

## **JOB DESCRIPTION**

### **1. JOB DETAILS**

**Job Title: Healthcare Assistant Pain Clinic Outpatient Department**

**Band: 3**

**Care Group: ACCT**

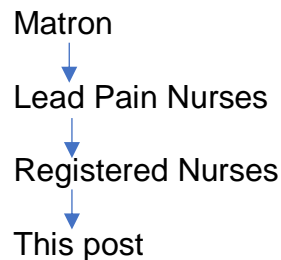
**Location: Royal Cornwall Hospitals NHS Trust Truro**

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### **2. Job Overview**

- To contribute to the delivery of excellent care and the efficient running of the outpatient pain clinic.
  - To deliver care in a manner sensitive to the individual patients needs and wishes, acknowledging and respecting their confidentiality, rights, and beliefs always.
  - Assisting with minor pain procedures under the direction of a pain Dr.
  - To ensure a positive patient experience, as first point of contact by providing a welcoming, helpful, and supportive environment.
- Working collaboratively within a multidisciplinary team and to have a good understanding of the complex needs of this patient group.
- Undertaking appropriate administrative tasks to ensure the smooth running of the outpatient department.
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### **3. ORGANISATIONAL CHART**



### **4. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED**

- Care certificate.
- Ability to communicate effectively verbally and in writing.
- Basic IT skills.
- Ability to work without direct supervision and to manage own clinical workload.
- Knowledge and experience of Patient Administration System (PAS) and Maxims.
- Competent in performing clinical observations.

### **5. COMMUNICATION**

- Demonstrate throughout all interventions and tasks the RCHT Trust values.
- To work collaboratively within a multi-disciplinary team.
- To effectively communicate with patients and their support network about information that can be complex and sensitive at times.
- To be an advocate for the patient.
- To identify the potential for stress and to support patients in the department by demonstrating empathy and understanding.
- To respond appropriately to queries, take accurate telephone messages.
- Whilst always maintaining a professional attitude, develop sound interpersonal relationships with patients and colleagues.

## **6. RESPONSIBILITIES**

### **Patient Care**

- To ensure patient safety.
- To assist and support professional practitioners and patients during pain procedures or appointments.
- To provide concise, legible, and accurate data, and when necessary, store, to always maintain confidentiality.
- Provide and deliver a high standard of clinical care, understanding, recognising, and meeting the specific needs of this complex group of patients.
- To promote and safeguard the wellbeing of patients, their families and colleagues.
- To be aware of the implications of Health & Safety policies, which affect direct and indirect aspects of care.
- To share responsibility for the cleanliness, care, and maintenance of all the equipment on the department.
- To carry out clinical observations on patients, recognising, recording, and reporting all changes in patients' condition to registered nursing staff.
- To carry out additional tasks as delegated by a Registered Nurse or Healthcare professional within the department, which have been taught, subsequently supervised and in which competency has been proved. This will include fitting TENS machines, performing Peripheral Nerve Stimulation.

### **Administration Tasks**

- Assist patients to complete required pain related forms and upload responses onto appropriate system.
- Prepare clinic lists and notes for daily clinics.
- Record outcomes of consultations and tracer e-notes on completion.
- Book acupuncture patients next appointment.
- Encourage and support all patients to complete a patient experience form.
- Other relevant administrative tasks.

### **Policy and service Development**

- To respect the confidential information obtained in the course of your work and not disclose this information, in line with Royal Cornwall Hospitals Trust policy Data Protection Act.

- To be familiar with Trust and departmental policies and comply with these at all times.
- To be familiar with Trust policy and ensure that as an individual you practice within these parameters.

### **Financial and Physical Resources**

- In conjunction with the line manager be aware of the monitoring and control of stock and resources within the agreed budget.
- Have good housekeeping awareness ensuring that the department uses resources effectively.
- To have a full knowledge of and to maintain stock levels, within defined parameters.

### **Training, IT Systems and Processes**

- Be receptive to training within this area.
- To be responsible for attending mandatory study training annually.
- To be competent in the use of PAS, Maxims, Patient Hub, AMAT and other IT systems required within the department.
- Report untoward incidents such as complaints, clinical emergencies and injuries to nursing staff and record on the electronic incident reporting system.

### **Personal Development**

- Develop and maintain own knowledge, skills, and competencies in line with Trust policy.
- Attend relevant courses or further training to enhance and optimise the role within the clinical area.
- To train in the usage of medical devices under the supervision of clinical experts and within set protocols.
- Develop oneself alongside the changing needs of the service.
- Provide and deliver a high standard of clinical care, understanding, recognising and meeting the specific needs of this complex group of patients.

### **Other**

- The post-holder must comply with all RCHT Policies and Procedures.
- The post-holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the patient or to any persons working/visiting in RCHT premises.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

**THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER**

## 7. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of Department Signature:

Date:

Title:

Please note:

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

**The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home**