



Job opportunities – Clinical

Health Care Assistants, Level 2

The Royal Hospital for Neuro-disability is a non for profit medical charity, based in Putney, South West London. We provide both short and long-term specialist services (assessment, rehabilitation, and disability management) for adults with profound or complex disabilities resulting from damage to the brain or nervous system. Through these services, we seek to enable people with neuro-disability to enjoy an optimal quality of life.

We are seeking enthusiastic and motivated individuals who wish to gain knowledge and skills in this specialised area of care.

Key responsibilities are to work as part of the multi disciplinary team assisting the registered nurses in delivering a high standard of care to the patients and residents of the hospital and in maintaining morale of residents by interaction and communication that is positive, optimistic and instilling hope.

As part of the recruitment process you will be required to undertake a test to check that your reading, writing and numeracy skills are at the level necessary to fulfil the job role and to meet the requirements of continuous learning at the Hospital. Applicants must be flexible and prepared to work a variety of shifts.

We offer opportunities to be involved expanding knowledge in specialist clinical setting, good work-life balance, free on-site parking, accommodation, lovely grounds, staff cafeteria, coffee shop, close to good transport links, friendly working environment, good team work and a staff pension scheme.



Sign:

JOB DESCRIPTION

Job Title:	Health Care Assistant NVQ Level 2
Reports to:	Ward Manager
Accountable to:	Clinical Nurse Manager
Key Relationships:	Ward Management, Clinical Nurse Manager, Multidisciplinary Team Members, Social and Recreational Services, Relatives and Carers.

Role Summary:

To work as part of the multi disciplinary team assisting the registered nurses in delivering a high standard of care to the patient and residents of the hospital. You will act as an associate worker for an identified group of patients under the supervision of registered nurses or HCA Level 3 NVQ ensuring the implementation of programmes of care.

Role Responsibilities and Duties:

Clinical Practice

- You will assist registered nurses and other HCA's in the delivery of direct care to patients within the ward.
- You will work within agreed nursing standards and under the direction of the registered nurse or HCA level 3 NVQ.
- Plan and organise your own workload as well as being part a team of healthcare assistants and registered nurses in order to meet patient needs.
- To undertake agreed clinical activities with patients whose health is stable, which may include:
 - The monitoring of temperature, pulse, respirations and blood pressures
 - PEG feeding
 - Urinalysis
 - Care of the deceased
- Enhance the quality of care you deliver by embracing the management of change in nursing practice which is based on evidence/research.
- Within a system of case management, deliver and monitor the progress of patient care and report any variance appropriately. Understand the principles of delivering prescribed care and treatment safely to achieve positive patient outcomes.
- Practice multidisciplinary team care and contribute actively towards its successful management ensuring that patients are adequately prepared for therapy at the appropriate time.
- Respect the privacy and dignity of all patients at all times.
- Act at all times as the patient advocate. Acknowledging and valuing the contributions of all patients and having an understanding of the needs of individuals with a disability.
- Facilitate and escort as appropriate social and recreational activities for patients ensuring patient daily diaries are undertaken and appointment conflicts reported immediately to the registered nurse.

People

- Adopt a flexible approach to personal off duty rota.
- Participate in the induction and orientation of new staff members.
- Supervise Healthcare Assistants on a shift basis to ensure that the needs of each patient are met.



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- Share knowledge, skills and experience and work collaboratively with colleagues.
 - Recognising and valuing individuality of team members.
 - Displaying sensitivity to others feelings and needs.
 - Acknowledging equal opportunities for all team members.
 - Work in other areas within the hospital as required.

Training

- Show an awareness of your own capabilities and area for improvement.
- Ensure attendance and completion of all mandatory study days.
- To contribute towards in-service training as delegated by the Ward Manager.

Communication

- Ensure that all written documentation produced is legible, written in English, accurate and correct in detail, minimising jargon and abbreviations.
- Ensure oral communication is accurate and clear and presented in a tone, manner, pace, sequence and style which is appropriate to the level, needs and capabilities of the target audience.
- Ensure that all communications and interactions entered into are conducted professionally, thoroughly and effectively so that the organisation's reputation and standing is promoted and enhanced ensuring positivity about the organisation and its vision.
- Demonstrate appropriate behaviour in stressful and difficult situations; ensuring that conflicts, disagreements and misunderstandings are handled promptly and effectively.

Integrated Governance & Risk Management

- Understand implications of Integrated Governance and adhere to hospital governance policies including the reporting of incidences, near misses.
- Ensure compliance to standards in respect of all legislative requirements, including but not limited to CQC, DSE, Fire, COSHH, BLS, Manual Handling, Safeguarding Vulnerable Adults, Information Security and Infection Control.
- Maintain safe working practices and adhere to clinical risk management policy and recommendations.
- Adopt the correct procedures when dealing with complaints from patients/relatives following set policies and procedures.
- Positively participate in change-management processes to improve on care delivery.
- Proactively assist the Nursing Team in audit and quality assurance programmes.

Resource

- Motivate colleagues and self to contribute to effective, efficient and economical use of resources.
- Using available resources appropriately.
- Identify and report shortages to appropriate manager.

Confidentiality, Disclosure of Information and data Security

- In the course of your normal work you will come into possession of confidential information concerning patients, and staff. This information should be treated confidentially and in accordance with the Hospital's.
- The post holder is responsible for ensuring that he/she maintains the integrity and quality of both computerised and manual data.

This summary represents an outline of the major components of the job and is not intended to be exhaustive. It may with consultation be subject to additions and amendments from time to time as the



need arises and therefore, in addition to the duties and responsibilities listed, the job holder is required to perform such other duties as might be reasonably be required.

PERSON SPECIFICATION

Job Title: HCA_NVQ Level 2

	Essential	Desirable	Assessment method
Educational Requirements/Qualifications	<ul style="list-style-type: none"> NVQ Level 2 (Care) Good verbal and written skills 	<ul style="list-style-type: none"> Willing to work towards NVQ 3 	<ul style="list-style-type: none"> Application Form Literacy and numeracy assessment Interview Certificate Evidence
Previous experience Paid/Unpaid relevant to job	<ul style="list-style-type: none"> At least 2 years experience in a clinical setting Experience of working within a team 	<ul style="list-style-type: none"> Experience of working with disabled people 	<ul style="list-style-type: none"> Application Form Interview References
Knowledge, skills, abilities	<ul style="list-style-type: none"> Ability to work as part of a team. Willing to undertake training. Awareness of own limitations. Willing to partake in regular Individual Performance Reviews. Good communicator. Initiative and ability to prioritise. Understanding of disability settings. Awareness of Health & Safety. Awareness of Equal Opportunities. Awareness for the need for Confidentiality. 	<ul style="list-style-type: none"> Keyboard/PC/ Word processing skills 	<ul style="list-style-type: none"> Application Form Literacy and numeracy assessment Interview References
Attitude, Personal Characteristics Aptitudes	<ul style="list-style-type: none"> Friendly, caring attitude towards people with a disability. Reliable, trustworthy, adaptability to changing circumstances. Efficient and tidy. Good organisational skills. 		<ul style="list-style-type: none"> Application Form Interview References
Other Specifications	<ul style="list-style-type: none"> Punctual for work Clean & smart appearance Willingness to work flexible rostering. 		<ul style="list-style-type: none"> Application form Interview References



Employee Behavioural Framework

Working Collaboratively for RHN

Demonstrating our values and working together to deliver the best possible service for patients and customers.

- I share information within my team.
- I will ask for assistance if I need help.
- I work with my team to resolve problems.
- I am willing to learn new skills.
- I offer help to my team if they need it.

Achieving our Potential

Developing our skills and knowledge, reflecting on successes and set-backs, and demonstrating a commitment to development at RHN.

- I take personal responsibility for my tasks
- I seek opportunities for personal development
- I am willing to carry out new tasks if required
- I suggest improvements and new ideas
- I know what I'm good at and where I need to improve.

Preparing for the Future

Looking forwards, reflecting on current activities, accepting change and being part of a culture of continuous learning and improvement.

- I know what areas I need to improve
- I am willing to learn to broaden my skills and knowledge
- I reflect on my team's successes and challenges
- I speak up in team meetings and express my views

Leading by Example

Acting as a role model and setting an example that motivates and inspires others at RHN.

- I take pride in what I do
- I am punctual
- I try not to let my team down and ask for support when I need it
- I'm a good team player
- I improve my knowledge by learning from others

Committing to our Patients & Customers

Providing high quality patient care and customer service to patients and customers, and treating them with respect, dignity and consideration.

- I demonstrate a positive attitude
- I am proud of the work I do
- I always promote a positive image of the RHN
- I respond in a timely manner
- I share knowledge with my team
- If I cannot answer a question, I'll ask my nearest colleague to help

The job description is not exhaustive and will be reviewed in light of changing needs and organisational development, in consultation with the postholder.

I have read, understood and accepted the responsibilities, expectations and behaviours outlined above.

Signed:

Date: