

## Job Description - Band 2 (Clinical Core)

Job title	Foundation Nursing Assistant (FNA)
Responsible to	xxxxxxx
Accountable to	xxxxxxx
Type of contract	xxxxxxx
Hours per week	Xxxxxxx

### 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 Foundation Nursing Assistant to a Senior Nursing Assistant. In addition role there are further opportunities to progress into Nursing as a Nursing Associate or into Nurse training as part of the Trust's secondment scheme.

### 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 with in the Trust

The values and expected behaviours are:

- **Compassion:** Putting patients in the centre 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 be able to prioritise and contribute to the delivery of high standards of care to patients, families and their carers in a safe and supportive environment under the direction of a registered practitioner. As part of the wider team assist in developing and maintaining services provided to patients and contribute to the safe, efficient and smooth running of the ward/clinical area/department. To maintain the dignity and privacy of all patients and their families and carers and respect their right to confidentiality.

To complete and maintain on an ongoing basis a generic core and specific portfolio of clinical competencies and/or Care Certificate as required. To be motivated 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 Nurse:**

### **Patient Care**

- To assist all patients with their personal care needs, empowering patients 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 perform clinical observations (following appropriate assessment of competence and under the direction of a registered practitioner where agreed.) accurately record using agreed electronic National Early Warning Signals such as SEND and report and escalate any concerns appropriately by reporting to the registered practitioner immediately.
- Prepare patients, families/carers and the environment for clinical activities supporting patients and their families/carers and preparing specific equipment as necessary.
- Participate in the initial assessment of patients' needs, under the direct supervision of a registered practitioner.
- Observe and report the patient's condition to a registered practitioner as required.
- Monitor closely patients having undergone a clinical activity ensuring their safety and well-being and reporting to a registered practitioner as required.
- To assess and monitor the patients skin integrity and to report and document immediately any changes or concerns in their condition.
- To assist patients to meet their food and fluid intake giving attention to special diets, supplements and cultural requirements. In order to avoid malnutrition, ensure an age appropriate nutritional assessment is undertaken (e.g. MUST or STRONG) All food, nutritional supplements and fluid intake to be recorded accurately as required.
- To actively encourage all patients, families/carers to share to share the responsibility for the maintenance of their health and to promote healthy living where appropriate and identified as part of the care plan.
- To assist patients to mobilise safely, taking account of development/physical needs using equipment and techniques as prescribed and recorded in the plan of care and contribute to the falls and moving and handling risk assessment. Undertake patient transfer and escort duties between departments as appropriate and as per policy.
- Recognise when a patient's condition changes and seek advice and expertise from registered practitioners in accordance with Trust policy.
- To 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.
- Assist with the collection of specimens as requested such as mid-stream urine, stool, sputum, Urine analysis and hospital acquired infections ensuring accurate labelling and transportation as per trust policy and in accordance with the training provided.

## **Communication**

- Contribute during handover process to ensure continuity of care and to accurately feedback to a registered practitioner the care given to patients during the shift and of any changes in the patient's condition.
- Communicate effectively with members of the multidisciplinary team, patients and carers, using all 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/department 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.
- 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 or carer/guardian before any clinical intervention is undertaken; where this is not given report this to a registered practitioner.
- To participate in discussions about ward and departmental issues at ward / departmental meetings.
- In instances when a patient/family, care or visitor feels the need to raise concern or complain seek support from a registered practitioner.
- 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 as required when known.

## **Respect, Equality and Diversity**

- Adhere to all Trust, Directorate and Unit policies.
- Recognise and respect people at all times with regard to age, disability, gender, position, race, religion and sexual orientation through professionalism and courtesy, treating all patients, colleagues, visitors, carers and others as they would wish to be treated.
- 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 respecting choices, preferences ensuring care is patient centred.
- Escalates concerns regarding discriminatory practises.
- Ensure patients', families'/carers' property is respected and handled as per Trust policy.

## **Planning and Organisation**

- To prepare healthcare records for patient appointments/procedures to enhance the smooth running of the department.
- Demonstrate flexibility, time management skills and to be able to prioritise and organise own workload with the support from a registered practitioner.
- When working under the guidance of a registered practitioner is able to assess the patient's needs and develop knowledge and understanding that provides the assessment.
- Able to follow a plan of care that accurately reflects the assessment needs of the patient.
- Records the care given to patients in an accurate, legible way that meets legal requirements and ensures it is countersigned by registered practitioner.
- Be familiar with the concept of working within a team; be involved in team discussions, meetings, project developments and audits.
- Work confidently in the challenging clinical environment undertaking agreed aspects of clerical work as required.

## **Quality and Service Development**

- Assist in maintaining a clean, tidy and safe working environment for patients, visitors and colleagues ensuring all equipment and stock is checked and restocked as necessary.
- 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 and audits.
- Seek and acknowledge constructive feedback.
- Be familiar with the local quality standards of the ward/unit and how it fits in and contributes to the organisation and its core values reporting to a senior staff member any work practices which adversely affect patient care.
- Report all accidents, incidents and areas of concern to senior staff ensuring relevant documentation is completed such as DATIX.
- Awareness of all relevant hazard notices and safety bulletins.
- Have knowledge of the procedure for calling for emergency assistance following cardiac arrest, patient emergency or fire.
- 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 prior to using any medical device, you have been trained and your competency assessed and recorded.
- To ensure faulty equipment once identified is reported to the appropriate person so that it is taken out of practice, cleaned and labelled correctly and sent for repair.
- Ensure all equipment is monitored and stored according to Trust policy.
- Collect, deliver and store stock/equipment as per Trust policy ensuring effective use of Trust resources
- Acknowledge own contribution and voice within the Trust in order to facilitate the exchange of information and shared governance.
- Demonstrates an understanding of financial constraints of the Organisation.

### **Personal Development of Self and Others**

- Undertake all OUH statutory and mandatory training as required
- Help orientate new members of staff.
- Following appropriate training and supervised practice and undertake identified competency based practices which are required for the ward/unit /department
- Participate and contribute to local research and/or projects that enable development of staff and raise profile of unit or ward and update local notice boards.
- Actively participate in own personal development and career progression undertaking an accredited, vocationally relevant qualification
- Be able to acknowledge limitations to competence and not act outside of these

**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 Trusts' 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 have 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

<b>E</b>	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.
<b>E</b>	Shows pride in the quality of care they provide for patients and learning from successes and setbacks.
<b>E</b>	Evidence of commitment to the Oxford University Hospitals vision and values

### Education, training and qualifications

<b>E</b>	To demonstrate literacy and numeracy.
<b>E</b>	Good command of spoken English assessed at interview
<b>E</b>	Motivated to develop knowledge and skills
<b>E</b>	Willing to undertake self-development activities to improve clinical effectiveness.
<b>D</b>	Evidence of Level 2 Diploma or Apprenticeship in Health related subject or willing to work towards
<b>D</b>	Evidence of the Care Certificate and understanding of the Code of Conduct for Health Care Support Workers and Adult Social care workers in England.

### Clinical Practice

<b>D</b>	Experience of the NHS and /or health care requirements
<b>D</b>	Knowledge of personal care and related procedures
<b>E</b>	Demonstrates awareness of importance of working as part of a team.
<b>E</b>	Able to deliver a high standard of care for patients and always striving to improve on what you do through change and innovation.
<b>E</b>	Able to communicate effectively with patients/relatives and carers and all members of the multi-disciplinary team.
<b>E</b>	Appreciates and accepts individual team members bring a range of different skills and experience
<b>E</b>	Able to undertake specific procedures involving physical skills

### Planning and Organisation

<b>E</b>	Excellent communication skills.
<b>E</b>	Evidence of working in a busy and variable environment
<b>E</b>	Flexible approach to shift patterns and unit needs which may involve working in different areas or cross site working
<b>E</b>	Able to effectively and appropriately escalate concerns to reduce risk and promote patient safety.
<b>E</b>	Able to use initiative within the boundaries of the role
<b>E</b>	Evidence of working with the general public as part of a team.
<b>E</b>	Ability to act on own initiative and able to motivate oneself

	and prolonged moderate physical exertion commensurate with practice area and level of competence.
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### Improving Quality and Developing Practice

<b>E</b>	Demonstrate understanding of confidentiality
<b>E</b>	Demonstrate insight into role applied for.
<b>E</b>	To be willing to learn new skills and to undertake the Care Certificate in the agreed timescales when new to role
<b>D</b>	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

<b>E</b>	Able to work under direct and indirect supervision
<b>E</b>	Reliable and organised with good time management skills
<b>E</b>	Ability to cope effectively under pressure and resilient with maturity to experience potentially distressing situations.
<b>E</b>	Good interpersonal skills demonstrating sensitivity and self-awareness. Polite and approachable.
<b>E</b>	Smart professional appearance adhering to uniform policy
<b>E</b>	Recognise limitations and seek help and guidance and accept constructive criticism
<b>E</b>	To support and orientate new staff.
<b>E</b>	Essential IT skills in order to access required systems such as electronic patient records.