

Job Description

Job title	Senior Healthcare Assistant (HCA)	Job family	Healthcare
Reporting to	Ward Manager	Job code	NUC/003
Location		Evaluation Date	1 January 2018

Job Purpose

A critical member of the Ward team, supporting and assisting Registered Nurses in the assessment, planning and implementation of patient care. Delivering care to the patient as prescribed by the individual care plans and liaising with family members as appropriate.

Responsibilities

- Assists qualified staff with the assessment and implementation of individual patient care plans undertaking routine tasks and activities as directed to facilitate the wellbeing, dignity and treatment of all patients.
- 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.
- Observes and monitors the wellbeing of patients ensuring that any unusual physical, mental or emotional occurrences are promptly referred to senior staff/the primary nurse and documented as appropriate.
- Contribute to a team approach to patient care in conjunction with all members of the multidisciplinary team.
- Provide specific interventions with patients as delegated by a Registered Nurse, and following training and competency attainment. Such interventions include Observation and Engagement with Patients, escorting patients on leave, and being involved in de-escalation and management of violence and aggression.
- Qualified to take on the role of phlebotomist.
- Participate in regular ward meetings and attend other meetings as requested.
- To assist in the maintenance of stock levels, including pharmaceutical products.
- To assist in the maintenance of ward cleanliness and tidiness and adhere to infection control policy and procedures at all times.
- Develops and maintains a good professional relationship with patients, colleagues and visitors responding promptly and courteously to requests and enquiries.
- Help promote and maintain an environment conducive to meeting the needs of the patient / relatives and carers.
- Ensure service users are gaining a quality service that is value for their money.
- To receive and convey information from telephone or personal enquiries in a courteous manner and ensure all persons visiting the ward are greeted and assisted in a welcoming and supportive manner.
- Lead Training Role in the hospital (i.e. for PMVA).

Knowledge / Education / Skills

- Educated to a minimum NVQ 1 or GCSE's in Mathematics and English.
- Has completed the Care Certificate
- Understands the need for strict confidentiality
- Basic IT literacy

Experience

Minimum 2 years as a Healthcare Assistant in a similar environment.

Communication

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 wellbeing of patients.

Responsibility

Leadership

Provides advice and guidance to new starters and agency workers undertaking similar tasks, liaising with the multi-disciplinary team. Provides support to HCA's where appropriate.

Budgets & Equipment

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

Information

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

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.

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being a Family	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team
Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector