

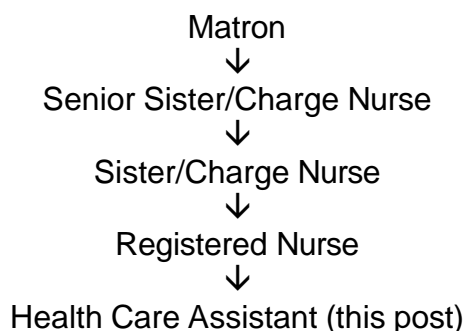
Job Description

| | |
|-------------------------|---|
| JOB TITLE | Health Care Assistant/Health Care Support Worker (Higher Level) |
| JE MATCHING CODE | NM/NS/Gen/1804CP17 |
| GRADE | Band 3 |
| REPORTS TO | Senior Sister/Senior Charge Nurse |
| ACCOUNTABLE TO | Senior Sister/Senior Charge Nurse |
| DEPARTMENT | |
| DIVISION | |
| DATE | March 2024 |

JOB PURPOSE:

Under the supervision of a registered nurse assisting the Ward/Department team in providing the highest possible standard of care for patients and their families/carer. The post holder will undertake a range of tasks and duties as delegated by a Registered Nurse, Nursing Associate or Allied Health Professional.

ORGANISATIONAL CHART:



KEY RESPONSIBILITIES

Clinical Responsibilities

- Participates in all aspects of fundamental patient care with particular attention to personal hygiene, supporting with physical appearance, oral hygiene / mouth care.
- Provision of patient's toileting needs, ensuring privacy and dignity is maintained.

- Support of patients in managing incontinence and promotion of continence.
- The recording of a patient's fluid intake and output using fluid balance charts.
- Preparation and serving of patient's meals, drinks, and snacks. Supporting / Assisting / feeding patients as necessary.
- The recording of patient's dietary intake when indicated in the patient's plan of care.
- Enable patients to maintain/improve their mobility by use of exercise and mobility appliances.
- Assist in the prevention of pressure sore development as directed by the Registered Nurse in conjunction with the patient's plan of care.
- Carry out any movement and handling within the safe practice guidelines from your mandatory training and in relation to the patient's manual handling plan.
- Obtaining specimens from patients for ward or laboratory testing.
- Removal of peripheral cannula.
- Undertake the dressing of non-complex wounds (in accordance with identified competencies and in conjunction with the plan of care).
- Prepare and maintain environments for clinical treatments and investigations.
- Prepare patients for treatments, investigations or procedures including offering support, and assisting in recovery.
- Collection of Blood products from laboratory as requested (in accordance with identified competencies).
- Chaperoning and escorting patients to clinical departments within the hospital
- Assist Registered Nurses in performing last offices.
- General and clinical observations (may be referred to as vital signs) of patients, reporting anything untoward to Registered Nursing Staff, to include:
 - Recording of blood pressure, pulse, temperature and respiration rate
 - Oxygen saturation monitoring using saturation monitor.
 - Recording of peak flow.
- Undertake blood glucose monitoring, venepuncture and/or cannulation upon the direction of the registered Nurse.
- Documentation in patients record any care given, ensuring this is in line with the Code of Conduct for Healthcare Support Workers.
- Initiate Basic Life Support techniques as appropriate and provides assistance to the registered nurse as required in prolonged resuscitation situations.
- Provide a verbal handover of the patients care under the direct supervision of the registered nurse.
- Ensure due regard is given to customs, values and spiritual beliefs of patients and carers.
- Follow Trust policies, procedures, and standard operating procedures.

General Duties

- Promotes effective communication within the multi-disciplinary team and takes measures to overcome communication difficulties.
- Contributes to the management of patients with challenging behaviours ensuring empathy, overcoming barriers and offering reassurance is provided in line with conflict resolution and de-escalation techniques.
- General bed making/making up of clean beds in readiness for new admissions, and operation beds.
- Clear and clean vacated bed spaces and prepare ready for use according to the ward/unit protocol.
- Prepare used linen bags for collection by Porters and ensure adequate supply of linen bags/skips ready for use.
- Maintenance of medical devices
- Assist in maintaining a clean and safe environment in all areas.
- Safe disposal of clinical waste and sharps as per Trust policy
- Be familiar with Trust policy and procedure for reporting clinical incidents, reporting of incidents and near misses if they occur.
- Attend to the needs of visitors and patients particularly those who may be distressed or bereaved.
- Careful use of equipment.
- Care for patients' property, including valuables, in accordance with Trust policy.
- Obtain demographic details and social history from patients/visitors to assist in the admission process.
- Provide support and assistance to new and junior members of staff and student learners.

Other Duties

- Undertake a range of clerical duties in the absence of or in support of other colleagues to ensure a smooth-running service, this may involve:
 - Reception/telephone duties.
 - Information technology / computer skills.
 - Obtaining paper case notes/x-rays.
 - Filing.
 - Act as messenger in the absence of other more appropriate person e.g. to other wards, laboratory, Medical Engineering etc.
 - Complete maintenance repair forms.
 - Support to maintain adequate stock levels of stationary, ward provisions, clean linen etc. completing as necessary requisitions forms for authorisation.

Education and Training

- Attend induction course and complete orientation programme to achieve core competencies.
- Participate in Training and Development as identified in Personal Development Plan (PDP).

- Participate in orientation, instruction of less experienced staff and new to area staff.
- Attend mandatory and role specific training sessions as per Trust policy.
- Comply with all Trust and Unit policies in relation to all aspects of practice.
- Act at all times in a manner that upholds the reputation of the Trust.
- Safeguards the wellbeing and dignity of patients and their relatives.
- Undertake allocated workload under the supervision and direction of a Registered Nurse or nominated professional.
- Identify objectives within a PDP that supports the delivery of high standards of clinical care.
- Undertake training and acquire up to date knowledge for undertaking of clinical skills.
- Acknowledge limitations of knowledge and clinical skills
- Seek appropriate advice and support.

UHDB Vision and Values

Our aim is to bring together the expertise of our 14,000 colleagues to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



Our Vision & Identity

Our UHDB Identity is that we provide "*Exceptional Care Together*" which is our "Why?". It is the fundamental purpose that guides all that we do



Our Values and Behaviours

Our Staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful Messages and will shape how we care for others, and care for each other. They are **Compassion, Openness and Excellence.....**

Other Statements

Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding

and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

Freedom to Speak up:

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

Data Protection:

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

Confidentiality:

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

Infection Control:

The prevention and management of infection is a key priority for the Trust. As an employee/colleague of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself.
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff.
- maintain an up-to-date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g., incident reporting policy).

Health and Safety at Work Act:

All colleagues must not wilfully endanger themselves or others whilst at work. Safe

practices and precautions must be adhered to.

Smoke free Trust:

The smoke free policy applies to all colleagues, patients, resident's visitors, and contractors.

Research:

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".

Person Specification - Job Evaluation

Communication and Relationship Skills (include internal/external contacts):

- Clearly and accurately communicate factual information as appropriate and in a manner suitable to the recipient whilst maintaining confidentiality.
- Understands and can overcome barriers to communication for patients and carers with communication difficulties.
- Patient Support and Communication - offer emotional support and reassurance to patients and their families, maintaining a compassionate and empathetic approach.
- May be required to provide information about procedures or treatments and support effective care.

Knowledge, Training and Experience:

- Vocational qualification Level 3 or relevant experience acquired through undertaking of clinical skills.
- Care Certificate standard training
- Evidence of a good standard of numeracy and literacy to undertake the role.
- Understands the role of the HCA/CSW and is able to perform fundamental personal care and related clinical procedures required for the post

Analytical and Judgemental Skills:

- Make judgements involving facts or situations, e.g. observations/test results, some requiring analysis.
- Report patient condition and appropriate patient condition to the Registered Nurse.

Planning and organisational skills

- Organises own day-to-day tasks or activities. Plans own work and re-prioritises as required.
- Develop physical skills to ensure accuracy and dexterity required for moving patients and equipment.
- Hand Eye co-ordination required when using test equipment e.g. venepuncture, simple wound observations and driving.
- Standard key board skills.

Responsibilities for Patient Care

- Undertakes a limited range of delegated clinical care duties relevant to the services provided/ work area. e.g. taking blood pressure, blood glucose monitoring, observing patients for signs of agitation or distress, wound observations and simple wound dressings, removal of peripheral cannula, urine analysis, removal of catheter.
- Ensure that all duties are carried out in line with the Code of Conduct for Healthcare Support Workers

- Provide direct care to patients, assisting them with activities of daily living such as personal hygiene, dressing, eating, drinking and with mobility. They undertake the monitoring of observations and reporting any changes in the patient's condition to the Registered Nurse.
- Ward Support: Works closely with nurses/health care professionals as part of a multi professional team to ensure the smooth running of the ward, department, clinic, or theatre, and assist in maintaining a clean and safe environment and upholding standards of infection prevention and control.
- Observations and Documentation: Responsible for the recording and documentation of patient observations and reporting any changes to the patient's condition to the Registered Nurse, which supports the healthcare team in monitoring the patient's condition and progress.
- Assisting with Procedures: such as collecting samples and specimens for laboratory testing. HCSW's help prepare the clinical environment, the equipment and provide support and comfort to patients during the procedure.
- Ensures communication: between patients and the healthcare team.
- May assist in promoting and supporting activities that improve patients' well-being such as mobility support, nutritional care, and support with rehabilitation and may undertake link / champion roles.

Responsibilities for Policy and Service Development

- Follows Trust policies, procedures, guidelines, and Standard Operating Procedures.
- May participate in discussions on proposed changes to procedures.

Responsibilities for Financial and Physical Resources

- Understands personal responsibility when using equipment or handling patients' property. Understands the risks involved in using equipment e.g. proper and safe usage of hoists.

Responsibilities for Human Resources:

- Approachable and adaptable. Willing to demonstrate own duties, share knowledge, skills and experience in own work area, to new or less experienced employees.

Responsibilities for Information Services:

- Ability to accurately maintain standard documentation and update patient records.
- IT skills to input data.

Responsibilities for Research and Development:

- Participates in audit/ research/ data collection within own sphere of clinical practice. e.g. staff survey.

Freedom to Act:

- Works under supervision and within well-defined policies and procedures to stated standards of care.
- Able to carry out role in different care environments across the trust and sites.

Physical Effort

- Physically able to undertake the ongoing requirements of the role.
- Frequent moderate effort and occasional intense effort for several short periods. Examples are associated with direct patient/client

Mental effort

- Concentration required to undertake personal care procedures.
- Flexible and adaptable to the changing work environment

Emotional effort

- Occasional distressing and emotional circumstances associated with care of patient mental and emotional state.

Working conditions

- Frequent unpleasant conditions, some exposure to hazards. Bodily fluids, foul linen and physically aggressive behaviour.

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

| | | | |
|-----------------------------------|--|-------------|--|
| Signed: (Employee) | | Date | |
| Signed: (Line Manager) | | Date | |