effort to connect with strangers from different walks of life and invite them to share their ideas
- Be curious and creative about new possibilities, whilst identifying what works well and to do more of it
- Help to develop and foster a learning environment where feedback is welcomed and valued

About your new team and department

Templar Ward is a 30 bedded inpatient unit. 20 beds are dedicated to providing specialist stroke/neuro rehabilitation and the other 10 beds provide general care and rehabilitation.

We work as a multi-disciplinary team to achieve optimal outcomes for our patients during their patient journey.

We aim to provide the highest standard of care for all our patients and provide a positive working environment.

Detailed job description and responsibilities

Communication and Working Relationships

The post holder will be expected to:

- Work as a member of the team
- Communicate appropriately with a wide range of people including staff, patients and visitors
- Answer the telephone, take messages and refer to the Staff Nurse for instructions
- To take part as requested in ward/unit meetings, encouraging effective

communications between other staff

Planning and Organisation

- Recognising and responding to situations within the work area and report to the nurse in charge
- Assisting with the undertaking and implementation of risk assessments

Responsibility and Skills

- Undertake direct patient care, in support of, and under the delegation of the Registered Nurse, and document care given as required
- Assist in the reception and admission of patients
- Follow the individual plan of care for each patient when undertaking the following:
 - Bed making
 - Assist patients with personal hygiene including care of hair, nails, oral hygiene and shaving
 - Assist with treatment and prevention of pressure areas and continence management for all patients
 - Assist patients with elimination requirements, including catheter care
 - Assist patients to rehabilitate, working with physiotherapy and occupational therapists
 - Assist with preparation and serving of meals
 - Feed patients, encouraging patients to drink and replenishing water jugs when necessary, maintain fluid balance charts as required
 - Checking of controlled drugs with Registered Nurse as required
 - Complete nutritional assessment records and weigh patients as required
 - Monitoring and maintaining fluid balance records, food and weight charts as required for individual patients under the direction of a Registered Nurse, recording and reporting findings as required
 - Use equipment competently following training
 - Escort patients to other departments/hospitals for investigation or treatment as necessary, ensuring relevant paperwork/x-rays are available
 - Assist in the collection of specimens for ward/laboratory investigation in accordance with Policy and Procedures
 - Report any complaints/comments or requests by patients or their visitors immediately to the Staff Nurse
 - Report any incidents, accidents to the person in charge of the ward/unit in accordance with Trusts policies
 - Record in the relevant documentation the care that has been delivered.
 - Attend mandatory training is kept up-to-date and develop and maintain own knowledge and skills
 - Following training and assessment, assist the Registered Nurse in other duties if appropriate including:
 - Simple dressings
 - Assisting with out-patient clinics
 - Routine specimens and urine testing
 - Taking and recording of temperature, pulse, blood pressure and oxygen saturation levels
 - Blood glucose monitoring
 - Venepuncture

- Basic life support

Service Responsibility

- Assist with last offices and care of relatives/carers
- Assist with checking patient's property and valuables as required or following death, in accordance with Trust Policy and Procedure
- Routine cleaning of equipment and furniture
- Dispose of waste and sharps in accordance with Trust Policy and Procedures
- Report any accidents, incidents, faults or defects to the Registered Nurse
- Order and maintain stocks
- Clean and restock cupboards and shelves as required

Organisation

- Recognising and responding to situations within the work area and report to the nurse in charge
- Assisting with the undertaking and implementation of risk assessments

Dimensions

- The post holder will work according to Trust standards, policies and procedures and is accountable and responsible to the trained nursing team
- No budgetary control but awareness of effective use of resources

PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> • Proven relevant and recent experience gained within the care sector • NVQ2 (or equivalent in Healthcare) 	
Knowledge and experience	<ul style="list-style-type: none"> • Able to demonstrate a good level of literacy, numeracy, verbal and written skills • To demonstrate experience in a caring environment in or outside of the workplace 	<ul style="list-style-type: none"> • Previous knowledge of hospital computer systems • Previous hospital experience
Specific Skills	<ul style="list-style-type: none"> • Good interpersonal and communication skills • Demonstrate a caring, compassionate and friendly attitude • Approachable • Able to deal with sensitive issues with tact and diplomacy • Able to present factual information and refer questions to others, where appropriate • Experience of working as part of a team • Be able to work flexibly at short notice and at busy times in order to provide a 24-hour service • Committed to providing the highest quality care • Ability to work in different environments 	<ul style="list-style-type: none"> • Basic IT skills

	<p>according to the availability of work and the needs of the organisation</p> <ul style="list-style-type: none"> • Understands the concept of confidentiality and standards of conduct and care 	
Requirements due to work environment/conditions		

Physical skills	
Physical effort	<ul style="list-style-type: none"> • Ability to manoeuvre and handle clients and equipment in line with manual handling procedures • Ability to be on your feet for long periods of time • Ability to work in clinical areas where you may be exposed to unpleasant sights and smells
Emotional effort	<ul style="list-style-type: none"> • Dealing with large workload in varying environments • May be exposed to distressed clients, occasional people with challenging behaviour and disturbing situations such as terminally ill and very sick clients of all age groups • Occasional exposure to verbal aggression
Mental effort	<ul style="list-style-type: none"> • Dealing with high volume of work and able to multi-task using own initiative • To be able to arrange time efficiently • Must be able to concentrate and deal with frequent interruptions • Able to deal with new environments, workloads and working teams on a regular basis sometimes daily • Able to work alongside other healthcare professionals as part of the multi-disciplinary team