



MANX CARE

JOB DESCRIPTION

Job Title:	Health Care Assistant
Location:	Noble's Hospital Medicine, Urgent Care and Ambulance Service
Accountable to:	Divisional Manager
Reports to:	Senior Sister / Senior Charge Nurse or Divisional Manager
Pay Band:	2
Job Evaluation Reference No:	0732v5/JE/16
Organisation Chart: (attached)	<pre> graph TD DM[Divisional Manager] --- SN[Senior Nurse/Senior Charge] SN --- SCN[Sister / Charge Nurse] SCN --- SCN2[Sister / Charge Nurse or Team Leader] SCN2 --- RN[Registered Nurse] RN --- SHCA[Senior Health Care Assistant] SHCA --- HCA[Health Care Assistant] HCA --- HK[Housekeeper] </pre>

JOB PURPOSE

Under the direction of the Registered Practitioner who is accountable for patient care, works as part of a multi professional team, supporting and delivering patient care.



KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

- It would be an advantage if the post holder has had previous experience of caring but this is not essential. The post holder must be able to communicate accurately and concisely to patients, family members and all members of the multi professional team. To be friendly, approachable and able to work with others in a team to ensure all patients receive high quality, individually planned care.
- The post holder needs to be pro active and enthusiastic about delivering high quality nursing care and be able to work under the direction of the Registered Practitioner with the minimum of supervision. They must be an active contributor of the multi professional team, participate in quality initiatives as directed by the Registered Practitioner and demonstrate that they can be flexible in assisting and meeting the requirements of the department
- The post holder will be encouraged, and be expected to show a willingness to expand personal and professional knowledge through attending and participating in appropriate study and training programmes. The post holder must attend local and corporate induction training and the components of the mandatory training programme that are necessary to fulfil the role of Health Care Assistant, including updates as required by hospital policy. The post holder will be required to maintain an on going record of attainment. The post holder will be encouraged to attain NVQ Level II, in Health and Social Care or equivalent level of competence.
- The post holder will be expected to have an acceptable attendance at work as outlined in the departmental Attendance at Work Policy and Procedures.

MAIN DUTIES & RESPONSIBILITIES

- The Health Care Assistant will be required to assist the Registered Practitioner in the delivery of care to all patients, to support activities of daily living. This will include such activities as assistance with dietary and nutritional needs, personal and oral hygiene, moving and handling, monitoring and recording of basic observations, elimination, and emotional, cultural and spiritual needs, care of the dying patient and their family and last offices.
- The Health Care Assistant under the direction of a Registered Practitioner will perform a range of clinical and non clinical duties.
- Clinical duties will dominate the majority of the time worked by Health Care Assistants and will take precedence over non clinical duties.
- The Health Care Assistant will be responsible for the care they deliver, that has been directed to them by the registered practitioner. They will be required to maintain accurate written records and have all entries countersigned by a registered practitioner.
- The Health Care Assistant has the responsibility to ensure they are aware and adhere to Hospital policies and procedures.

CLINICAL

- Where appropriate training has been given, the post holder will undertake an agreed range of procedures associated with the patient's care needs as directed by the Registered Practitioner.
- Clinical duties will include escorting patient's who are medically / surgically stable to various locations throughout the hospital and on approved outings as directed by the Registered Practitioner.

- Be able to perform record and report basic clinical observations, to include blood pressure, pulse, respiratory rate, temperature and pulse oximetry in none critically ill patients.
- Be able to measure and record fluid balance to include input and output, being responsible for ensuring the registered practitioner is informed of recordings.
- Be able to obtain specimens of urine and, record and report findings of tests. Undertake ward urinalysis tests (dip stick) as per agreed clinical procedures. Will be able to remove indwelling urinary catheters.
- Following approved training will assist the registered practitioner in the moving and handling of patients utilising appropriate aids.
- Following approved pressure area management training will be able to observe and report changes in patients skin condition to a registered practitioner
- Following the direction of the registered practitioner will be able to remove and replace simple wound dressings and apply non prescription creams / ointments. Observe wound sites and report any changes to the Registered Practitioner.
- Following approved training and following manufacturer's instruction is able to correctly apply anti embolic stockings to patients who require them.
- The Health Care Assistant will be able to carry out assessments of weight, height and body mass index utilising accepted assessment tool and record and report findings.
- Following approved training will be able to perform a nutritional assessment using the Malnutrition Universal Screening Tool (MUST) tool.

PROFESSIONAL

- Establish and maintain good working relationships with all members of the multi professional team.
- Conduct should be of a standard that promotes patient and public confidence in the Health Care Assistant and service provided.
- The Health Care Assistant will conform to Noble's Hospital Uniform Policy.

TRAINING, EDUCATION & RESEARCH

- The Health Care Assistant must attend Local and Corporate induction sessions, within two months of commencing employment.
- The Health Care Assistant will be encouraged to attain NVQ Levels II, or equivalent level of competence.
- Attend mandatory training as appropriate. Attend updates in line with hospital policy.
- The Health Care Assistant will be responsible for maintaining a record of attainment.
- Negotiate with Sister / Charge Nurse or Department Manager additional appropriate training, as identified in personal development plan.
- Participate in the process of self evaluation and individual performance review with designated registered practitioner on an annual basis.

- The Health Care Assistant, who has completed all mandatory and relevant training, will have the responsibility of supporting and participating in the orientation process of new Health Care Assistants to the ward / department, as requested by the registered practitioner.
- Participate in, and contribute to any ward / department developments, promotions or educational opportunities.

PLANNING & ORGANISATIONAL SKILLS

- Plan own time efficiently in order to meet the needs of patients in their direct care and is able to adapt easily to changing situations.
- Adapts to and is calm in challenging, stressful situations.
- Works as part of the team and actively contributes to the planning of patient care.

COMMUNICATION

- The Health Care Assistant will demonstrate good communication skills and will be able to relay basic information regarding patient's condition, treatments and interventions to relevant members of the multi professional team, patients and relatives as directed by the Registered Practitioner.
- Maintains accurate, contemporaneous written records of care given, ensuring that all entries are checked and counter signed by a Registered Practitioner.
- Adheres to Noble's Hospital Record Keeping Policy.
- Participates in the verbal handover of patient information as directed by the Registered Practitioner.
- Maintains patient confidentiality and is discreet when communicating sensitive information to patients, family and colleagues.
- Ensure the patient's consent is sought wherever possible, prior to the post holder carrying out any interventions.
- Where communication is difficult, communication aids are used as per care plan. The post holder may be required to liaise with multi professional staff to acquire the most appropriate aids and demonstrates a basic knowledge of the aids and how to use them.
- The Health Care Assistant is aware of the need to maintain verbal and non verbal communication even when there is no apparent response from the patient, and demonstrates the ability to understand non verbal responses from patients.
- Attends and participates in Ward / Department / Unit meetings.
- Acts a representative of the Ward / Department at appropriate meetings and forums as designated by the Ward / Department Manager, e.g. Health Care Assistant Review Group, Housekeeping meetings.

MANAGERIAL/LEADERSHIP

- The Health Care Assistant will be responsible for effectively managing their time.

- As directed by the nurse in charge, take responsibility for storage and maintenance of equipment and stores. Stock control and rotation and report any anomalies to the Sister / Charge Nurse or Department Manager.
- As directed by the Sister / Charge Nurse or Department Manager will have responsibility for supervising and mentoring new Health Care Assistants / Bank Health Care Assistants joining the team.
- As directed by the Sister / Charge Nurse or Department Manager will act as link nurses / key workers for specific tasks. e.g. Moving and Handling.

CLINICAL GOVERNANCE

- The Health Care Assistant is aware of, has read and adheres to hospital policies, guidelines and procedures pertaining to their role.
- Participates in local audit reviews and contributes to any remedial actions as directed by Sister / Charge Nurse or Department Manager.
- Assists / participates in the activities of Essence of Care (Transforming Care) initiatives and other quality initiatives as directed by the Sister / Charge Nurse or Department Manager.
- Establishes and maintains respectful and professional relationships with patients, carers and colleagues. Reports any comments / concerns of the quality of care to the Sister / Charge Nurse or Department Manager.
- Maintains confidentiality, in line with hospital policies and procedures and at all times has regards for patients' privacy, dignity and rights.
- Reports and records work based accidents, incidents and security concerned to the Sister / Charge Nurse or Department Manager without delay.
- Contributes to ward review of untoward incidents, supporting any necessary remedial action.
- Follows Infection Control Policies and procedures and at all times works to minimise the risk of cross contamination.
- The Health Care Assistant contributes to an environment on the Ward / Department that is fair and promotes a responsible and no blame culture.
- The Health Care Assistant under the direction of the Registered Practitioner will assist in the assessment of risk to patients in areas such as moving and handling, nutritional assessment, falls prevention, and skin integrity. The Health Care Assistant will assist the Registered Practitioner in delivering care that minimises any risk to patients.

SYSTEMS & EQUIPMENT

- The Health Care Assistant is responsible for ensuring that equipment is stored, cleaned and maintained according to manufacturer's instructions. Any discrepancies / damage to be reported to the Sister / Charge Nurse or Department Manager.
- As directed by the Sister / Charge Nurse, the Health Care Assistant will take responsible for the maintenance, storage and rotation of stock and consumable to ensure the most effective, cost efficient use of resources.



- The post holder shows a willingness to develop basic level word processing skills to include use of the Patient Administration system (PAS).

DECISIONS & JUDGEMENTS

- The Health Care Assistant works under the supervision of the Registered Practitioner, and will be responsible for delivering care without constant direct supervision.
- The Health Care Assistant will be able to interpret basic information and make judgements as to when to inform/include the registered practitioner e.g basic vital observations.

CONFIDENTIALITY

In the course of your duties you may have access to confidential material about patients, members of staff or other business of Manx Care. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.

Health & Safety/Security

It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person’s responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Safeguarding

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment. Staff must work in accordance with all Manx Care policies relating to safeguarding.

CARE

In Manx Care we pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

JOB DESCRIPTION AGREEMENT

I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.

Job Holder’s name (please print)

Date:

Job Holder’s signature:

Date:



Line Manager's name (please print)	
Line Manager's signature:	

JOB DESCRIPTION APPEDIX 1

**PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE JOB
AND WORKING CONDITIONS**

This section should describe the nature, level, frequency and duration with which you will be expected to deal with physical, mental and emotional effort and the nature, level, frequency and duration of demands arising from inevitably adverse environmental conditions.

Physical Efforts

High Frequency Tasks:

- Physical activity required to assist patients in meeting their care needs.
- Works in ward and room areas that are small and very often warm. Works in confined spaces by and next to beds. This constitutes a high percentage of time worked and occurs on every working day.
- Frequently moves object around which include moving and handling patients with and without the use of mechanical aids. Pushes large food regeneration trolley from food preparation areas to patient areas, move beds around ward area and push beds between wards and departments. Push patients in wheelchairs around ward and between wards and departments. These tasks are performed frequently and occur on every working day.
- Constantly moving around ward and in between wards and departments. Physically active at all times except for designated break times.
- Making and moving beds up to fifteen times per shift. This requires bending down and kneeling to clean under the beds.
- Filling of rubbish bags and linen bags and transporting them to holding bays. Occurs approximately ten times per shift, every shift.
- Running errands to all other areas in the hospital. Occurs during all shifts up to ten times per shift. Pathology, pharmacy etc.
- Escorting patients to appointments in different departments throughout the hospital, e.g, Theatre, X-ray department.
- Equipment storage and cleaning, including preparation and cleaning of trolleys used for clinical procedures.
- Stock maintenance and rotation, responsibility to ensure correct ordering of store needs and ensure economic use of all resources each shift.
- Tidying and cleaning patient bed areas, nursing stations and clinical areas.
- Frequently answering patient call bells.
- Prepare patients for baths / showers and escort to bathrooms on each shift
- Prepare and assist patients to go to the toilet many times on each shift



Less frequent Tasks:

- Preparing and distributing meals to patients, preparing eating areas, and collection of dishes, three times per day.
- Preparing drinks and snacks, distributing and collecting dishes up to seven times per day.
- Prepare patients to be ready to eat meals on time, which would include getting patients up out of bed and sit / supporting patients up in bed at least three times per shift.
- Assisting patients to eat meals at least three times per shift
- Accessing computer system for PAS administration and looking up patient results.

Mental Effort

- Documents care given that is counter signed by the registered practitioner on every shift.
- Participate in the verbal handover of patients.
- Frequent interruptions while delivering care to run errands, answer call bells, etc.
- Concentration required while undertaking certain clinical procedures.
- Required to continuously professionally develop and keep records of attainment.
- Attending required mandatory and other appropriate training programmes.
- Frequently answering enquiries on the telephone.

Emotional Effort

- Caring for ill patients whose condition might not improve.
- Caring for patients who are dying.
- Dealing with upset, distressed, angry patients / relatives, on a regular basis but at least weekly.
- Planning working day effectively to meet the demands of the patients and ward staff.
- Caring for aggressive / confused patients on a one to one basis, at least weekly.
- Caring for patients who are acutely ill and unprepared for situation.
- Caring for patients where interventions have life changing impacts, e.g. stomas, amputees.

Working Conditions

- Handling and disposing of body fluids in the form of urine, vomit, faeces on a daily basis.
- Assisting patients to use the toilet / bathroom every shift.

- Caring for incontinent patients.
- Frequent contact with infectious materials in the form of wound dressings, blood, bodily fluids, aspirations.
- Handling fouled linen every shift.
- Working in hot, often cramped conditions in small bays and side room areas.
- Exposed to unpleasant odours on a daily basis.
- Cleaning used and often contaminated equipment.
- Working with sharp objects where there is a risk of injury, e.g. cleaning away procedure trolleys.
- Occasionally caring for people who are unkempt and infested.
- Working with distressed, upset patients / relatives who can sometimes become verbally and physically aggressive.
- Frequent distractions to run errands, call bells, etc.
- Often noisy environment due to high turn over of people moving through the Ward / Department.
- Responding rapidly and altering work plans to meet the needs of emergency admissions.
- Responding to emergency situations occasionally.

AGREEMENT OF ABOVE JOB DESCRIPTION

I have read and agree with the above description.

Job Holder's Name (please print).....

Date:.....

Job Holder's Signature:.....

Line Manager's Name (please print).....

Date:.....

Line Manager's Signature:.....

MANX CARE

MEDICINE, URGENT CARE AND AMMBULANCE SERVICE

Health Care Assistant

PERSON SPECIFICATION

CRITERIA FOR SELECTION	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
QUALIFICATIONS		NVQ Level II in Health and Social Care or equivalent knowledge and skills.	CV
KNOWLEDGE & EXPERIENCE	Willingness to learn and develop.	Previous experience of caring for sick people.	CV/Interview
SKILLS & ABILITIES	Good communicator. Recognises the importance of confidentiality.	Basic IT skills.	CV/Interview
PERSONAL ATTRIBUTES	Ability to work as part of a team. Flexible approach. Friendly disposition. Willingness to participate in quality initiatives.		CV/Interview
OTHER RELEVANT REQUIREMENTS	Adheres to Hospital policies and guidelines.	Isle of Man Worker	Application/Interview/Pre-employment Checks

	<p>Adheres to Health and Safety policies.</p> <p>Understands the concept and application of clinical governance.</p> <p>Satisfactory Police Check.</p>		
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