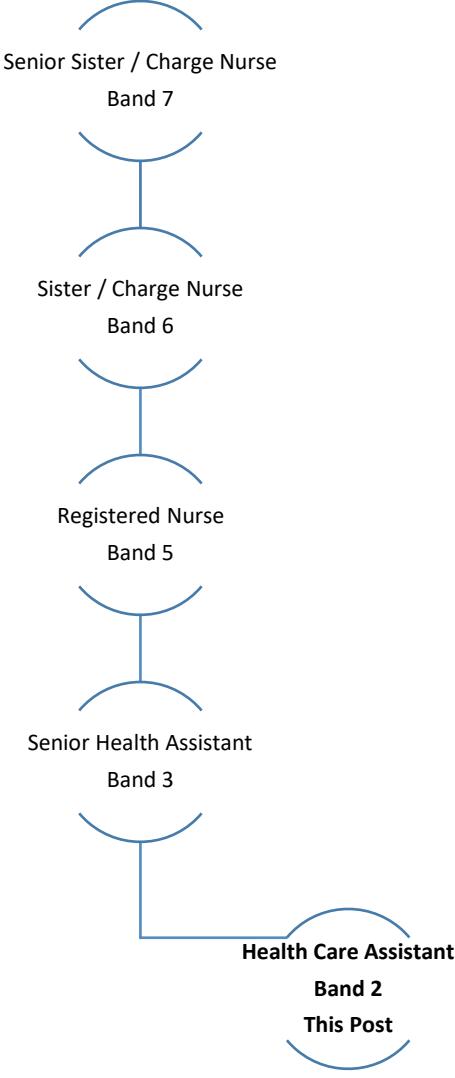


**JOB DESCRIPTION**

<b>Job Title</b>	Health Care Assistant
<b>Division</b>	Surgery, Theatres, Critical Care & Anaesthetics Care Group
<b>Reports to</b>	Senior Sister
<b>Pay Band</b>	2
<b>Job Evaluation Reference No.</b>	1382/JE/24
<b>Organisation Chart</b>	 <pre> graph TD     SS[Senior Sister / Charge Nurse Band 7] --- R1(( ))     R1 --- S[ Sister / Charge Nurse Band 6]     S --- R2(( ))     R2 --- RN[ Registered Nurse Band 5]     RN --- SHA[ Senior Health Assistant Band 3]     SHA --- HCA[ Health Care Assistant Band 2 This Post]   </pre>
<b>Overview</b>	The role of Health Care Assistant is to assist practitioners in the delivery of care to all patients to support activities of daily living and to work in collaboration with the multi-disciplinary team. The Health Care Assistant helps with dietary and nutritional needs, personal and oral hygiene, moving and handling, monitoring and recording of basic observations.
<b>Job Purpose</b>	To support the Registered Practitioner and Senior Health Care Assistant in the delivery of care to all patients, to support

	<p>activities of daily living. Under the direction of a Registered Practitioner, the Health Care Assistant will perform a range of clinical and non-clinical duties.</p>
<b>Communication &amp; Relationship Skills</b>	<ul style="list-style-type: none"> <li>• Able to communicate in a professional manner with multi-disciplinary teams</li> <li>• Establish and maintain respectful and professional relationships with patients, carers and colleagues. Report any comments/concerns of the quality of care to the Sister/ Charge Nurse or Department Manager</li> <li>• Establish and maintain good working relationships with all members of the multi professional team</li> <li>• Demonstrate good communication and good working relationship skills and 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</li> <li>• Maintain accurate, contemporaneous written records of care given, ensuring that all entries are checked and countersigned by a Registered Practitioner</li> <li>• Adhere to Noble's Hospital Record Keeping Policy</li> <li>• Participate in the verbal handover of patient information as directed by the Registered Practitioner</li> <li>• Maintain patient confidentiality and is discreet when communicating sensitive information to patients, family and colleagues</li> <li>• Ensure the patient's consent is sought wherever possible, prior to the post holder carrying out any interventions</li> <li>• Where communication is difficult, communication aids are used as per care plan. 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</li> <li>• Aware of the need to maintain verbal and non-verbal communication, even when there is no apparent response from the patient, and demonstrate the ability to understand non-verbal responses from patients</li> <li>• Attend and participate in Ward/Service/Unit meetings</li> <li>• Act as a representative of the Ward/Service at appropriate meetings and forums as designated by the Ward/ Department Manager.</li> </ul>
<b>Duties &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>• Assist the Registered Practitioner and the Senior Health Care Assistant in the delivery of care to all patients, to support activities of daily living</li> <li>• 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</li> <li>• Under the direction of a Registered Practitioner perform a range of clinical and non-clinical duties. Clinical duties will</li> </ul>

	<p>dominate most of the time worked and will take precedence over non-clinical duties</p> <ul style="list-style-type: none"> <li>• Responsible for the care they deliver, that has been directed to them by the Registered Practitioner</li> <li>• Required to maintain accurate written records and have all entries countersigned by a Registered Practitioner</li> <li>• Responsibility to ensure they are aware of and adhere to Hospital policies and procedures</li> <li>• Assist and participate in the activities of transforming care initiatives and other quality initiatives as directed by the Sister/Charge Nurse or Department Manager</li> <li>• Maintain confidentiality, in line with hospital policies and procedures, and always has regard for patients' privacy, dignity and rights</li> <li>• Report and record work-based accidents, incidents and security concerned to the Sister/Charge Nurse or Department Manager without delay</li> <li>• Contribute toward review of untoward incidents, supporting any necessary remedial action</li> <li>• Comply with Infection Control Policies and procedures and always work to minimise the risk of cross contamination</li> <li>• Contribute to an environment on the Ward/Department that is fair and promotes a responsible and no blame culture.</li> </ul>
<b>Knowledge, Training &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Communicate accurately and concisely to patients, family members and all members of the multi professional team</li> <li>• Friendly, approachable and able to work with others in a team to ensure all patients receive high quality, individually planned care</li> <li>• 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</li> <li>• Active contributor of the multi professional team, participate in quality initiatives as directed by the Registered Practitioner and demonstrate flexibility in assisting and meeting the requirements of the department.</li> <li>• Will be encouraged, and expected to show a willingness to expand personal and professional knowledge through attending and participating in appropriate study and training programmes</li> <li>• Must attend local and corporate induction training within 2 months of commencing employment and complete 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</li> <li>• Maintain an ongoing record of attainment</li> <li>• Negotiate with Sister/Charge Nurse or Senior Sister for additional appropriate training, as identified in Personal Development Plan</li> <li>• Participate in the process of self-evaluation and individual performance review with designated registered practitioner on an annual basis</li> </ul>

	<ul style="list-style-type: none"> <li>Once completed all mandatory and relevant training, will have responsibility of supporting and participating in the orientation process of new Health Care Assistants to the service, as requested by the Registered Practitioner</li> <li>Participate in, and contribute to any ward/department developments, promotions or educational opportunities</li> </ul> <p>The desirable knowledge, training and experience requirements of this role are:</p> <ul style="list-style-type: none"> <li>It would be an advantage if the post holder has had previous experience of caring, but this is not essential</li> <li>Encouraged to attain NVQ Level II, in Health and Social Care or equivalent level of competence.</li> </ul>
<b>Analytical &amp; Judgement Skills</b>	<ul style="list-style-type: none"> <li>Work under the supervision of the Registered Practitioner and be responsible for delivering care without constant direct supervision</li> <li>Able to interpret basic information and make judgements as to when to inform/include the Registered Practitioner e.g. basic vital observations.</li> </ul>
<b>Planning &amp; Organisational Skills</b>	<ul style="list-style-type: none"> <li>Plan own time efficiently to meet the needs of patients in their direct care and can adapt easily to changing situations</li> <li>Adapts to and is calm in challenging, stressful situations</li> <li>Work as part of the team and actively contributes to the planning of patient care.</li> </ul>
<b>Physical Skills</b>	<ul style="list-style-type: none"> <li>Willingness to develop basic level word processing skills to include use of the Patient Administration system (PAS).</li> </ul>
<b>Patient/Client Care</b>	<ul style="list-style-type: none"> <li>Where appropriate training has been provided, the post holder will undertake an agreed range of procedures associated with the patient's care needs as directed by the Registered Practitioner</li> <li>Clinical duties will include escorting patients who are medically/surgically stable to various locations throughout the hospital and on approved outings as directed by the Registered Practitioner</li> <li>Perform, record and report basic clinical observations, to include blood pressure, pulse, respiratory rate, temperature and pulse oximetry in none critically ill patients</li> <li>Measure and record fluid balance to include input and output, being responsible for ensuring the registered practitioner is informed of recordings</li> <li>Obtain specimens of urine and record and report findings of tests</li> <li>Undertake ward urinalysis tests (dip stick) as per agreed clinical procedures</li> <li>Remove indwelling urinary catheters</li> <li>Following approved training, the post holder will be able to remove peripheral cannulas following instruction from the Registered Practitioner</li> <li>Following approved training, will assist the Registered Practitioner in the moving and handling of patients utilising appropriate aids</li> </ul>

	<ul style="list-style-type: none"> <li>Following approved pressure area management training, will be able to observe and report changes in patient's skin condition to a Registered Practitioner</li> <li>Following the direction of the registered practitioner, will be able to remove and replace simple wound dressings and apply non-prescription creams/ointments</li> <li>Observe wound sites and report any changes to the Registered Practitioner</li> <li>Following approved training and following manufacturer's instruction, correctly apply anti-embolic stockings to patients who require them</li> <li>Carry out assessments of weight, height and body mass index utilising accepted assessment tool and record and report findings</li> <li>Following approved training, will be able to perform a nutritional assessment using the Malnutrition Universal Screening Tool (MUST) tool</li> <li>Under the direction of the Registered Practitioner assist in the assessment of risk to patients in areas such as moving and handling, nutritional assessment falls prevention, and skin integrity</li> <li>Assist the Registered Practitioner in delivering care that minimises any risk to patients.</li> </ul>
<b>Policy &amp; Service Development</b>	<ul style="list-style-type: none"> <li>The Health Care Assistant is aware of, has read and adheres to hospital policies, guidelines and procedures pertaining to their role.</li> </ul>
<b>Responsibility – Financial &amp; Physical Resources</b>	<ul style="list-style-type: none"> <li>As directed by the Sister/Charge Nurse, the Health Care Assistant will be responsible for the maintenance, storage and rotation of stock and consumables to ensure the most effective, cost efficient use of resources</li> <li>Stock control and rotation and report any anomalies to the Sister/Charge Nurse or Department Manager</li> <li>Ensure 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.</li> </ul>
<b>Responsibility – Human Resources</b>	<ul style="list-style-type: none"> <li>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</li> <li>As directed by the Sister/Charge Nurse or Department Manager will act as link nurses/key workers for specific tasks.</li> </ul>
<b>Responsibility – Research &amp; Development</b>	<ul style="list-style-type: none"> <li>Participate in local audit reviews and contributes to any remedial actions as directed by Sister/Charge Nurse or Department Manager.</li> </ul>
<b>Freedom to Act</b>	<ul style="list-style-type: none"> <li>Conduct should be of a standard that promotes patient and public confidence in the Health Care Assistant and service provided</li> <li>Comply with Noble's Hospital Uniform Policy</li> <li>Responsible for effectively managing their time.</li> </ul>

<b>Confidentiality</b>	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.
<b>Health &amp; Safety</b>	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.
<b>Safeguarding</b>	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.
<b>CARE</b>	In Manx Care we pride ourselves on being Committed and passionate, Accountable and Reflective, Respectful and Inclusive and Excellent and Innovative. <b>CARE</b> 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.
<b>JOB DESCRIPTION AGREEMENT</b>	<p>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.</p> <p><b>Job holder's name (please print)</b></p> <p>.....</p> <p><b>Job holder's signature</b></p> <p>.....</p> <p><b>Date</b></p> <p>.....</p>

<b>Line manager's name (please print)</b> .....	
<b>Line manager's signature</b> .....	<b>Date</b> .....



## JOB DESCRIPTION APPENDIX 1

### Physical, mental & emotional demands of the job and working conditions

Physical effort	<ul style="list-style-type: none"><li>• Be able to stand for long periods</li><li>• Physical activity required to assist patients in meeting their care needs</li><li>• Work in ward and room areas that are small and very often warm. Work in confined spaces by, and next to, beds. This constitutes a high percentage of time worked and occurs on every working day</li><li>• Frequently move objects around which include moving and handling patients with and without the use of mechanical aids</li><li>• Push large food regeneration trolley from food preparation areas to patient areas, move beds around ward area and push beds between wards and departments</li><li>• Push patients in wheelchairs around ward and between wards and departments. These tasks are performed frequently and occur on every working day</li><li>• Constantly moving around ward and in-between wards and departments</li><li>• Physically active always except for designated break times</li><li>• Make and move beds up to fifteen times per shift. This requires bending down and kneeling to clean under the beds</li><li>• Fill rubbish bags and linen bags and transporting them to holding bays. Occurs approximately ten times per shift, every shift</li><li>• Run errands to all other areas in the hospital. Occurs during all shifts up to ten times per shift</li><li>• Escort patients to appointments in different departments throughout the hospital, e.g., Theatre, x-ray department</li><li>• Equipment storage and cleaning, including preparation and cleaning of trolleys used for clinical procedures</li><li>• Stock maintenance and rotation</li><li>• Tidy and clean patient bed areas, nursing stations and clinical areas</li><li>• Frequently answering patient call bells</li></ul> <p>Less frequent Tasks:</p> <ul style="list-style-type: none"><li>• Prepare and distribute meals to patients, preparing eating areas, and collection of dishes, three times per day</li><li>• Prepare drinks and snacks, distributing and collecting dishes up to seven times per day</li><li>• Prepare and assist patients for baths/showers and escort to bathrooms</li><li>• Prepare and assist patients to go to the toilet</li><li>• 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</li><li>• Assist patients to eat meals</li><li>• Access computer system for PAS administration and looking up patient results.</li></ul>
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Mental effort	<ul style="list-style-type: none"> <li>Documents of care given that is counter signed by the registered practitioner on every shift</li> <li>Participate in the verbal handover of patients</li> <li>Frequent interruptions while delivering care to run errands, answer call bells, etc.</li> <li>Concentration required while undertaking certain clinical procedures</li> <li>Continuously professionally develop and keep records of attainment</li> <li>Attend required mandatory and other appropriate training programmes</li> <li>Frequently answering enquiries on the telephone.</li> </ul>
Emotional effort	<ul style="list-style-type: none"> <li>Care for ill patients whose condition might not improve</li> <li>Care for patients who are dying</li> <li>Deal with upset, distressed, angry patients/relatives, at least weekly</li> <li>Plan working day effectively to meet the demands of the patients and ward staff</li> <li>Care for aggressive/confused patients, as least weekly</li> <li>Care for patients who are acutely ill and unprepared for situation</li> <li>Care for patients where interventions have life changing impacts, e.g. stomas, amputees.</li> </ul>
Working conditions	<ul style="list-style-type: none"> <li>Handle and dispose of body fluids in the form of urine, vomit, faeces daily</li> <li>Assist patients to use the toilet/bathroom every shift</li> <li>Care for incontinent patients</li> <li>Frequent contact with infectious materials in the form of wound dressings, blood, bodily fluids, aspirations</li> <li>Handle fouled linen every shift</li> <li>Work in hot, often cramped conditions in small bays and side room areas</li> <li>Exposed to unpleasant odours daily</li> <li>Clean used and often contaminated equipment. Work with sharp objects where there is a risk of injury, e.g. cleaning away procedure trolleys</li> <li>Occasionally caring for people who are unkempt and infested</li> <li>Work with distressed, upset patients/relatives who can sometimes become verbally and physically aggressive</li> <li>Frequent distractions to run errands, call bells, etc.</li> <li>Often noisy environment due to high turnover of people moving through the Ward/Department</li> <li>Respond rapidly and alter work plans to meet the needs of emergency admissions</li> <li>Respond to emergency situations occasionally.</li> </ul>
<b>Agreement of above description</b>	
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) .....	
Job holder's signature .....	Date .....
Line manager's name (please print) .....	
Line manager's signature .....	Date .....



## Person Specification

Criteria for selection	Attributes	Essential (E) or Desirable (D) requirements	Method of assessment
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NVQ Level II in Health and Social Care or equivalent knowledge and skills.</li> </ul>	D	CV
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Willingness to learn and develop.</li> <li>• Previous experience of caring for sick people.</li> </ul>	E D	Interview
<b>Attributes</b>	<ul style="list-style-type: none"> <li>• Good communicator.</li> <li>• Recognises the importance of confidentiality.</li> <li>• Ability to work as part of a team.</li> <li>• Flexible approach.</li> <li>• Friendly disposition.</li> <li>• Willingness to participate in quality initiatives.</li> <li>• Adheres to Hospital policies and guidelines.</li> <li>• Adheres to Health and Safety policies.</li> <li>• Understands the concept and application of clinical governance.</li> <li>• Basic IT skills.</li> </ul>	E E E E E E E E E E D	CV/Interview
<b>CARE</b>	<b>Will demonstrate:</b> - <ul style="list-style-type: none"> <li>• COMMITMENT &amp; PASSION by building positive relationships with team members.</li> <li>• ACCOUNTABILITY &amp; REFLECTION by being committed to their role.</li> <li>• RESPECT &amp; INCLUSION by acting with integrity.</li> <li>• EXCELLENCE &amp; INNOVATION by having a positive attitude.</li> </ul>	E E E E	CV/Interview
<b>Circumstances &amp; Interests</b>	<ul style="list-style-type: none"> <li>• Satisfactory Police Check.</li> <li>• Isle of Man Worker.</li> <li>• Physically able to carry out the requirements of the role.</li> </ul>	E D E	Pre-employment Checks/Application