

## JOB DESCRIPTION

### 1. JOB DETAILS

<b>Job Title:</b>	<b>Senior Healthcare Assistant</b>
<b>Band:</b>	<b>3</b>
<b>Reports To:</b>	<b>Practice Nurse Lead</b>
<b>Department/Directorate:</b>	<b>Castle Place Practice / Community Services Division</b>

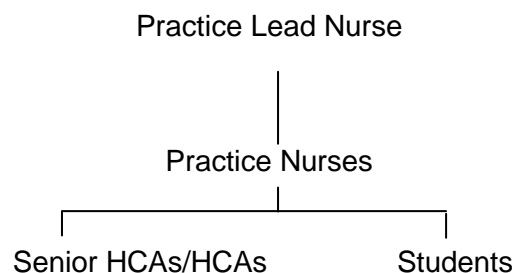
### 2. JOB PURPOSE

- To form part of the multi-disciplinary team providing and recording nursing procedures, screening and health promotion services to the Practice population.
- To understand the principles of “healthy living”, chronic disease management and provision of care in the primary care setting.
- To assist medical and clinical personnel in the care of practice patients, to include treatment, preventative care, screening and patient education under the direction and supervision of a Registered Nurse/Clinician.
- To practice in accordance with Trust standards and statutory requirements and operate within the boundaries of the role and assessed competencies.
- To undertake administrative duties as required.

### 3. KEY WORKING RELATIONSHIPS

- Practice Manager, administration and secretarial teams across the Practice and the Trust
- GPs, nurses and other members of the medical team
- Other members of the multi-professional clinical team
- Patients and their relatives/carers
- Senior Nursing staff and other ward staff
- Divisional Management team
- Health Records & IM&T Departments
- Central Support Team

### 4. ORGANISATION CHART



## **5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

### **Care Management**

- To provide patient care as directed by a registered clinician and in accordance with the specifications of each patient's care needs including, for example:
  - BP monitoring
  - Urinalysis
  - Phlebotomy
  - Providing lifestyle advice to patients making any necessary referrals within the Practice
  - Weight monitoring
  - Administer Flu and pneumonia vaccinations
  - Administer Shingles vaccinations
- To provide appropriate clinical and administrative support services including, for example:
  - Ensuring specimens are labelled and bagged ready for collection with the necessary paperwork completed
  - Ensuring clinical waste collection runs smoothly, reporting any problems to the nurse manager
  - Ensuring sharps bins are ready for collection
  - Maintaining stock levels of consumables and liaising with the Lead nurse for ordering
  - Ordering of stock from RD&E lab, HSDU, PCSE etc
  - Taking daily temperature checks of vaccine fridges and maintaining records of readings
  - Reporting any Fridge readings outside the range of 2-8 degrees to Lead nurse or deputy as soon as possible
  - Daily sterilisation of Propulse equipment
  - Restocking/maintenance of equipment
  - Restocking of clinical areas and consulting rooms
  - Creating and sending recall letters for clinics
  - Assisting in seasonal and special projects as requested eg flu campaign
  - Ordering and displaying health promotion materials
- To undertake skilled nursing activities for which training and competency assessment has been undertaken.
- To guide and assist other support workers in the delivery of basic nursing care.

### **Quality Management**

- To participate in the monitoring and use of nursing and patient care standards.
- To participate in the implementation of action plans to improve patient care standards and services.
- To participate in the implementation of improvements to working methods and practices.
- To participate in and contribute to improvements and changes within the Practice, Directorate and Trust.

### **Financial Management**

- Monitor use of clinical supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service

### **Information Management**

- To participate in the administrative and professional responsibilities of the practice team
- To contribute to the collection, recording and storage of information including ensuring computer system(s) are kept up to date with accurate details recorded
- To ensure collection and maintenance of statistical information required for regular and ad hoc reports
- To ensure that records are accurately assembled in advance of each consulting session
- To ensure that records are available in the instances of urgent consultation
- Maintain quality electronic records using the appropriate system, ie EMIS

### **Staff Management**

- To contribute to the supervision, development and coaching of other support workers so that they function effectively within the roles and responsibilities as laid down by the Trust Vision for Nursing
- To develop own supervisory skills and competence.

### **Professional development**

- To practice in accordance with standards as laid down by the Practice and the Trust.
- To develop own knowledge and practice
- To participate in a personal development review in accordance with knowledge and skills framework.
- To attend and participate in Practice meetings as required
- To assist in formulation of Practice philosophy, strategy and policy

### **Other**

- To take part in regular performance appraisal
- To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling
- To contribute to and work within a safe working environment
- The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.
- To undertake any other duties commensurate with the role.

## **THE TRUST - PURPOSE AND VALUES**

We are committed to serving our community by being a high quality specialist Hospital with consultant-led services. We aim to co-ordinate our services with primary and community care, and to develop a limited number as Sub-Regional Referral Centres with appropriate levels of research, development and educational involvement. Where appropriate, and consistent with our services, we may provide services aimed at preventing disease and debilitation.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

## **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, the Trust reserves the right to insist on changes to your job description after consultation with you.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call 01392 207462.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake an Enhanced Disclosure Check.

The Trust is committed to recruiting and supporting a diverse workforce and so we welcome applications from all sections of the community, regardless of age, disability, gender, race, religion or sexual orientation. The Trust expects all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

**PERSON SPECIFICATION**

**POST: Senior Healthcare Assistant**

**BAND: 3**

<b>REQUIREMENTS</b>	<b>At Recruitment</b>	<b>At PDR</b>
<b><u>QUALIFICATIONS/SPECIAL TRAINING:</u></b> NVQ3 in Health & Social Care or Diploma Level 3 or equivalent qualification, or equivalent level of care experience and commitment towards working for NVQ3 or equivalent qualification. Completion of the Care Certificate programme provided by the Trust within required timescales. Demonstrate evidence of own competence and continuous personal and clinical (where appropriate) development. Basic IT Skills – Microsoft Office and Email	E  E  E  E	E  E  E  E
<b><u>KNOWLEDGE/SKILLS:</u></b> Basic knowledge of Primary Care patients Undertake simple dressings Removal of urinary catheters Measure and record blood pressure, oxygen saturation, temperature, pulse and monitor fluid balance Remove intravenous cannula Assist in reporting care and transfer of continuing care between multi-disciplinary team members Application of prescribed creams to patients under guidance from Registered Nurses/Clinicians Assist the trained nurse/clinician in health promotion Perform ECGs and basic rhythm recognition – if required Take an active role in the facilitation and education of other Healthcare Assistants Escort/chaperone patients for investigations Blood sugar monitoring under the guidance of a trained nurse/clinician Venepuncture for routine blood tests Health promotion for Public Health services	E E E  E E E  E E E D E E D D	E E E  E E E  E E E E E E E E
<b><u>EXPERIENCE:</u></b> Recent experience of care for patients as a Senior Healthcare Assistant in acute/community/Practice setting	E D	E E
<b><u>PERSONAL REQUIREMENTS:</u></b> Communicates well, is able to respond to patients with respect and empathy Works well as a team member Good attendance record Able to work in a busy environment Able to work under the direction of trained members of staff carrying out instructions as necessary Empathetic approach with vulnerable patients	E E E E  E E	E E E E  E E
<b><u>OTHER REQUIREMENTS:</u></b>  Flexibility in day to day working Willingness to undertake training as identified by training needs analysis	E  E	E  E

\* Essential/Desirable

Hazards within the role, used by Occupational Health for risk assessment					
Laboratory Specimens		Clinical contact with patients	✓	Performing Exposure Prone Invasive Procedures	
Proteinacious Dusts					
Blood / Body Fluids	✓	Dusty environment		VDU Use	✓
Radiation		Challenging Behaviour	✓	Manual Handling	✓
Solvents		Driving		Noise	
Respiratory Sensitisers		Food Handling		Working in isolation	
Handling Cytotoxic Drugs					