

Job Description

Job Title	SENIOR HEALTH CARE ASSISTANT (BAND 3)
Band	3
Managerial Reporting Responsibility	Ward/Department Sister/Charge Nurse
Professional Reporting Responsibility	Ward/Department Sister/Charge Nurse
Job Purpose	<p>The post holder will provide high quality fundamental care to patients under the supervision a Registered Practitioner in a caring, compassionate and sensitive manner:</p> <ul style="list-style-type: none"> • Acting always in the patient’s best interests. • Protecting and maintaining the patient’s privacy and dignity at all times. • Providing individualised care for a diverse group of patients respecting personal beliefs and preferences. • Alert the Registered Practitioner and/or Ward/ Department Manager to any change or concern relating to the welfare of the patient in a timely manner. <p>The post holder will be actively involved in providing supervision and guidance to junior / less-experienced staff.</p>

PRINCIPLE RESPONSIBILITIES

Communication

1. Communicates effectively and respectfully with patients, their relatives /visitors, ward / team leaders and all members of the multi-professional team utilising a wide range of well-developed communication methods.
2. Effectively adapts communication methods as required for patients with sensory impairments such as hearing loss, speech difficulties, seeking support and guidance from Registered Practitioners as required.
3. Ensures own practice complies with Data Protection/ Confidentiality/Caldicott Principles.
4. Works as an effective team member and demonstrates a good understanding of the role of team work in the delivery of high quality care.
5. Demonstrates the ability to sign post families / carers to relevant information sources appropriate to situation and in liaison with the Registered Practitioner.
6. Demonstrates understanding of the possible reasons for complaints and consistently works in a manner which minimises such events. Recognises and reports possible concerns of patients / relatives / visitors to Registered Practitioners in timely and appropriate manner.
7. Demonstrates the ability to identify and report changes or concerns in relation to the patient's wellbeing to the Registered Practitioner in a timely manner.

Clinical

1. Actively involves the patient in their own care, consulting and involving them in decision making regarding their care and well-being consistently placing them at the centre of the health care system.
2. Demonstrates good understanding of fundamental legal practices related to consent and ensures consent is obtained prior to the delivery of care.
3. Demonstrates the ability to deliver culturally sensitive, respectful, non-judgemental patient care from a pre-determined care plan to a group of patients with a wide range of needs under proximal supervision of a Registered Practitioner. Strives to maintain an environment where there is equal opportunity and commitment to anti-discriminatory, anti-racist and anti-stereotyping practices.
4. Demonstrates effective time management skills to efficiently manage workload, recognising and responding to changing priorities throughout shift and alerting the Registered Practitioner to situations where difficulties are experienced in meeting the care needs of the patients.
5. Acts as a role model to junior / less experienced staff consistently delivering high quality patient care in a caring, sensitive and compassionate manner, ensuring the patient's fundamental care needs are met and that their privacy and dignity is respected and maintained at all times.
6. Supports junior / less experienced Health Care Assistants to develop core skills in the delivery of fundamental care providing supervision and mentorship as required. Provides

clear and constructive feedback to Health Care Assistants and Mentor / Manager following periods of supervision.

7. Actively participates in monitoring patients recording physiological observations at relevant intervals as determined by the patient's condition. Utilises Trust approved Early Warning System effectively to identify changes or deterioration in the patient's condition, reporting findings to the Registered Practitioner in a timely manner and where appropriate initiating interventions to address observed changes in condition.
8. Recognises deterioration in the physical or mental condition of a patient and reports to the Registered Practitioner in a timely and effective manner.
9. Acts as role model to junior / less experienced staff by ensuring that moving and handling activities are undertaken in a manner which is safe for both the patient, colleagues and the post holder and in accordance with the Trust Manual Handling Policy and patient's individual risk assessments.
10. Demonstrates competence in additional clinical skills relevant to clinical area e.g. venepuncture, ECG recording, Theatre Escort following successful completion of relevant training and assessment.
11. Ensures own practices adhere to Trust infection control policies and procedures at all times e.g. Bare below the elbows, Hand Hygiene. Demonstrates the ability to assertively challenge others in situations where infection control policies are breached seeking support of Registered Practitioner appropriately.
12. Participates in cleaning, stocking up and other non-clinical duties as required to ensure the smooth running of the ward /dept.

Role Responsibilities

1. Acts in the patient's best interests at all times.
2. Demonstrates excellent understanding of the boundaries of the Health Care Assistant role and the ability to assertively refuse to undertake skills /tasks which fall outside of role e.g. undertaking patient assessments, neurological observations.
3. Demonstrates the ability to recognise personal sphere of competence proactively seeking supervision and opportunities to further develop competence as appropriate to role. Demonstrates a commitment to continued personal development undertaking additional training as required and following discussion with Ward / Department Manager.
4. Works to ensure the completion of Band 3 Developmental Passport for HCAs.
5. Works in partnership with manager to develop and deliver on Specific, Measurable, Achievable, Realistic and Time framed (SMART) objectives at annual appraisal and personal development planning meeting.
6. Takes responsibility for attending statutory / mandatory updates in accordance with Trusts' mandatory training matrix.
7. Undertakes additional champion / link roles relevant to specialty and as requested by Ward / Dept. Manager.
8. Participates in the collection of audit data as required by Ward / Department Manager.

This job description is not exhaustive and will be subject to periodic review in association with the post-holder.

POLICIES AND PROCEDURES

The post is subject to the policies, practices, procedures and conditions of service determined by the Trust.

Medical Questionnaire

The appointment is subject to the completion of a satisfactory medical questionnaire which may involve a medical examination. The Job holder may also be required to undergo medical examinations in the future and/or at intervals stipulated by the Trust.

Equality of Opportunity and Diversity

The Trust operates an Equality of Opportunity and Diversity Policy and welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. It aims to ensure that no job applicant, employee or former employee suffers direct unlawful or unfair discrimination, or is disadvantaged by any conditions or requirements which cannot be justified.

Confidentiality

The post holder has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality and Data Protection. Any matters of a confidential nature, including information relating to the diagnosis and treatment of patients, individual staff records and details of contract prices and terms, must under no circumstances be divulged to any unauthorised person or persons. Breaches of confidence will result in disciplinary action which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidence may also result in a civil action for damages.

Information Security

The Job holder is expected to safeguard the confidentiality, integrity and availability of data, and ensure that Trust policies and statutory regulations are followed.

Fire

The post holder is required to comply with agreed fire procedures, taking the appropriate action if the fire alarm sounds, and to attend relevant training programmes as required.

Smoking

The Royal Berkshire NHS Foundation Trust has a *Smoke Free* policy. Smoking is not permitted in any of the Trust's properties or in Trust grounds.

The manager drawing up the job description should then choose the appropriate additional section from the below to add to this list.

Health and Safety Statement

The Trust has designated the prevention and control of Health & Safety as a core component in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- 1) Follow consistently high standards of Health & Safety practice, especially with reference to had adherence to dress/uniform code.
- 2) Be aware of and follow all Trust Health & Safety guidelines and procedures relevant to their work.
- 3) Participate in mandatory training updates.
- 4) Challenge colleagues who are not complying with Trust Health & Safety procedures and report to line manager.

Infection Control Responsibilities

The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- 1) Following consistently high standards of infection control practice, especially with reference to had decontamination, adherence to dress/uniform code and for clinical staff, aseptic technique.
- 2) Being aware of and follow all Trust infection control guidelines and procedures relevant to their work.
- 3) Participating in annual mandatory training updates.
- 4) Challenging colleagues who are not complying with Trust Infection Control guides and procedures and report to line manager.

Safeguarding Children and Adults

The Royal Berkshire NHS Foundation Trust takes the issues of Safeguarding Children and Adults very seriously. All employees have a responsibility to support the Trust in its duties by:-

- 1) Attending mandatory training on Safeguarding children and adults.
- 2) Being familiar with the individual and Trust requirements under relevant legislation.

- 3) Adhering to all relevant national and local policies, procedures, practice guidelines and professional codes.
- 4) Reporting any concerns to the appropriate manager or authority.

PERSON SPECIFICATION – Band 3 Senior Health Care Assistant

Key

A = assessed from application form. I = assessed through interview. AS= assessed through an assessment process. R = confirmed from reference. OH = occupational health clearance.

ESSENTIAL	DESIRABLE
Education, Qualifications & Training	
Successful completion of Trust's Band 2 Developmental Passport or ability to demonstrate equivalent level of competence. A&I	NVQ / QCF level 3 in Health or Health and Social Care. A
Experience	
Experience as Health Care Assistant within an acute hospital environment or equivalent setting. A	Previous experience of working within relevant specialty. A
Reliable work / study record. R	
Skills, Knowledge & Abilities	
Demonstrates the ability to communicate clearly and effectively. I and AS	Evidence of previous involvement in supporting the development of other staff. A, I & R
Demonstrates an empathetic, caring and sensitive approach to patients, relatives and carers. A, I & AS	
Demonstrates the ability to place the patient at the centre of care	
Demonstrates ability to work effectively within a team. A, I and R	
Shows motivation in developing new skills and knowledge. Embraces change and innovation positively and with enthusiasm. A & I	
Demonstrates excellent understanding of personal accountability and role boundaries. I	
Demonstrates willingness to contribute to the support and development of others. A& I	
Well presented. I	
Other	
Information technology literate. A	
Excellent timekeeping and a flexible approach to work. Able to participate with a rotating shift pattern. I	
Good attendance record in previous posts or during training. R	
Able to meet the physical demands of the job	

such as moving and handling patients and assembling, operating and maintaining clinical equipment. OH	
Ability to work across hospital sites as required meeting the demands of the service. I	