Oxford University Hospitals
NHS Foundation Trust

Job Description – Band 3 (Clinical Core)

Job title	**Senior Nursing Assistant (SNA)**
Responsible to	To be agreed at appointment
Accountable to	To be agreed at appointment
Type of contract	To be agreed at appointment
Hours per week	To be agreed at appointment

Nursing and Midwifery at Oxford

Oxford University Hospitals NHS Foundation Trust has a rich tradition of developing nursing and midwifery practice and of delivering excellence in patient care. Whilst proud of the heritage, the focus is the future and central to the vision is providing evidence-based individualised care to the people cared for within the Trust. The role of Nursing Assistant is highly valued within the Trust. There is a clear career pathway for those wishing to develop beyond that of a Senior Nursing Assistant. The Trust is supporting the introduction of the Nursing Associate role and opportunities are available to progress into these new and exciting roles or further into registered nurse training.

Trust Values and Expected Behaviours

These are the values that should characterise all staff behaviours with patients and families and each other. These values and behaviours are extremely important. It is an expectation that these are embraced by everyone who works within the Trust.

The values and expected behaviours are:

- **Compassion:** Putting patients in the centre of what we do and recognising different needs.
- **Respect:** Encouraging a spirit of support, integrity, respect and teamwork.
- **Excellence:** Taking pride in the quality of care provided to patients and customers.
- **Learning:** Learning from successes and setbacks.
- **Delivery:** Delivering high standards of health care for patients and customers
- **Improvement:** Striving to improve through change and innovation.

Job Summary:

As a member of the team in this enhanced role support and work closely with registered practitioners to deliver a high standard of care to patients, families and their carers in a safe and supportive environment without the need for direct supervision. To work as part of the wider team in developing and maintaining services provided to patients and contribute to the safe, efficient and smooth running of the ward/clinical area or department. This will be undertaken whilst maintaining the dignity and privacy of all patients and respect their right to confidentiality.

To complete and maintain on an ongoing basis a generic and specific portfolio of clinical competencies and/or Care Certificate as required. To be motivated in order to review progress with Manager at regular

intervals through the appraisal process. Understand own level of responsibility, scope of practice and accountability and at all times act within own capabilities.

All new in role, Nursing Assistants, Theatre Support Workers, Maternity Support Workers and Assistant Practitioners will be expected to achieve the Care Certificate within the first 12 weeks of employment if they have not already done so through previous employment. The Care Certificate consists of 15 standards that set out explicit learning outcomes, competences and standards of behaviour that are expected of a Nursing Assistant. The Oxford University Hospitals Support Worker Academy team deliver an enhanced and extended induction programme, this to facilitate the training and education required to maintain quality assurance, support and guidance to ensure timely completion and compliance.

To undertake the following duties under the supervision of a Registered Practitioner:

Patient Care

- Undertake a range of delegated and specific clinical skills for patients that demonstrate an enhanced level of competency /technical expertise documented in the plan of care (see specific clinical skills).
- Prepare patients, families/carers and the environment for clinical activities supporting and reassuring patients and their families/carers and preparing specific equipment as necessary.
- Monitor closely patients having undergone a clinical activity ensuring their safety, comfort and well – being.
- To assist all patients of all genders with their personal care needs, empowering patients, and/or families/carers and actively encouraging participation. This may involve maintaining hygiene needs for individuals such as helping patients to wash and dress themselves and assisting with toileting needs, maintaining privacy and dignity at all times.
- To asses and monitor the patient's skin integrity and to report and document immediately any changes or concerns in their condition.
- To demonstrate clinical competence in order to undertake minor dressings and treatment and as specified in the plan of care and in consultation with the registered practitioner.
- To actively encourage all patients, families/carers to share the responsibility for maintenance of their health and to promote healthy living where appropriate and identified as part of the care plan.
- Assist patients to mobilise safely taking account of developmental/physical needs, using equipment and techniques as prescribed and recorded in plan of care and contribute to the falls and moving and handling risk assessment.
- Assist in the care of a patient requiring end of life care in accordance within their spiritual and cultural needs.
- Assist as appropriate in the support of families/carers of patients receiving end of life care.
- Recognise when a patient's condition changes and seek advice and expertise from registered practitioners in accordance with Trust policy.
- Contribute to, understand and report identified patient risk assessments, e.g. nutritional assessment scores, slips, trips and falls assessment, e.g. Humpty Dumpty, use of medical devices as appropriate in line with Trust policy.
- To perform clinical observations (following appropriate assessment of competence) accurately recording using agreed electronic National Early Warning Systems such as SEND and report and escalate any concerns appropriately by reporting to the registered practitioner immediately.
- Participate in the initial assessment of patient needs under the direct supervision of a registered practitioner.
- To assist patients to meet their food and fluid intake giving attention to special diets, supplements, enteral feeding and cultural requirements and to recognise and understand the importance of adequate nutrition and hydration. In order to avoid malnutrition ensure an age appropriate nutritional assessment is undertaken for example, STRONG/MUST. All food, nutritional supplements and fluid intake should be recorded accurately as required.
- Seek support for self and others following an untoward incident.
- Report and raise concerns in relation to poor practice, attitude and behaviour of any health care professional through appropriate channels.
- Undertake patient transfer and escort duties between departments as appropriate and as per policy.

- Recognise where a patient or family member/carer is becoming agitated, disorientated or appears non-compliant with care or treatment, treatment, support colleagues and report immediately to a registered practitioner.
- Respond swiftly to individuals who require immediate assistance, are in pain, distressed, reporting to a registered practitioner.
- Competently obtain specimens as requested such as Mid-Stream Urine, stool, sputum, Urine analysis, hospital acquired infections and any more specialist specimen as directed by the registered practitioner ensuring accurate labelling and transportation as per Trust policy.
- Demonstrate good understanding of Safeguarding Children, the Mental Capacity Act / Deprivation of Liberties and applies principles to everyday practice seeking advice / guidance from the Registered Nurse or registered care professional as required.

Communication

- Communicate effectively with patients, families/carers, recognising there may be a need to utilise alternative methods of communication. Where there are barriers to understanding, as required arrange access to information, support and other services to aid effective communication.
- Greet all patients and visitors to the department with courtesy and respect, being mindful of age specific body language and tone of voice. Demonstrate sensitivity and empathy.
- To help patients, families/carers and visitors orientate themselves to their surroundings when admitted to the ward specific to their needs providing written and verbal information.
- To answer telephone calls and bleeps appropriately and efficiently, accurately relaying messages to both colleagues and patients using SBARR as appropriate.
- Maintain a high standard of personal behaviour, acting as a role model and ensure effective communication with all members of the multidisciplinary team, patients, families/carers and relatives.
- Use paper and electronic systems to retrieve and record patient information in line with Trust documentation standards and operational systems. Ensure information is accurate and securely maintained.
- Apply the principles of information governance and patient confidentiality to all aspects of your role.
- Obtain age/capacity appropriate consent from the patient/family/carer/guardian before any clinical intervention is undertaken; where this is not given report this to a registered practitioner.
- To actively participate and contribute to discussions about patient care and ward and departmental issues at hand over and ward/departmental meetings. Encourage more junior members of staff to contribute.
- In instances when a patient, family/carer or visitor feels the need to raise a concern or complain attempt to deal with this locally initially, but always inform a registered practitioner.
- Support families, carers and colleagues following a patient bereavement, or when bad news has been shared.
- Seek and acknowledge constructive feedback and encourage others to do so.
- Seek support for self and others following an untoward incident as required.
- Escalate concerns regarding any health care professional through the appropriate routes and channels
- Maintain professional boundaries and working relationships with patients and colleagues.
- Ensure patients, families and carers are kept informed of delays with their treatment, investigations and clinic times in a professional manner.
- Actively participate in handover process to ensure continuity of care and accurately feedback to a registered practitioner, the care given to patients during the shift and of any changes in the patient's condition.

Respect, Equality and Diversity

- Adhere to Trust, Directorate and Unit policies, protocols and guidelines taking action to address behaviour that undermines equality and diversity.
- Recognise and respect people at all times with regard to age, disability, gender, position, race, religion and sexual orientation through sensitivity, professionalism and courtesy, treating all patients, colleagues, visitors, carers and others as they would wish to be treated.

- Ensure the privacy and dignity of patients and challenge colleagues should this not be practiced consistently.
- Respect the patient's right to choice and act as the patient's advocate as necessary.
- Chaperone and act as an advocate for patients during examination by clinical staff as per Chaperone Policy.
- Act in a non-discriminatory manner at all times being mindful of the requirements of each individual patient and colleague.
- Ensure patient's, family's/carer's property is respected and handled as per Trust policy
- Escalate concerns regarding discriminatory practises.
- Take account of own behaviour and its effect on others. Challenge the behaviour of others that is non-aligned with Trust values.

Planning and Organisation

- To prepare healthcare records for patient appointments/procedures to enhance the smooth running of the ward/clinic/department.
- Demonstrate flexibility and effective time management skills to prioritise and organise own workload and that of others acting on own initiative.
- Develop an understanding of all elements of patient/family centred care and be able to contribute to the on-going assessment, planning, management and evaluation of care.
- To contribute to and follow a plan of care that accurately reflects the assessment needs of the patient.
- Record the care given to patients in an accurate, legible way that meets legal requirements ensuring a countersignature by a registered practitioner.
- Under supervision to participate in the admission and discharge of patients ensuring appropriate risk assessments and documentation are completed.
- Be familiar with the concept of working within a team, be involved in team discussions, meetings, project developments and audits.
- Managing own time and that of others effectively ensuring good time keeping in relation to shift commencement and breaks and start to develop management skills.
- Work confidently in the challenging clinical environment undertaking agreed aspects of clerical work as required.

Quality and Service Development

- Maintain a clean, tidy and safe working environment for patients, visitors and colleagues ensuring all equipment and stock is checked and restocked as necessary.
- To assist in maintaining a safe working environment for patients, visitors and colleagues.
- Adhere to all Trust and Directorate policies being aware of specific policies and risk assessments carried out in the clinical area, e.g. Health and Safety.
- Support all monitoring of quality initiatives and evaluations within the clinical area, e.g. friends and family test.
- Be familiar with the local quality standards of the ward/unit/department and how it fits in and contributes to the organisation and its core values.
- Report all accidents, incidents and areas of concern to senior staff ensuring relevant documentation is completed and use of DATIX Trust reporting systems.
- Have knowledge of the procedure for calling for emergency assistance following cardiac arrest, patient emergency or fire.
- Ensure all faulty equipment is taken out of service, cleaned, labelled correctly and sent for repair.
- Ensure all equipment is cleaned correctly (according to hospital policy) and stored appropriately.
- Report and raise concerns in relation to poor practice, attitude and behaviour of any health care professional through line management structures.
- Actively promote the prevention of cross infection to and from all patients, visitors, staff and the environment and adhere to universal precautions and safe disposal of all waste materials.
- Ensure that prior to using any specific medical device you have been trained and deemed competent and that is documented.

- As required undertake equipment checks and calibration and update records and restock items as required.
- Collect, deliver and store stock/equipment as per Trust policy ensuring effective use of Trust resources
- Demonstrates an understanding of financial constraints of the Organisation.
- Be aware of and adhere to all relevant hazard notices and safety bulletins.
- Acknowledge own contribution and voice within the Trust in order to facilitate the exchange of information and shared governance.
- Keep up to date with developments which affect practice.

Personal Development of Self and Others

- Undertake all OUH statutory and mandatory training as required.
- Help orientate and act as a buddy/assessor for new staff and assist with the assessment of the Care Certificate if appropriate. With support from the registered practitioner, take responsibility for the development of others.
- Following appropriate training and supervised practice and undertake identified competency based practices which are required for the ward/unit /department.
- Participate and contribute to research, clinical trials and/or projects that enable development of staff and raise profile of unit.
- Be able to acknowledge limitations to competence and do not act outside of these.
- Actively participate in own personal development and career progression undertaking an accredited, vocationally relevant qualification.
- Take responsibility within the clinical area for an area of interest such as a link role /key resource.

The above will be reviewed on an annual basis, in consultation with the post holder. It is offered as a guide to the key responsibilities and duties, but does not preclude other issues that may arise between reviews of performance and review of the job description.

Trust Statements

Information Technology

- Comply with all OUH electronic systems, including email, E-Learning, incident reporting.

Risk Management

- The management of risk is the responsibility of everyone and will be achieved within a progressive, honest and open environment.
- Staff will be provided with the necessary education, training and support to enable them to meet this responsibility.

Staff should be familiar with the:

- Major Incident Policy
- Fire Policy

And should make themselves familiar with the local “response plan” and their role within that response

Responsibility for Health and Safety

The post holder is responsible for ensuring that all duties and responsibilities of this post are carried out in compliance with the Health and Safety at Work Act (1974), Statutory Regulations and Trust Policies and procedures. This will be supported by the provision of training and specialist advice where required.

Infection Control

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed by the OUH Trust has the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and between each patient contact.
- Staff members have a duty to attend mandatory infection control training provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmissible to patients have a duty to contact Occupational Health.

Children's Rights

The post holder will endeavour at all times to uphold the rights of children and young people in accordance with the United Nations Convention on the Rights of the Child.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding children and vulnerable adults throughout the organisation. As a member of the Trust there is a duty to assist in protecting patients and their families from any form of harm when they are vulnerable.

Information Governance

All staff must complete annual information governance training. If you have a Trust email account this can be done online, otherwise you must attend a classroom session. For further details, go to the Information Governance intranet site.

Confidentiality

The post holder must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1984.

Serious Incidents

All staff must report incidents and near misses so that the Trust can reduce the risk of harm by investigating and incorporating risk reducing measures to safe guard patients, visitors and staff, in accordance with the Trust Incident Reporting Policy.

Equal Opportunities

The post holder must at all times carry-out his/her responsibilities with regard to the Trust's Equal Opportunities Policy.

Smoking Policy

It is the policy of the Trust to promote health. Smoking therefore, is actively discouraged and is prohibited in the majority of the Hospital, including offices. However, there are designated smoking areas on all sites.

Data Protection Act

All employees of The Oxford University Hospitals NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff. In circumstances where it is known that a member of staff has communicated to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1984 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Terms and Conditions of Employment

This post is exempt from the Rehabilitation of Offenders Act 1974 and this means that any criminal conviction must be made known at the time of application.

The above will be reviewed on an annual basis, in consultation with the post holder. It is offered as a guide to the key responsibilities and duties, but does not preclude other issues that may arise between reviews of performance and review of the job description.

Person Specification

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview

Essential: ***E*** *Desirable:* ***D***

Values and Behaviours

E	Able to demonstrate the ability to put patients at the heart of what you do and recognising different needs by encouraging a spirit of support, integrity, respect and teamwork.
E	Shows pride in the quality of care they provide for patients and learning from successes and setbacks.
E	Evidence of commitment to the Oxford University Hospitals' vision and values.

Education, training and qualifications

E	To demonstrate literacy and numeracy.
E	Good command of spoken English assessed at interview.
E	Motivated to develop knowledge and skills and to undertake self-development.
E	Evidence of level 2 Apprenticeship or Diploma in Health related subject.
D	Evidence of Level 3 Diploma or Apprenticeship in Health related subject or working towards.
D	Evidence of the Care Certificate or commitment to achieve on joining Trust. Understanding of the Code of Conduct for Health Care Support Workers and Adult Social Care Workers in England.

Clinical Practice

E	Significant experience of the NHS and/or health/child care and an interest in the speciality with knowledge of wider issues relating to health care.
E	Clear understanding of professional accountability, delegation and professionalism related to the role of a band 3 worker.
E	Makes a positive contribution as a team player and demonstrates awareness of importance of working as part of a team.
E	Able to deliver a high standard of care for patients and always striving to improve on what you do through change and innovation.
E	Able to communicate effectively with patients/relatives and carers and all members of the multi-disciplinary team.

Planning and Organisation

E	Able to prioritise and to organise and motivate oneself and others to achieve delegated tasks.
E	Flexible approach to shift patterns and unit needs which may involve working in different areas or cross site working.
E	Able to effectively and appropriately escalate concerns to reduce risk and promote patient safety.
E	Able to use own initiative within the boundaries of the role and able to motivate oneself and others.

E	Is sensitive to the impact and implications of decisions and activities undertaken on other professionals
D	Up to date knowledge and insight into specialist area.

Improving Quality and Developing Practice

E	Demonstrate understanding of confidentiality and awareness of key policies legislation in order to maintain information governance.
E	Appreciates the need for changes in the organisation or role requirements and can make a positive contribution to change management.
E	Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.
E	Demonstrates ability to question and challenge practice in a constructive way so that standards of patient care are continually evaluated and improved.

Personal Qualities and Physical Attributes

E	Able to work under minimal supervision but fully aware when to escalate concerns to a registered practitioner
E	Flexible, adaptable. organised with good time management skills
E	Ability to cope effectively under pressure and resilient and work within the team to manage complex and challenging situations.
E	Excellent interpersonal skills with tact, diplomacy, empathy and understanding
E	Smart professional appearance and adherence to uniform policy
E	Recognise limitations of role and seek help and guidance
E	To support and orientate new staff and contribute to their development acting as a role model.
E	Essential IT skills in order to access required systems such as electronic patient records.