

JOB DESCRIPTION

<u>JOB TITLE:</u>	Nursing Assistant
<u>GRADE:</u>	Band 3
<u>DEPARTMENT</u>	As Designated
<u>LOCATION:</u>	As Designated
<u>RESPONSIBLE TO:</u>	Ward Manager
<u>ACCOUNTABLE TO</u>	Clinical Manager

MAIN PURPOSE OF THE JOB

They work within a multi-disciplinary team assisting in the development and implementation of collaborative, needs based care plans.

They support the team in providing excellent and effective person centred, nursing care.

They are actively involved in the health and wellbeing of staff and service users.

They are visible and accessible to patients, families and carers working together to ensure efficient, effective and caring service.

They contribute to achieving all performance indicators, essential standards and quality outcomes

They provide compassionate care that is based on empathy, kindness, respect and dignity

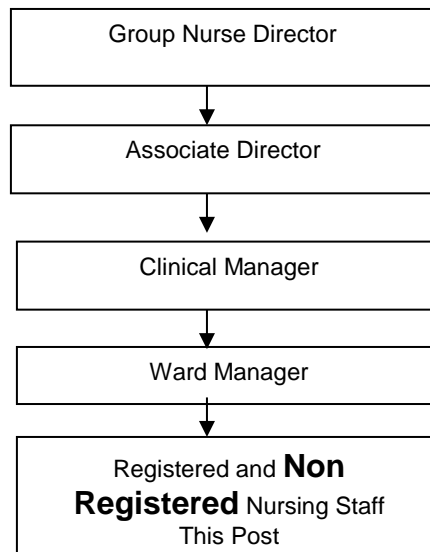
VISION AND VALUES

Our Vision is: "To work together, with compassion and care, to keep you well over the whole of your life."

Our Values are:-

- Caring Compassionate
- Respectful
- Honest and Transparent

ORGANISATIONAL CHART



COMMUNICATION & RELATIONSHIPS

Provide and receive sensitive information, which may be in a challenging and emotive atmosphere.

Communicate with clinical team lead, ward manager, peers, medical staff, patients, families and carers.

Listen to services users and carers to promote and practise shared decision making

Collaborate with service user/carers groups and representatives to promote service improvement and development.

Contribute to ward meetings.

Present accurate verbal reports

Document accurate entries in the patient record

Participate in multi-disciplinary reviews, daily reviews and handovers.

Communicate with service users and carers in order to positively develop therapeutic relationships

Promote and practice a culture of compassion where relationships are based on empathy, kindness, respect and dignity

Develop effective interpersonal skills

Maintain confidentiality

Inform qualified nurse of any changes that effect services users health and wellbeing

Clarify and confirm information to ensure understanding

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

Have a Senior Healthcare Support Worker or commitment to work towards

Have experience of working with service users with complex mental health needs or learning disabilities

Demonstrate an awareness of Mental Health legislation

Attend training relevant to the post to achieve competency

Support unqualified learners in practice

ANALYTICAL AND JUDGEMENTAL SKILLS

Contribute to the assessment for service users and implement care plans for service users.

Identify areas of concern and report to qualified nurse.

Demonstrate initiative and decision making skills including the management of disturbed behaviour within defined protocols

PLANNING AND ORGANISATIONAL SKILLS

Follow daily routines and activities

Plan social and therapeutic work with service users both on and off site; utilising a range of appropriate therapeutic approaches on a daily basis

Organise own time on a daily basis ensuring the completion of delegated work

Respond to the changing needs of service users in timely manner

Contribute to the planning of the future delivery of inpatient services

PHYSICAL SKILLS

Complete 5 day basic Prevention and Management of violence and aggression training

Have and demonstrate standard basic keyboard skills

Implement safe moving and handling techniques

Meet the physical requirements of the post subject to any requirements for the

Trust to make reasonable adjustments for the post holder.

RESPONSIBILITIES FOR PATIENT/CLIENT CARE

Deliver and maintain high standards of clinical care and contribute to achieving the Care Quality Commission Essential Standards. They will identify any circumstances or practices which may compromise standards, quality of care and/or patient safety and report to the ward manager.

Advocate and maintain a philosophy of care which is person/carer centred, maintaining dignity and independence and consistently right for that person at that time.

Contribute to the implementation of care delivery systems

Assist in the delivery of therapeutic clinical based interventions and activities which meet individual needs embracing equality and diversity.

Implement individual plans of care based on a person centred assessment.

Support service users and carers following critical incidents and difficult situations

Adhere to risk management systems

Provide advice and guidance related to the promotion of service users health and well being

Inform qualified nurse of any changes that effect services users health and wellbeing

Engage in regular family/carer contact/support to encourage collaborative decision making.

Challenge practice which may be out-dated or no longer appropriate by developing effective change management strategies to continuously improve practice and service provision

Have courage to speak out challenge and act when things feel wrong

POLICY AND SERVICE DEVELOPMENT

Implement Trust policies

Contribute to achieving all required Trust Quality & Performance objectives

Maintain Health and Safety Standards using existing mechanisms e.g. Clinical Risk Assessment, Environmental Risk Assessment, Moving and Handling, COSHH.

Contribute to developing, delivering and maintaining the Ward Operational Policy

Participate in a review of service provision.

FINANCIAL AND PHYSICAL RESOURCES

Act responsibly in relation to equipment and resources.

Operate trust policy for patient's monies, valuables and belongings.

Maintain the ward environment to a high standard of safety, cleanliness and repair.

HUMAN RESOURCES

Report any potentially discriminatory practice

Maintain own health and wellbeing

Contribute to debriefing sessions following difficult situations

Participate in their own clinical supervision and appraisal

Provide advice, or demonstrate own activities; including workplace routines, to new and/or less experienced colleagues in own work area

INFORMATION RESOURCES

Comply with Data Protection Act, Freedom of Information, and Records Management Policy.

Maintain service user/carer information; completing records and reports accurately and on time.

Implement changes associated with the development of I.T. systems.

Provide information to ward manager.

Assist in the collection of data from a variety of sources.

RESEARCH AND DEVELOPMENT

Undertake surveys and audits in own work area.

Participate in clinical audits as required and action findings.

Act on service development in response to changing needs of service users, local and national priorities and guidelines utilising best practice.

FREEDOM TO ACT

Act within Trust Policies.

Be required to work without direct supervision and will also be expected to use own initiative with duties assigned by nurse in charge/assistant practitioner.

Work within the Code of Conduct for Healthcare Support Workers and Adults Social Care Workers in England

Be required to action certain critical / emergency situations in line with policy procedures without the guidance of the nurse in charge/assistant practitioner until assistance can be gained.

PHYSICAL EFFORT

Push/ pull trolleys/ wheelchairs

Assist service users with personal care (i.e. dressing, hygiene, toilet needs)

Involving bending, kneeling, and twisting

Facilitate patient movement around the ward within Trust moving and handling guidelines. Transferring and manoeuvring service users into positions for personal care and treatments several times each duty

Use physical intervention skills including restraint of service users following the Trust training guidelines and policies

MENTAL EFFORT

Concentrate on service user treatment and care which can be subject to frequent interruptions.

Concentrate whilst maintaining service user observation levels according to Trust policy

Service user behaviour can be unpredictable requiring immediate change to activity

EMOTIONAL EFFORT

Deal with distressed/ anxious/ worried/ upset/ angry service users and relatives

Occasionally have to care for terminally ill service users

Due to nature of service user group, can be expected to deal with severely

Challenging behaviour

Provide emotional support to service users and carers.

WORKING CONDITIONS

Regular exposure to body fluids

Verbal aggression from service users can occur most days, several times per

Shift, depending on service user group

Physical aggression from service users is a potential hazard because of Unpredictable nature of service user group.

The post holder may be required to work within different areas across the Trust.

Exposure to constant and excessive noise.

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

Information of a Confidential Nature or Access to Confidential Information

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

CALDICOTT RESPONSIBILITIES:

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. **Don't use it unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**

3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

Post Holder's Name:

Post Holder's Signature:**Date:**

Line Manager's Name:

Line Manager's Signature:**Date:**

PERSON SPECIFICATION

	<u>Essential</u>	<u>Desirable</u>
<u>Education and Qualification</u>	Senior Healthcare Support Worker or commitment to work towards	
<u>Knowledge and Experience</u>	<p>Experience of working with service users with complex mental health needs</p> <p>Person centred care</p> <p>Mental health / learning disabilities needs</p> <p>PMVA</p>	<p>Safeguarding</p> <p>Carer needs</p>
<u>Skills and Competencies</u>	<p>Good interpersonal and communication</p> <p>Time Management</p> <p>English Functional skills</p> <p>Maths Functional skills</p> <p>ICT Functional Skills skills</p> <p>PMVA</p>	<p>Ability to prioritise</p> <p>Record keeping skills</p>
<u>Role/Team specific requirements</u>	<p>Flexible</p> <p>Approachable</p> <p>Open to change</p> <p>Confident</p> <p>Robust</p> <p>Motivated</p> <p>Demonstrates respect dignity and integrity</p> <p>Trustworthy</p> <p>Embraces diversity</p> <p>Team worker</p>	

	Commitment to further development and training	
<u>Personal Characteristics</u>	Open and honest Demonstrate commitment to the Trust's vision and values	