

JOB DESCRIPTION

Job Title: Patient Services Assistant (PSA)
Band: Band 2
Directorate: Care Group
Reports to: Ward Sister
Accountable to: Ward Sister / Nurse in charge
Professionally Accountable to: Matron
Responsible for: N/A
Main Base:
Contract Status: Permanent
AfC Job
Reference:

JOB SUMMARY/ PURPOSE:

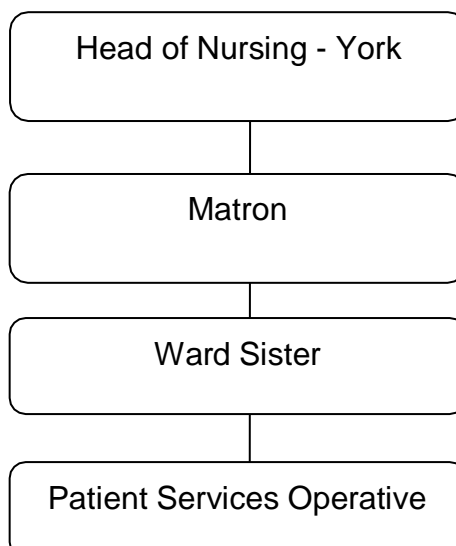
The post holder will be expected to work as an integrated member of the ward team. The post holder will be guided by the local and Trust policy and procedures.

To demonstrate care and compassion whilst ensuring that patients' needs are met

To carry out non-nursing duties as delegated by the registered nurse / midwife; using own initiative within the level of competence expected for the role.

To assist and support members of the multi-professional team in order to provide a high standard of patient - centred care, performing duties without the need for constant direct supervision.

ORGANISATIONAL CHART:



KEY RELATIONSHIPS:**Internal**

Estates and Facilities staff
Clinical ward staff
Heads of Departments
Infection Prevention and Control Team

External

Visitor's
Contractors
Patient Representative's
Trust Governors

KEY DUTIES/RESPONSIBILITIES:**Conduct and behaviour.**

- Demonstrate a courteous, sympathetic, compassionate and helpful approach to patients, relatives and visitors always.
- Act as an ambassador promoting the corporate image of York Teaching Hospitals NHS Foundation Trust, to all individuals, groups and external organisations, to sustain public confidence and trust.
- Act as a positive role model for all Trust employees
- Demonstrate a positive professional working relationship with colleagues and other members of the Trust by promoting open communication, trust and respect.
- Establish and actively maintain clear professional working relationships.

Cleaning

- To assist with ward cleaning schedule, including regular cleaning of high touch areas
- To sanitise beds and chairs, clean surrounding area (including the appropriate cleansing/removal of any bodily fluids), clean support equipment and check mattress, make beds and prepare chairs as required on patient changeover.
- To ensure that all waste is disposed of in accordance with department protocol and Trust waste policy.
- Report any problems which may have a detrimental effect on your ability to clean areas properly.
- To assist with restocking and removal of ward laundry
- Restock PPE and hand gel in patient areas as required (York areas)
- Clean and restock cannula trolleys as required
- Clean and replenish patient commodes as directed by ward team
- Check O2 and suction points

Food Service

- Ensure food and hygiene standards are always maintained.
- To prepare and serve snacks and beverages to patients in line with ward routine.
- Prepare and maintain the beverage trolley.
- To assist patients with completing menus supporting the patients individual dietary requirements

- Order and collect patient sandwiches and meals liaising with nursing staff ensure patients' dietary requirements are met.
- Assist with nutritional needs of the patients as required, this may include feeding patients using the ward red tray system
- Check and replace patient water jugs in line with the 'traffic light system'
- Complete nutritional and fluid charts in partnership with ward team
- Update nutritional board in partnership with ward team
- To ensure all patient tables are cleaned and cleared for mealtimes

Portering Service

- To keep storage areas and all equipment used for the service clean and tidy
- To safely transport patients, medical notes, patient belongings, laboratory specimens, confidential documentation, patient medication, machines and equipment to and from other areas of the hospital as requested by nursing staff ensuring Trust patient confidentiality policy is followed at all times.
- To safely escort patients without oxygen to other areas of the hospital in accordance with the Nurse Escort Policy.
- To take urgent blood specimens/gasses/lines/equipment to the laboratories/theatres/wards when requested by nursing staff.
- To carry out ad hoc tasks as and when required.

Front Desk

- To deal with face to face & telephone enquiries from all patients, visitors and staff.
- To direct patients, visitors and staff to relevant departments when requested.
- To offer guidance and support to volunteers as necessary.

Health and Safety

- To ensure correct standards of hygiene, cleanliness and safety in line with Trust policies and procedures
- It is essential that the post holder is aware and adheres to Trust Policy in relation to Food Safety, Infection Control and the safe transportation of patients, blood for transfusion, specimens and any other items.
- To observe the Trust's Health and Safety Policy and Procedures at all times so as not to compromise either your own health and safety or that any service user or visitor who has reason to be in the area in which you are working. This will include using/wearing any personal protective equipment/clothing that is provided to you to use carrying out specific tasks
- To ensure you report any incident/accident that you see whilst on duty.
- To maintain a clean and tidy appearance paying particular attention to personal hygiene and ensuring correct uniform is worn at all times, including Personal Protective Equipment as issued
- ❖ To be responsible for ensuring that you follow the security protocols which are relevant to the site you work on at all times

Other

- To participate in annual appraisals
- To attend and participate in all training courses required for this post. You will be required to undertake some statutory and mandatory training using a computer
- To attend Team Meetings and play an active role as and when required to do so.
- To undertake any other duties appropriate to your band that may be assigned from time to time
- Ensure that the hospital and ward area is a safe, clean and tidy environment at all times.
- To maintain a high level of customer service and represent the Trust core values.
- Maintain good practice in infection prevention and control including observation of bare below the elbows and use of appropriate PPE.
- Support ward team to weigh independent patients weekly, and to ensure that nursing staff are aware of the dependent patients that need weighing.
- ❖ To welcome and orientate patients to the ward and ward routine.

KEY VALUES:

- Commitment to working in a multi-disciplinary team
- Commitment to ensure the highest possible professional standards

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

- We are kind
- We are open
- We pursue excellence

These values are underpinned by behaviours:

We are kind, this means we:

- Respect and value each other;
- Treat each other fairly;
- Are helpful, and seek help when we need it.

We are open, this means we:

- Listen, making sure we truly understand the point of view of others;
- Work collaboratively, to deliver the best possible outcomes;
- Are inclusive, demonstrating everyone's voice matters.

We pursue excellence, this means we:

- Are professional and take pride in our work, always seeking to do our best;
- Demonstrate high integrity, always seeking to do the right thing;
- Are ambitious, we suggest new ideas and find ways to take them forward, and we support

Providing support by:

- Working in partnership and responding to local needs

- Respecting Differences: Building on similarities.
- Empowering people to be involved in decisions about how we provide care
- Encouraging others to behave respectfully in line with our values
- Suggesting 'Values Behaviours' to influence and perform efficiently in line with our brand.

STANDARD GENERIC ITEMS

The post holder will uphold and support these values in accordance with the Personal Responsibility Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect. Further, the post holder will embrace the Trust's philosophy that as individuals we are all unique and will acknowledge and value difference in order to treat everyone fairly.

The post holder will maintain the security of sensitive personal and other confidential information and will apply all relevant Information Governance policies reliably to working practice. Additionally, they will be expected to follow secure operating procedures for handling information in all formats, including verbal, written and that held electronically.

The post holder will support the Trust's internal audit service during regular reviews of financial and other systems across the organisation. The post holder will assist audit in these reviews and will provide information as required and without undue delay.

The post holder is responsible and accountable for their own practice in line with Trust Infection Prevention and Control policies that reflect evidence, best practice and legislative requirements.

The post holder will have the appropriate level of child protection and adult safeguarding knowledge, skills and practice required for the post and be aware of and comply with the Trust's child protection and adult safeguarding policies and procedures.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure and standards. The post holder should familiarise themselves with these, and ensure they understand them, and adhere to them. Particular attention is drawn to:

- **Health & Safety:** Under the Health and Safety at Work etc Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work, and that of others who may be affected by their acts at work. This includes co-operating with management in

complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. The post-holder is required to undertake annual training in respect of Health and Safety and comply and adhere to all Trust Health and Safety Policies.

- Fire: The post-holder must adhere to the Trust's Fire Policy, including attendance at training.
- Working Time Regulations: The post holder must ensure that they do not work more than an average of 48 hours per week based on a 17-week period regardless of whether this is for the Trust as a secondary contract, as overtime, bank/casual, and agency work or with another employer.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones, other than designated smoking areas.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder. The job description will be reviewed annually as part of the Trust's Appraisal process.

JOB DESCRIPTION AGREEMENT:

Job Holder [Print name]	Job Holder Signature
Recruiting Manager [Print name]	Recruiting Manager Signature

PERSON SPECIFICATION

Criteria	Essential	Desirable
Education, Qualifications and Training	Good basic education – reading and writing plus basic numeric skills. Willingness to complete appropriate qualifications for workrelated training	Basic understanding of infectioncontrol Knowledge of NHS & Local Trust
Experience & Knowledge Required	Able to understand and follow written and verbal instructions Effective oral and written communication skills Basic IT skills Flexible approach to work Able to work alone and with others as part of a team usinginitiative Previous experience of working with people	Ability to prioritise work of self andothers Previous NHS experience
Aptitude & Personal Qualities	Good customer service skills Caring disposition Kind natured A good sense of humour Responsible attitude Common sense Possess excellent personal hygiene standards Flexible attitude to work, hours and duties Positive can do attitude Commitment to learning new skills	
Physical Requirements	Ability to: <ul style="list-style-type: none"> • work without immediate supervision being able to prioritise, and use own initiative • work in pressure situations and still maintain standards 	
Values, Drivers & Motivators	Ability to demonstrate our organisational Values and behaviours <ul style="list-style-type: none"> - We are kind - We are open - We pursue excellence 	

KSF GENERIC BAND OUTLINE:

PAY BANDS	C1: COMMUNICATION	C2: PERSONAL & PEOPLE DEVELOPMENT	C3: HEALTH, SAFETY & SECURITY	C4: SERVICE IMPROVEMENT	C5: QUALITY	C6: EQUALITY & DIVERSITY
	LEVELS					
1	1	1	1	1	1	1
2	2	1	2	1	1	2
3	2	2	2	1	2	2
4	2	2	2	2	2	2
5	3	3	2	2	2	2
6	3	3	2	2	3	2
7	3	3	3	3	3	3
8 a-b	4	4	3	4	4	3
8 c-d and 9	4	4	4	4	4	4

OH1a Job Risk Assessment Sheet

Tel: 01904 725093

This profile is intended to identify the hazards that the post holder is likely to be exposed whilst undertaking this role. This is intended to complement the Work Health Assessment Form.

Job Title: Domestic Assistant – Renal Unit

Directorate: Estates & Facilities

Name:

Occupation:

The job involves occupational exposure to:	Yes	No	Details/frequency of exposure
Clinical contact with patients		√	
Non clinical contact with patients	√		Daily
Respiratory irritants (e.g. fumes, dust)	√		
Exposure to noise over 80db		√	
Latex		√	
Cytotoxic agents		√	
Solvents		√	
Working at night		√	
Working at heights	√		Use of ladders for curtain hanging
Food preparation and handling	√		Daily – assist with meal & beverages
Working alone		√	
Shift work	√		
Exposure prone procedures (e.g. surgical invasive procedures)		√	
Regular work with patients with TB/ handling of TB specimens		√	
Work with potentially aggressive patients/ clients (verbally or physically)		√	
Regular requirement to stand/ bend/ kneel/ walk etc	√		Daily
Regular requirement to lift/ push/ pull patients/ objects	√		Daily
Very hot or very cold working environments	√		Daily
Work with immunocompromised patients		√	
Regular use of display screen equipment		√	
Driving duties (patient/client/staff transport/ transportation of goods e.g. post, specimens)		√	
Exposure to hand transmitted vibration		√	
Working in confined spaces		√	
Risk of blood or body fluid exposure	√		
Exposure to ionising radiation		√	
Exposure to substances hazardous to health (COSHH regulations) please specify substances	√		Cleaning Chemicals
High mental stress content		√	
Other workplace exposure – please specify			