

**Royal Hospital for Neuro-disability**

**Job Description**

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| **Job title:** | Health Care Assistant NCQ Level 3 |
| **Responsible to:** | Ward Manager/ Matron |
| **Responsible for:** | To work as part of a multi-disciplinary team to deliver a high standard of professional care to patients and residents of the hospital. To provide support to the Ward Manager/Nurse in Charge in managing the Ward. |
| **Behavioural Framework:** | Employee |

**Scope**

The RHN is a leading national centre of excellence, providing adult person-centred services that span the entire care pathway from post-acute rehabilitation services to end of life care, for people with complex Neuro-disability and their families, underpinned by a strong research and education programme.

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 NVQ healthcare assistants ensuring the implementation of programmes of care.

**Main Objectives of the role**

1. Demonstrate an awareness of RHN’s objectives and contribute to achieving them appropriately.
2. Strive to improve efficiency in all areas of your work.
3. Working as a part of the team
4. Assist registered nurses and other HCA’s in the delivery of direct care to patients within the ward.
5. Working within agreed nursing standards and under the direction of the registered nurse or NVQ healthcare assistant.

**Key Responsibilities**

**Clinical Practice**

* 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.
* Day to day delivery of patient centred care, fulfilling daily living needs of patients and building lasting, professional and meaningful relationships with patients.
* Enhance the quality of care you deliver by embracing, supporting and implementing the management of change in nursing practice which is based on evidence/research, with the support of the Ward Manager
* 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 you play an active role in managing patient workload, and 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.
* Take leadership in planning, organising, facilitating and escorting as appropriate social and recreational activities on a daily basis for patients ensuring patient daily diaries are undertaken and appointment conflicts reported immediately to the registered nurse. Delegating tasks to Level 2 and Grade A HCA’s to support activities on a daily basis.
* **Physiological Measurements** – To assist RN’s and measure blood pressure, temperature, pulse, respiration, weighing and oxygen saturation levels (SATS) where appropriate
* **Blood Glucose** – To measure blood glucose levels, where appropriate.
* **Gastro-intestinal** – Enteral (PEG) Feeding, Assessment and setting up of stoma, where appropriate.
* **Tracheostomy** – Suctioning, change of trachea tape, assessment and dressing of stomas where appropriate.

**People**

* Building a lasting, effective and proactive relationship with patients, their relatives and next of kin.
* Participate in the induction and orientation of new staff members.
* Share knowledge, skills and experience and work collaboratively with colleagues.
* Recognising and valuing individuality of team members, and proactively providing our Ward Manager with feedback on HCA’s you support as a supervisor, who are exceeding expectations.
* Displaying sensitivity to others feelings and needs.
* Acknowledging equal opportunities for all team members.
* Work in other areas within the hospital as required.

**Training**

* Holding a QCF Level 3 Qualification.
* Show an awareness of your own capabilities and area for improvement.
* Ensure attendance and completion of all mandatory study days.
* To contribute towards ward based training as delegated by the Ward Manager.
* To observe, document and support HCA’s under your supervision, undertaking their Care Certificate competencies

**Communication**

* Ensure that all written documentation produced is legible, written in English, accurate and correct in detail, minimising jargon and abbreviations.
* Ensure verbal communication is accurate and clear and presented in a language, 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. Where appropriate, raising concerns around misconduct to Ward Manager
* Understanding and following whistleblowing policy, when appropriate.

**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.

**Person specification: Essential and Desirable**

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|  | **Essential** | **Desirable** | **S/list** | **I/view** | **Evidence to support assessment/assessment method** |
| **Education** |  |  |  |  |  |
| Holding a NVQ Level 3 (Care) | \* |  |  |  |  |
| Ability to read and speak English and write legibly | \* |  |  |  |  |
| **Previous Experience (**Paid/Unpaid relevant to job) | \* |  |  |  |  |
| Experience of working within a team | \* |  |  |  |  |
| Experience of working within a Hospital environment | \* |  |  |  |  |
| Experience of working with disabled people | \* |  |  |  |  |
| Experience of working in a care setting | \* |  |  |  |  |
| **Knowledge, skills, abilities** |  |  |  |  |  |
| Ability to work alongside a team | \* |  |  |  |  |
| Willing to undertake training | \* |  |  |  |  |
| Awareness of own limitations | \* |  |  |  |  |
| Willing to partake in Individual Performance Reviews | \* |  |  |  |  |
| Numeracy Skills | \* |  |  |  |  |
| 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 | \* |  |  |  |  |
| Keyboard/PC/Word processing skills | \* |  |  |  |  |

**Employee Behavioural Framework**

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| **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 individual and team’s successes and challenges, and regularly reflect on what went wrong * 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 an appropriate 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: