

Job Description

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| Job Ref: | 18-159 |
| Job Title: | Doctors' Assistant |
| AfC Pay Band: | Band 3 |
| Number of hours: | Full time (37.5 hrs pw) |
| Division: | - |
| Department: | - |
| Location: | Conquest Hospital and Eastbourne District General Hospital |
| Accountable to: | Department Director |
| Reports to: | Department manager |

Job dimensions & responsibility for resources

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| Budgetary & Purchasing, Income generation | Budget / Delegated Budget managed : £ n/a Authorised signatory for: £ n/a Other financial responsibility: Careful use of Trust resources |
| Staff | Staff (wte): N/A |
| Information Systems | Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation Specialist systems: Oasis / PAS and other clinical systems |

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| Job purpose | This is a clinical support post designed to help with clinical and administrative tasks that support all doctors. Examples of duties include preparing discharge summaries, assessing for dementia screening, VTE screening, and liaising with other clinical staff. |
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Department structure

The Doctors' Assistant will be attached to a ward or unit. Their role will sit within the medical structure for that area and they will be accountable to medical colleagues but will link with all clinical colleagues for that area.

Communications and Working Relationships

People with whom the postholder interacts on a regular basis:

| With Whom: | Frequency | Purpose |
|------------------------------|-------------------------|---|
| Patients | Daily | To carry out treatment / care plans |
| Doctors on wards and on-call | Daily | Supervision, work planning, advice and support |
| Consultant | Regular, eg weekly | Clinical Supervisor |
| Educational lead | Regular, eg fortnightly | Liaison between education and service clinical management areas |

Key duties and responsibilities:

Role Summary

Doctors' Assistants work alongside doctors to support their inpatient/ward work. The role combines a range of clinical and administrative competencies. This is a Senior HealthCare Support Worker role. The post holder will work with alongside doctors, with clinical supervision provided by a Consultant.

The post holder works as part of the medical team under the supervision of Doctors and supports them by participating in the delivery of patient care. The post holder will be expected to be self-motivated and use judgement and initiative where appropriate, supported by relevant training.

The post holder is an integral part of the medical team and may be embedded within the team of medical staff or may be attached to a specific ward. If team based they may therefore be involved in the care of all the patients under the care of their team despite the geographical location within the hospital.

The post holder will have completed the Healthcare Assistant (HCA) induction programme, and successfully completed the care certificate, and will be competent to undertake a range of clinical procedures, and will maintain their level of competence.

The post holder will form part of an internal rota; that is working shifts to meet service needs, including on Saturdays, Sundays, and Bank holidays.

This post has no involvement with medication – transcription and prescription are not part of this role.

The post-holder will be supported to undertake the Doctors' Assistant apprenticeship.

Clinical duties

1. Attend board round and handover meetings with doctors to contribute, prioritise and identify tasks.
2. Accompany Consultants and other doctors on ward rounds to contribute, prioritise and identify tasks.
3. Perform the following **skills** when indicated and/or directed, upon completion of the pre-requisite training and assessment of competency:
 - a. Undertake point of care testing (POCT) of INR (International Normalised Ratio) when required for patients on Warfarin. (This may allow patients to have surgery/procedures or help the patient's safe discharge;
 - b. Assess patient's previous notes and correspondence to ensure co-morbidities are noted and recorded, liaising with Doctors;
 - c. Undertake screening for
 - i. Dementia
 - ii. Venous Thromboembolism
 - iii. Malnutrition
 - iv. Frailty
 - v. And others as appropriate
 - d. Assess skin pressure areas and skin integrity, reporting any changes to a registered nurse or medical professional;
 - e. Take/record observations/measurements (eg. temperature, pulse, manual/digital blood pressure, respiration, oxygen saturation, body weight, height). Any readings deviating from the Trust's normal range are to be reported to a registered professional;
 - f. Monitor dietary/fluid intake and record amounts directly on fluid and food record charts;
 - g. Carry out routine urine testing, record results and report any abnormalities;
 - h. Collect blood and urine specimens and label as required;
 - i. Phlebotomy
 - j. Intravenous cannulation
 - k. Blood cultures
 - l. Electrocardiogram (ECG) recording
 - m. Basic wound care
4. Assist registered therapy professionals in carrying out treatment and movement programmes.
5. Transport equipment between care settings within the hospital.
6. Adhere to Trust policy on moving and handling.
7. Prepare/maintain environments for clinical procedures and support patients during the process.
8. Promote patient's equality and diversity and contribute to the protection of individuals from abuse.
9. Ensure and document patient consent, as required

Administrative Duties

1. Update patient list and task list (including electronic versions) under supervision of a registered medical professional.
2. Draft discharge summary for approval by Doctors.
3. Prepare and manage of patient notes.
4. Check the progress of requested investigations, expediting where necessary.
5. Update patients' investigation results in electronic or physical databases after the results have been scrutinised by registered medical professionals.

6. Complete radiology and pathology requests at the direction of a registered medical professional and with subsequent approval prior to submission.
7. Book outpatient follow-up and anti-coagulation clinic appointments.
8. Collect/deliver TTO (to take out) medications.

Communication

1. Develop and sustain working relationships with the medical team to ensure effective collaboration.
2. Receive and assist visitors, presenting self to patients, visitors and other staff in a pleasant and co-operative manner.
3. Establish rapport with patients and carers. Develop an awareness of patients' individual needs and communicate this to the registered professional responsible for the patient.
4. Exchange factual information with patients using reassurance, tact, and empathy. Support patients who are distressed, demonstrating empathy and understanding, ensuring registered staff are aware of a patient in difficulty.
5. Provide health promotion advice and leaflets to patients (within protocol)
6. In supporting/caring for patients, overcome barriers to understanding, eg. if the patient has physical impairment, mental health condition, learning difficulties or dementia.
7. Provide concise, accurate and legible data/records, maintaining confidentiality at all times.
8. Receive/transmit and store/retrieve information as required.
9. Uphold the Trust values and act as an advocate for patient care.

Training/Education

1. Demonstrate own activities to new or less experienced employees.
2. Participate in the induction /orientation of new members of the team (and others as required).

Personal and Professional Development

1. Identify own development needs through the use of reflective practice.
2. Undertake continuing workplace based assessments.
3. Maintain a record of continuing professional development.
4. Commit to undertake the Apprenticeship for Doctors' Assistants, unless it is agreed that this is not required.

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- To behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

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| Working Environment: | |
| Clinical role with daily patient contact | |
| Driving | |
| Use of PC/VDU | ✓ |
| Bending/kneeling | ✓ |
| Pushing/pulling | ✓ |
| Climbing/heights | |
| Repetitive movement | |
| Prolonged walking/running | |
| Controlled restraint | |
| Manual labour | |
| Food handling | |
| Lifting | ✓ |
| Physical support of patients | ✓ |
| Outdoor working | |
| Lone working | |
| Chemicals/fumes | |
| Contact with bodily fluids | ✓ |
| Infectious materials | |
| Noise/smells | ✓ |
| Waste/dirt | ✓ |
| Night working | ✓ |
| Verbal aggression | ✓ |
| Physical aggression | ✓ |
| Breaking unwelcome news to others | |
| Providing professional emotional support | |
| Dealing with traumatic situations | ✓ |
| Involvement with abuse cases | |
| Care of the terminally ill | ✓ |
| Care of the mentally ill & challenging patients | |
| Long periods of concentration i.e. hours | |
| Working in confined spaces (eg roof spaces) | |

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.

| Person Specification | |
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| Job Title: Doctors' Assistant | Grade: Band 3 |
| Department: - | Date: September 2022 |

*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate

| Minimum Criteria | * | Desirable Criteria | * |
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| Qualifications: Maths and English minimum functional skills level 2 (or equivalent GCSE grade C or 4 and above). Care certificate (or commitment to achieve this within the first three months). Qualified to level 3 in healthcare in an acute hospital setting, or equivalent level of knowledge and experience OR a commitment to start the apprenticeship for Doctors' Assistants Level 3, within the first 6 months. | AI AI AI | Completion of ESHT Trust Certification for: <ul style="list-style-type: none"> • Venepuncture • Cannulation, • Blood cultures • Female Catheterisation | A/I |
| Experience At least 12 months experience working at Healthcare Assistant level in an Acute setting. A range of clinical experience in both medical and surgical settings. | AI AI | | |
| Skills / Knowledge / Abilities Good IT skills; Ability to record personal generated information; Strong organisation and time management skills; Ability to work in a multi-disciplinary team; Ability to work with colleagues in other specialities; Ability to communicate effectively using persuasion, tact, empathy, and reassurance; Ability to overcome communication barriers with patients; | AI AI AI AI AI AI | | |

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| Ability to organise and prioritise own day to day work tasks and activities; | AI | | |
| Ability to plan own work from tasks delegated by medical professionals; | AI | | |
| Possessing a personal duty of care in relation to equipment and resources including safe use of equipment; | AI | | |
| Ability to demonstrate duties to new starters; | AI | | |
| Other | | | |
| Reliable work record | AIR | | |
| DBS clearance | T | | |
| Evidence that personal behaviour reflects Trust Values | AIR | | |
| Manager's signature: | | Manager's name: | Date: |
| Postholder's signature: | | Postholder's name: | Date: |