

## Job Description

<b>Job title</b>	Senior Healthcare Assistant	<b>Job family</b>	Healthcare
<b>Reporting to</b>	Unit Manager	<b>Job code</b>	NUC/003
<b>Location</b>		<b>Evaluation Date</b>	08/02/2013

### Main Purpose

Supports and assists qualified staff in the assessment, planning and implementation of patient care. Delivering care to the patient as prescribed by the individual care plans.

### Key Accountabilities

#### Quality

1. Assists qualified staff with the assessment and implementation of individual patient care plans undertaking routine tasks and activities as directed to facilitate the well being, dignity and treatment of all patients.
2. Provides practical support and responsive care to patients who require assistance with intimate personal needs such as dressing, bathing and toileting activities ensuring that such activities comply with procedures and the relevant healthcare legislation.
3. Observes and monitors the well being of patients ensuring that any unusual physical, mental or emotional occurrences are promptly referred to senior staff/the primary nurse and documented as appropriate.
4. Develops and maintains a good professional relationship with patients, colleagues and visitors responding promptly and courteously to requests and enquiries.

#### Innovation

5. Assists and supports local management with developing and implementing new services.

#### Value

6. Ensures patients are receiving a service that is value for their money.

## **Knowledge & Skills**

Educated to a minimum GCSE/NVQ 2 or above (or similar qualification).

## **Experience**

Prior experience of working in a setting relevant to the service.

## **Autonomy & Impact**

Organises and prioritises work, referring complex issues to senior staff with the majority of duties being routine and covered by local procedures and policy.

## **Intelligent Problem Solving**

There is a limited degree of flexibility in altering the sequence of routine tasks. However, the role holder is encouraged to contribute ideas and suggestions, which lead to improvements in healthcare processes or therapeutic activities and events.

## **Responsibility**

### **Staff**

Provides advice and guidance to new starters and agency staff undertaking similar tasks, liaising with the multidisciplinary team.

### **Budgets & equipment**

Collective responsibility for the care and appropriate use of resources on the ward.

### **Informatics**

Responsibility for the accuracy of personal recordings in patients records and maintaining confidentiality.

## **Communication & Interaction**

The nature of the role necessitates frequent interaction with staff, patients and visitors on the ward involving the regular exchange of routine information in person and over the telephone. Well developed observational and listening skills are essential for monitoring the mental, emotional and physical well being of patients.

## **Working environment**

The problems faced by patients may present difficult and challenging situations, which may heighten the physical, sensory and emotional demands of the role.

## **Special Features**

The role holder is encouraged to participate in additional governance or training activities to enhance the service.

## Upholding Company Values

Competency	Req'd Level	Descriptors
<b>Quality - Of care, treatment, of facilities and of staff</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Checks quality of own work</li> <li>✓ Follows procedures</li> <li>✓ Corrects errors and mistakes</li> <li>✓ Complies with relevant regulatory and statutory requirements</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Double checks accuracy of own and work of others</li> <li>✓ Carefully monitors and checks the accuracy and quality of others' work</li> <li>✓ Values the input and expertise of colleagues</li> <li>✓ Keeps clear, detailed records and files</li> </ul>
<b>Innovation - Being forward thinking and thought leaders</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Adapts new services already introduced in other areas within the group</li> <li>✓ Amends these services to suit the needs of the local service</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Proposes new services to regional management, taking into account the local needs of the area</li> <li>✓ Assists and supports regional management with developing and implementing these new services</li> </ul>
<b>Value - Due to transparency and flexibility</b>	<b>2</b>	<ul style="list-style-type: none"> <li>✓ Prices services in line with local needs</li> <li>✓ Reacts to local feedback regarding pricing of services</li> </ul>
		<ul style="list-style-type: none"> <li>✓ Regularly reviews services and price points adjusting where appropriate</li> <li>✓ Adjusts prices in line with demand for services</li> </ul>