



# Together

## **Job Description** **Senior Healthcare Assistant**

# LANCASHIRE TEACHING HOSPITALS NHS FOUNDATION TRUST WORKFORCE DIRECTORATE

## JOB DESCRIPTION

JOB TITLE: Senior Healthcare Assistant

DIRECTORATE:

REPORTS TO:

ACCOUNTABLE TO:

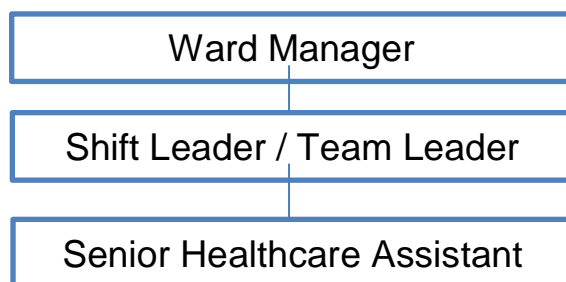
KEY RELATIONSHIPS:

DIRECT REPORTS:

LOCATION:

BAND: Band 3

**NB:** The post holder may be required to work in other departments across our hospitals including across our sites.



### DBS (Criminal Record) check level required for role:

Please indicate the level of DBS check required in this role	None	Standard	Enhanced without Barred List Checks	Enhanced with Child only Barred List Check	Enhanced with Adult only Barred List Check	Enhanced with Child and Adult Barred List Checks
						X

### KSF Core Dimension Levels for Role

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
2	1	1	1	2	1

### Role Summary

Responsible for providing a range of personal care duties for patients and a range of clinical duties under the guidance and supervision of the team leader/nurse in charge including: catheter care, stoma care, measuring & monitoring patient output, removal of catheters, moving and handling, use of mobility appliances, correct patient positioning, assess pressure areas and skin integrity, ensuring patient safety, taking specimens including blood sugars, taking and recording physical

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measurements observing patients for changes in condition, carrying out simple dressings, removal of venflons.

To support the productive operation of the ward environment by undertaking a range of non -clinical activities which contribute to the maintenance of a safe and clean environment.

To act at all times in a manner that upholds the Trust values working as part of the ward team to ensure that patients and relatives receive excellent care with compassion.

**Key Duties and Responsibilities:**

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post. In addition all staff are expected to act in accordance with the values and behaviours of our organisation.

## Our Values



### Being Caring and Compassionate

*Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.*



### Recognising Individuality

*Appreciating differences, making staff and patients feel respected and valued.*



### Seeking to Involve

*Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.*











### Building Team Spirit

*Working together as one team with shared goals doing what it takes to provide the best possible service.*











### Taking Personal Responsibility




*Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.*

ROLE DUTIES	MEASURABLE OUTCOMES					
	<ul style="list-style-type: none"> <li>Visitors are welcomed in a manner which promotes a positive image of yourself, the ward and the ward team</li> <li>Telephones answered stating name, role and department within 6 rings</li> <li>Introduces self to patients at the start of each shift</li> <li>Has achieved and maintained core and specific competencies as per HCA Development pathway and by manager.</li> <li>Demonstrates compassion by recognising and responding to individual needs in a warm, thoughtful, sensitive and helpful way</li> </ul>					







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	<ul style="list-style-type: none"> <li>• Receives positive feedback from patients/relatives/team members/students</li> <li>• .</li> <li>• Views</li> <li>• Arranges order for delivery or collection of pressure relieving devices</li> <li>• Correct use, maintenance, cleaning and of pressure relieving devices.</li> <li>• Demonstrates an understanding of and uses care plans during shift</li> <li>• Provides patients with appropriate activities and stimulation to promote well being and recovery in particular when providing enhanced care.</li> </ul>					
<ul style="list-style-type: none"> <li>• Take samples from patients for testing or dispatching eg: Urine, sputum, faeces, MRSA swabs, blood sugars</li> </ul>	<ul style="list-style-type: none"> <li>• Samples taken and tested accurately as per procedure, recording results</li> <li>• Samples dispatched or stored correctly while awaiting collection</li> <li>• Documentation is correct and complete</li> <li>• Takes samples to pathology as directed</li> <li>• Collects blood products from laboratory as per policy</li> </ul>					
<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Ensures timely completion of menu cards, gives assistance where required</li> <li>• Prepares patients for mealtimes in timely manner</li> <li>• Assists with distribution of meals to meet protected mealtime standards</li> <li>• Provides adaptive aids where required</li> <li>• Assists patient with eating and drinking maintaining dignity</li> <li>• Prepares and administers beverages for patients in timely manner</li> <li>• Weighs patients recording and monitor results</li> <li>•</li> </ul>					
<ul style="list-style-type: none"> <li>• Undertake clinical duties relevant to clinical area following achievement of competencies.</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor patients' vital signs and records &amp; reports in a timely manner</li> <li>• Accurately calculates Early Warning Score.</li> </ul>					

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	<ul style="list-style-type: none"> <li>Assesses patients condition using look listen and feel</li> <li>Recognises signs of unwell patient and reports/escalates in timely manner</li> <li>Has achieved/maintained current BLS and AIM for Support workers</li> <li>Sets up and carries out/assists with clinical procedures correctly maintaining sterile field and ANTT</li> <li>Assists with initial admission process of patients, records accurately.</li> <li>Reports outcomes of care activities, in a timely manner</li> <li>Shows awareness of discharge planning</li> </ul>					
<ul style="list-style-type: none"> <li>Assist to maintain patient safety, conforming to health, safety and security legislation, policies, procedures and guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>Contributes to patient falls assessments</li> <li>Maintenance of infection control standards and hand hygiene</li> <li>Undertakes intentional rounding as requested to meet ward standards.</li> <li>Call bells are answered in timely way</li> <li>Correct use of cot sides, blue tray, wet floor signs</li> <li>Achieves ANTT and hand hygiene audit</li> <li>Uses agreed moving and handling procedures</li> <li>Current moving &amp; handling update training maintained</li> <li>Reports all accidents, incidents, near misses, faulty equipment or environmental issues immediately as per Trust Policy</li> <li>Comply fully with the Trust Uniform Policy</li> </ul>					
<ul style="list-style-type: none"> <li>Assist in maintaining standards of care to improve the patient experience and outcome of care.</li> </ul>	<ul style="list-style-type: none"> <li>Participates in audit and evaluation programmes as requested</li> <li>Makes constructive suggestions to how the service can be improved.</li> <li>Uses the EQIP to gain patient feedback about their experience of their care by facilitating the use of the surveys during intentional rounding</li> </ul>					

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	<ul style="list-style-type: none"> <li>Undertakes intentional rounding as requested to meet ward standards.</li> </ul>					
•	<ul style="list-style-type: none"> <li>Treats everyone with dignity and respect</li> <li>Offers choice to meet individual patient's needs.</li> <li>Acts in accordance with current legislation, policies, procedures and good practice relating to equality &amp; diversity.</li> <li>Address/report behaviour that undermines equality and diversity.</li> <li>Safeguard children, young people and vulnerable adults, escalating concerns in line with Trust policy and regulatory frameworks.</li> </ul>					
•	<ul style="list-style-type: none"> <li>Beds made &amp; changed in a timely manner to keep patients clean and comfortable and bed areas correctly prepared for new admissions</li> <li>Orders and cancels pressure relieving equipment as directed</li> <li>Mattress audits completed checking mattresses are fit for purpose</li> <li>Telephones answered stating name, role and department within 6 rings</li> <li>Incident reports are completed as necessary</li> </ul>					
• Maintain and develop own competence	<ul style="list-style-type: none"> <li>Actively participates in the appraisal process, has a current appraisal/PDP.</li> <li>Undertakes identified learning and development opportunities, as per HCA Development Pathway and as agreed with manager.</li> <li>Mandatory training as outlined by the RMTNA is up to date</li> <li>Meets National HCA Code of Conduct (DH 2013)</li> <li>Meets National Minimum Training Standards (DH 2013)</li> </ul>					
• Actively try to resolve issues and complaints at local level and then report the outcome to line manager.	<ul style="list-style-type: none"> <li>Gives clear and concise advice to people on the procedures in place eg PALS, complaints.</li> <li>Resolve potential conflicts as per conflict resolution guidance and the promotion of zero tolerance</li> </ul>					

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	<ul style="list-style-type: none"><li>• Report incidents of violence or aggression immediately in order to seek help</li></ul>					
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Occupational hazards or exposures relevant to this job (please tick)			
<b>Physical</b>			
Patient moving & handling	<input type="checkbox"/>	Regular DSE work	<input type="checkbox"/>
Regular equipment / material moving & handling > 10kg	<input type="checkbox"/>	Climbing ladders and / or working at height	<input type="checkbox"/>
Noise (LEP,d > 80)	<input type="checkbox"/>	Hand Arm Vibration	<input type="checkbox"/>
Hot or cold conditions	<input type="checkbox"/>	Exposure to Ionising Radiations	<input type="checkbox"/>
Entry into confined spaces	<input type="checkbox"/>	Other potential ergonomic problems	<input type="checkbox"/>
Driving on Trust business	<input type="checkbox"/>	Vocational driving (C1,D1, LGV, PCV)	<input type="checkbox"/>
<b>Chemical</b>			
Exposure to known respiratory irritants or sensitisers	<input type="checkbox"/>	Exposure to known skin irritants or sensitisers (including latex)	<input type="checkbox"/>
Exposure to asbestos (non-licenced work)	<input type="checkbox"/>	Exposure to any other chemicals	<input type="checkbox"/>
<b>Biological</b>			
Exposure-prone procedures	<input type="checkbox"/>	Laboratory exposure to pathogens	<input type="checkbox"/>
<b>Other</b>			
Night work	<input type="checkbox"/>	On-call duties/ lone working	<input type="checkbox"/>

## Teaching Hospital & Learning Organisation

As a teaching hospital and an organisation committed to continuous learning, we offer a broad range of education and training to staff and students/trainees/other learners. All post holders are expected to fulfil mandatory training requirements, engage in continuous learning and support education and training of others commensurate to their role.

## Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by our organisation
- Trust Standing Financial Instructions
- Working within Data Protection Legislation, Health & Safety at work Act 1974, maintain confidentiality at all times, as required by legislation and our policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
  - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
  - Concerns about the professional or clinical practice or competence of staff
  - The treatment of other staff, including suspected harassment, discrimination or victimisation
  - Health, safety and environment issues
  - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
  - Employment standards and/or working practices
  - Criminal offences or miscarriages of justice
  - Failure to comply with any other legal obligation
  - Deliberate concealment of any of the above

### Information Governance

- To be fully aware of and committed to all policies, procedures and initiatives relating to information governance - this will include, but not limited to, data quality improvements, confidentiality and information security
- To take personal responsibility for safeguarding and ensuring the quality of information

### Behaviour

The post holder will be expected to:

- Support the aims and vision of our organisation
- Act with honesty and integrity at all times
- Be a positive ambassador for the organisation
- Demonstrate high standards of personal conduct
- Set an example and encourage openness and honesty (particularly in reporting incidents and near misses) and will actively foster a culture of learning and improvement
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the organisational commitment to equality and diversity
- Take personal responsibility for their words, actions and the quality of the service they deliver

### Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

# LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST

## PERSON SPECIFICATION

**POST: Senior HealthCare Assistant**

**Band: 3**

**DIRECTORATE / DIVISION:**

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
<b>Qualifications &amp; Education</b>	<ul style="list-style-type: none"> <li>GCSE Maths &amp; English grade C or above / Grade 4 - 9</li> <li><b>OR</b></li> <li>Functional/Key skills level 2 numeracy and Functional/Key Skills level 2 literacy</li> <li><b>Plus</b></li> <li>• BNCS or NVQ / Internal Level 2 training programme</li> <li>• Must be willing to undertake and complete Trust internal Level 3 training programme course asap</li> </ul>	<ul style="list-style-type: none"> <li>Level 3 QCF diploma (Qualification Credit Framework) in healthcare / NVQ level 3</li> </ul>	<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> <li>Assessment</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of working in an acute health care or related setting</li> <li>Understanding of health and safety issues within healthcare</li> <li>Understanding of concept and application of confidentiality</li> <li>Understanding of the role of a senior HCA</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> <li>Assessment</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>IT skills</li> <li>Ability to deliver a good standard of basic nursing skills and quality patient care</li> <li>Willingness to develop clinical skills and competency relevant to role</li> <li>Good written and verbal communication skills</li> <li>Organisational skills</li> <li>Ability to organise own time and workload</li> <li>Ability to use initiative</li> </ul>		<ul style="list-style-type: none"> <li>Application form</li> <li>Interview</li> <li>Assessment</li> </ul>
<b>Values &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>Empathetic</li> <li>Enthusiastic and Positive</li> <li>Able to work as part of a team</li> <li>Ability to motivate</li> <li>Committed to working in a caring role</li> <li>Aware of boundaries of the Role</li> </ul>		<ul style="list-style-type: none"> <li>Assessment</li> </ul>

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	<ul style="list-style-type: none"><li>• Flexible to meet the needs of the service</li></ul>		
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