



## Royal Hospital for Neuro-disability Job Description

<b>Job title:</b>	Healthcare Assistant
<b>Department:</b>	Nursing – Continuing Nursing Care
<b>Salary grade:</b>	Band 2 or 3 ( Depending on Experience)
<b>Responsible to:</b>	Ward Manager
<b>Responsible for:</b>	Delivery of patient care
<b>Behavioural Framework:</b>	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

1. To assist patients with all aspects of their personal hygiene care which will include; washing, bathing, dressing, continence and mouth care whilst enabling them to be as independent with these tasks as possible.
2. To assist with mobility including; hoisting, positioning and assisting with mobility aids.
3. To support patients with eating and drinking tasks, which may include the use of adapted feeding equipment, recording of food and fluid intake and feeding patients with an impaired swallow function.

4. Responsible for providing proficient communication with patients and others in challenging situations, which may include supporting patients with complex communication needs and patients who present with behavioural/emotional challenges as a result of their brain injury.
5. To support and enable patients to be involved in decisions about their care.
6. To maintain accurate written documentation in patients notes as required, concerning the day to day interventions and progress.
7. To ensure that key members of the MDT are kept informed of any changes in the patient's condition.
8. To support patients to pursue social and leisure activities and assisting in a programme to help facilitate this.
9. To act as a point of contact for visitors to the ward, families, external agencies and other RHN staff and direct to the most appropriate person to deal with the issue.
10. To participate fully in a 24 hour, 7 day week staff roster, including working Bank Holidays, as required by the needs of the service. Shift patterns may vary and include split days off. A high degree of flexibility is required.

### Person specification: Essential and Desirable

1. Previous experience of working in a health or social care support role. **E**
2. Qualification to GCSE or equivalent **E**
3. Excellent verbal and written communication skills **E**
4. Previous experience of working patients with a brain injury **D**
5. Previous experience of working within a multidisciplinary team within health or social care **D**
6. A health or social care related degree or equivalent qualification **D**
7. A good command of both written and spoken English **E**
8. An ability to carry out manual handling tasks **E**
9. Able to work flexible shift pattern including weekends and nights **E**

### Our values

#### Seeing the whole person

Understanding who our patients and residents are and what their specific needs involve. Taking an interest in everyone at the RHN – staff, patients, residents and their families – seeing the whole person, with interests, hobbies and commitments. Providing high quality customer service, developing ongoing relationships and caring for patients as individuals.

Treating people as individuals, meeting and exceeding their expectations and treating them with respect, dignity and consideration. It is about providing an exceptional patient/customer experience.

#### Delivery on promises

Doing what we say we will do. Working together to deliver the best possible service for patients, carers and key stakeholders. Taking personal responsibility, being pioneering and sharing knowledge, ensuring clarity, compassion and respect.

### **Willingness to learn**

Giving staff and volunteers the time, support and opportunities to develop both themselves and their roles. Developing new skills, knowledge and technologies, and taking the time to reflect on successes and setbacks.

Demonstrating a commitment to continuous professional and personal development and a flexible approach to working. Being aware of what is over the horizon, anticipating opportunities and having the vision to look forward. Accepting the need for change and developing a culture of continuous learning and improvement.

### **Honesty and integrity**

Acting as a role model and setting an example that motivates and inspires others. Providing a clear direction that recognises and utilises the strengths of our people. Working with a positive attitude, being friendly, open and honest in interactions with others. When mistakes happen, talking honestly and openly about them, to make sure that they don't happen again.

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: