



## Royal Hospital for Neuro-disability Job Description

<b>Job title:</b>	Healthcare Assistant
<b>Department:</b>	Nursing – Specialist Nursing Home
<b>Salary grade:</b>	Band 2 or 3 ( Depending on Experience and qualification)
<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.

Our Specialist Nursing Home is staffed by experienced professionals trained in managing neurological conditions, with a strong emphasis on promoting independence and daily functionality. We are committed to improving the overall quality of life for our residents and offer specially-adapted activities and leisure outings supported by a dedicated team of activity coordinators, nursing staff and volunteers.

### 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 qualified healthcare assistants.
6. Assist residents with all aspects of their personal hygiene care needs including; washing, showering, dressing, continence and mouth care whilst enabling them to be as independent with these tasks as possible and enabling them to be involved in all decisions of their care.
7. To assist with mobility and positioning programmes including; hoisting, positioning and assisting with mobility aids according to personalised guidelines.
8. To support residents with eating and drinking tasks, which may include the use of adapted feeding equipment, recording of food and fluid intake and feeding residents with an impaired swallow function.

9. Communicate with residents and their families in all aspects of care, which may include supporting residents with complex communication needs and residents who present with behavioural/emotional needs as a result of their brain injury.
10. To maintain timely and accurate documentation in electronic patient records (EPR) documenting the day to day interventions and progress and escalating any concerns regarding a resident's wellbeing at the earliest possibility.
11. To ensure that key members of the Multi-disciplinary team (MDT), most importantly the Registered Nurses are kept informed of any changes in the resident's condition.
12. To support residents to pursue social and leisure activities personalised to them and assist in a facilitated leisure programme on the ward and by escorting them internally and externally on trips to help achieve this.
13. 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 address their needs.
14. To participate fully in a 24 hour, 7 day week staff roster, including working Bank Holidays, as required by the needs of the service understanding that absence has the potential of compromising standards of care. Shift patterns may vary and include split days off. A high degree of flexibility is required for this role.

## 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.
- **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.

## **Safeguarding**

- You are able to recognise possible signs of adult abuse, harm and neglect as this relates to your role.
- You are able to identify an adult at risk of harm, abuse or neglect.
- You know what to do if there are concerns about adult abuse, harm and neglect, including an awareness of where to find local policies and procedures and the content, who to contact to raise concerns and where to obtain further advice and support, and have awareness of how to raise concerns.
- You are able to seek appropriate advice and report concerns appropriate. .
- You have a willingness to listen to adults at risk, families and carers and to act on issues and concerns.

## **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.
- Displaying sensitivity to others feelings and needs.
- Acknowledging equal opportunities for all team members.
- Work in other areas within the hospital as required.
- To work co-operatively with all colleagues, residents and external visitors in line with the RHN's values, key policies and diversity and inclusion framework.

## **Training**

- Be able to show a minimum of two years previous healthcare experience.
- Show an awareness of your own capabilities and area for improvement.
- Ensure attendance and completion of all mandatory study days.
- You are able to identify gaps in your knowledge and actively seek opportunities for training and development.
- Undertake and complete your care certificate
- Work towards gaining your Level 2/3 NVQ in health and social care
- To comply with set mandatory training criteria and ensure all concepts learnt during mandatory training sessions are upheld and demonstrated at all times on duty.

## **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, Moving & 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

	Essential	Desirable
<b>Education</b>		
Ability to read and speak English and write legibly	*	
NVQ Level 2 or 3 in Healthcare	*	
Prior experience of working with people who present challenging behaviours		*
A health or social care related degree or equivalent qualification		*

	Essential	Desirable
<b>Previous Experience</b>		
Previous experience of working in a health or social care support role.	*	

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	*	
Experience with patients who have ventilation requirements including tracheostomy		*

	Essential	Desirable
<b>Knowledge, skills, abilities</b>		
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 Safeguarding / signs and symptoms of abuse	*	
Awareness of Equal Opportunities	*	
Awareness for the need for Confidentiality	*	
Keyboard/PC/Word processing skills	*	
An ability to carry out safer people handling and inanimate loads tasks	*	
Able to work flexible shift patterns including weekends and night shifts	*	

## 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.