

## **JOB DESCRIPTION**

**POST:** Senior Nursing Assistant

**DEPARTMENT:** Outpatient Department

**BAND:** Band 3

**HOURS:**

**RESPONSIBLE TO:** Ward Manager

**WORKBASE:**

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### **JOB PURPOSE**

The post holder will:

- Undertake the role of caring for patients through indirect and direct supervision by a registered practitioner to aid in the deliverance of all aspects of care in a safe and timely manner.
- Act as a role model providing guidance and support to Trainee and Band 2 Nursing's Assistant's as required, helping to ensure the efficient and effective running of the department at all times.
- Independently plan tasks and workload activities whilst ensuring that their practice is guided by standard operating procedures and established protocols. They will demonstrate self-directed development, recognising own limitations, and work within the scope of their role at all times.
- Prioritise own workload and be responsible for planned care and tasks delegated from a registered practitioner.

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### **MAIN DUTIES & RESPONSIBILITIES**

#### **Clinical Practice:**

The post holder will:

- Welcome and orientate patients and visitors to the department.
- Assist in preparing patients notes, relevant charts/documentation and identity name bands prior to, and on attendance to the department.
- Undertake clerical duties as directed by the registered member of staff in relation to all verbal and written communications, ensuring messages and communications are passed to other team members, as required.

- Communicate effectively with patients, relatives and healthcare practitioners.
- Assist patients in gaining access to and in the use of appropriate toilet facilities.
- Assist patients in maintaining their personal hygiene and dressing needs with specific concern for their religious, cultural and personal preference, ensuring privacy and dignity at all times.
- Assist patients in their mobility requirements, help move and position appropriately to maximise their physical comfort, utilising equipment as directed by the multi professional team.
- Prepare individual patients and the environment to ensure effective movement and/or handling procedures.
- Report to Nurse in Charge on patients' condition or changing circumstances and any environmental issues.
- When necessary initiate and assist with basic cardio-pulmonary resuscitation procedures.
- At the delegation of the registered practitioner, transfer the patient from the outpatient department to another area, i.e. ward.
- Perform and record patient's vital signs as directed, reporting findings to the registered member of staff on duty – Temperature, Blood Pressure, Respiration, Oxygen Saturation and Pulse.
- Perform and record patient's weight and height, reporting findings to the registered member of staff on duty.
- Perform venepuncture as directed by the registered practitioner, ensuring relevant documentation is countersigned by the same practitioner and PPI policy followed.
- Perform additional clinical skills as directed by the registered practitioner (that have been agreed by the Line Manager) where trained and competent to do so and within the scope of the role and speciality.
- At the request of the registered practitioner, perform and record blood glucose levels utilising Trust point of care blood glucose monitoring equipment – reporting results to the registered practitioner on duty.
- Perform and record Blood Glucose levels – finger pricks, utilising blood glucose monitoring equipment - reporting results to registered member of staff on duty.
- Perform and record urine testing - Midstream Specimen, 24hr collection, Ileu Conduit Urine, Dip Stick – as per Trust policy, reporting results to registered staff member on duty.
- Chaperone the patient as required ensuring appropriate support.
- Assist with interventional procedures as required.
- Actively support and assist in alleviating distress and anxiety of patients or carers, consistent with their personal beliefs and preferences. Seeking support from registered staff as needed.
- Support patients with dementia/cognitive impairment/delirium, providing enhanced supervision where required.
- Provide health promotion advice to patients and relatives/carers, including smoking cessation, healthy eating, consumption of alcohol and infection prevention and control.
- Ask for, listen and value the views of patients and their relatives/carers on their experience, and discuss this with the registered practitioners in order to improve care provided in an appropriate manner.
- Promote standards of health and safety in working practice and the workplace, by being responsible for self and others through identifying risks, undertaking work activities in a safe manner.
- Use a range of techniques for infection prevention and control including waste management, hand washing and the use of Personal Protective Equipment (PPE).
- Maintain cleanliness in the work environment in line with Trust Health and Safety policies.
- Prepare and maintain environments for clinical procedures.
- Organise the supply and maintenance of materials and equipment, ensuring they are placed in the correct area and present no hazard to staff, patients and visitors.
- Provide support and guidance to junior staff, with support from the registered practitioner.

- Contributes to accurately and appropriately updating patient records as required

## **Management**

The post holder will:

- Proactively help patients and carers to take an active role in their care.
- Be familiar and comply with all Trust Policies and Procedures.
- Adhere to Trust Uniform Policy.
- Adhere to Trust Social Media Policy.
- Act at all times in a manner, which illustrates respect for privacy, dignity and confidentiality.
- Exhibit professional behaviour and attitude at all times and demonstrate excellent customer care skills.
- Contribute to effective team working, by being fully involved, committed and participating, to achieving full potential.
- Attend department meetings as required.
- Use IT systems for e.g. patient records and data collection.
- Contribute in the supply and maintenance of materials and equipment to ensure the efficient running of the clinical environment.
- Assist with the checking and recording of deliveries to the clinical areas against original orders.
- Ensure stock rotation is undertaken to minimise the risk of equipment becoming out of date.
- Assist in the transfer of materials and equipment as requested, including the maintenance of equipment as appropriate.
- Clean and return equipment utilised in procedures and treatments to Central Sterile Supplies Department (CSSD) or dispose of as appropriate.

## **Education and Development**

The post holder will:

- Recognises and consistently works within boundaries of the role and acquire skills and knowledge to develop competencies in service area.
- Maintain responsibility for the identification of own continuing educational needs and development and take part in annual appraisal.
- Maintain competence in Mandatory, Basic Life Support Resuscitation, Moving and Handling, and Fire Education through annual online and face to face attendance of lectures in adherence to Trust Policy.
- Support a rich learning environment for Trainee Nursing Assistants and Nursing Assistants.
- Attend appropriate training courses and keep up to date with developments within the service area.
- Participate in the training programmes of others, supporting Trainee Nursing Assistants and Nursing Assistants.
- Assist in the induction and orientation of new staff and advise/demonstrate own activities to less experienced staff.
- Participate in audits and improving quality programmes to support the department manager and team.
- Completed Apprenticeship/NVQ level 2 in Health care or demonstrates equivalent experience

## **Key Processes**

The post holder will:

- Independently plan tasks and workload activities whilst ensuring that their practice is guided by standard operating procedures and established protocols.
- Demonstrate self-directed development to ensure they practise in accordance with established protocols and standard operating procedures under close, but not continuous, supervision.
- Within the scope of their role, recognise their limitations and present them in a credible and competent manner.
- Prioritise own workload and be responsible for planned care and tasks delegated from a registered practitioner.
- On a day-by-day basis, be responsible for the delivery of clinical care under the indirect /direct supervision of the registered practitioner (indirect - where trained to do so).
- Act at all times in a manner, which illustrates respect for privacy, dignity and confidentiality.
- Have a responsibility to ensure all information processed for patients and staff is kept confidential, accurate and in line with the data protection act 1998 and Caldecott principles.

## **INFECTION PREVENTION AND CONTROL**

It is the requirement for all staff to comply with all infection control policies and procedures as set out in the Trust's Infection control policies. The post Holder is also responsible for ensuring that they and all their staff attend mandatory training, including infection prevention and control.

## **HEALTH AND SAFETY**

The trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or missions. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate. The Trust's Health and Safety Policies outline your responsibilities regarding Health and Safety at work.

## **RISK MANAGEMENT**

It is a standard element of the role, and responsibility of all staff of the Trust, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

## **SAFEGUARDING**

Ensure that the policy and legislation relating to child protection and safeguarding of Children, young people and vulnerable adults are adhered to. It is the responsibility of all staff to be aware of their individual responsibilities and to report any concerns to the identified person within your department/ division or area of responsibility.

## **CONFIDENTIALITY AND SECURITY**

The post holder is required to maintain confidentiality at all times in all aspects of their work. All employees must maintain confidentiality and abide by the Data Protection Act.

## **VALUES AND BEHAVIOURS**

The post holder will adhere to the values and behaviours framework, encompassing; care and compassion, treating everyone with dignity and respect. The post holder must extend these values and adhere to the social media policy.

## **TEAM BRIEFING**

The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

## **NO SMOKING POLICY**

The Trust operates a no smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas.

**This job description is an outline of the key tasks and responsibilities of the role and is not intended as an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services, as well as the personal development needs of the post holder.**

**Where particular Directorates require the post holder to focus on specific issues and/or areas of concern, this will be discussed through the performance management process.**

## **THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER**

**This job description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy.**

## Person Specification

### Job Title: Senior Nursing Assistant - Adults (Band 3) Outpatient Department

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>QUALIFICATIONS</b>	<p>Completed the National Care Certificate if relevant</p> <p>Holds a level 3 Vocational Qualification (e.g. NVQ or Apprenticeship) in clinical health care <b>OR</b></p> <p>Able to demonstrate equivalent knowledge, skill and competency to undertake band 3 clinical skills (described in JD)</p> <p>Holds Functional Skills Level 1 Maths and English or education equivalent</p> <p>Worked at a band 2 Nursing Assistant or equivalent</p> <p>Workers who are unable to provide evidence of knowledge or unable to demonstrate competency in band 3 clinical skills will be required to undertake the Trust Clinical Support Worker Development Programme as a Band 2 Clinical Support Worker and transition to Band 3 on completion</p>	<p>Speciality specific training and evidence of competencies being achieved and continued development</p>	<p>Certificates</p>
<b>KNOWLEDGE AND EXPERIENCE</b>	<p>Experience working in a healthcare organisation/setting, undertaking a wide range of clinical commitments.</p> <p>Knowledge of Infection Control &amp; Safeguarding processes</p> <p>Experience of working with the multidisciplinary team.</p> <p>Experience of caring for a group of patients.</p> <p>Experience of dealing with patient/relative complaints as appropriate.</p>	<p>Experience in supporting Quality Improvement audits and research and development activities.</p> <p>Experience of working in more than one speciality within a health care environment.</p>	<p>Application form and Interview</p>
<b>SKILLS AND ABILITIES</b>	<p>Good communication skills (written and verbal).</p>	<p>Experience of inducting, coaching and supervising junior staff</p>	<p>Application form and Interview</p>

	<p>Taking and recording vital signs and other clinical skill following appropriate training and assessment and within scope of job role</p> <p>Able to work as a team.</p> <p>Able to carry out routine and non-routine tasks.</p> <p>Able to work on own initiative in delivery patient care, following direction by a Registered Healthcare Practitioner.</p> <p>Able to relate well with patients/relatives/visitors/ Colleagues/the multi-disciplinary team and wider Trust staff.</p> <p>Computer skills.</p>		
<b>ATTRIBUTES</b>	<p>Committed to delivering high standards of patient care.</p> <p>Friendly, open, empathetic and compassionate.</p> <p>Professional outlook and positive attitude.</p> <p>Able to meet the flexible needs of the role and duty roster.</p> <p>Honest and trustworthy.</p>		Interview, EHWB apt and references

FINAL 25.01.23