

### Job Description

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| <b>Job Title</b>                             | <b>HEALTH CARE ASSISTANT (BAND 2)</b>  |
| <b>Band</b>                                  | 2  |
| <b>Managerial Reporting Responsibility</b>   | Ward/Department Sister/Charge Nurse  |
| <b>Professional Reporting Responsibility</b> | Ward/Department Sister/Charge Nurse  |
| <b>Job Purpose</b>                           | <p>The post holder will provide high quality fundamental care to patients under the guidance and supervision of a Registered Practitioner in a caring, compassionate and sensitive manner.</p> <ul style="list-style-type: none"> <li>• Acting always in the patient's best interests.</li> <li>• Protecting and maintaining the patient's privacy and dignity at all times.</li> <li>• Providing individualised care for a diverse group of patients respecting personal beliefs and preferences.</li> <li>• Alert the Registered Practitioner and/or Ward/ Department Manager to any change or concern relating to the welfare of the patient in a timely manner.</li> </ul> |

## PRINCIPLE RESPONSIBILITIES

### Communication

1. Communicates effectively and respectfully with patients, their relatives /visitors, ward / team leaders and all members of the multi-professional team utilising both verbal and non-verbal communication methods.
2. Adapts communication methods as required for patients with sensory impairments such as hearing loss, speech difficulties, seeking support and guidance from Registered Practitioners as required.
3. Answers the telephone and assists relatives and other individuals with their enquiries in a polite and professional manner ensuring a positive impression of the organisation and self.
4. Ensures own practice complies with Data Protection/ Confidentiality/Caldicott Principles.
5. Works as an effective team member and demonstrates understanding of the role of team work in the delivery of high quality care.
6. Demonstrates understanding of the possible reasons for complaints and works in a manner which minimises such events seeking the support /guidance of the Registered Practitioner as required.
7. Demonstrates the ability to identify and report changes or concerns in relation to the patient's wellbeing to the Registered Practitioner in a timely manner.

### Clinical

1. Actively involves the patient in their own care, consulting and involving them in decision making regarding their care and well-being and recognising the importance of placing them at the centre of the health care system.
2. Demonstrates understanding of fundamental legal practices related to consent and ensures consent is obtained prior to the delivery of care.
3. Supports the Registered Practitioner in the delivery of culturally sensitive, respectful, non-judgemental patient care to maintain an environment where there is equal opportunity and commitment to anti-discriminatory, anti-racist and anti-stereotyping practices.
4. Delivers high quality patient care in a caring, sensitive and compassionate manner, ensuring the patient's privacy and dignity is respected and maintained at all times.
5. Assists both male and female patients as required to meet their hygiene and toileting needs whilst promoting independence where possible. Monitors and records bodily waste as directed by Registered Practitioner.
6. Assists patients with eating and drinking to ensure their nutritional and hydration needs are met. Monitors nutritional / fluid intake clearly and accurately as directed by the Registered Practitioner.
7. Records physiological observations of patients (blood pressure, temperature, pulse, respiratory rate and oxygen saturation levels) as directed by the Registered Practitioner ensuring these are recorded and any change or deterioration is reported to the Registered Practitioner in a timely manner. Uses Trust approved Early Warning System to identify any

changes in the patient's condition and reports to the Registered Practitioner in a timely manner.

8. Participates in moving and handling patients in a manner which is safe for both the patient, colleagues and the post holder in accordance to Trust Manual Handling Policy and patients' individual risk assessments.
9. Recognises deterioration in the physical or mental condition of a patient and reports to the Registered Practitioner in a timely and effective manner.
10. Ensures own practices adhere to Trust infection control policies and procedures at all times e.g. Bare below the elbows, Hand Hygiene.
11. Participates in cleaning, stocking up and other non-clinical duties as required to ensure the smooth running of the ward /dept.

### **Role Responsibilities**

1. Acts in the patient's best interests at all times.
2. Demonstrates understanding of the boundaries of the Health Care Assistant role and the ability to assertively refuse to undertake skills /tasks which fall outside of role e.g. undertaking patient assessments, neurological observations.
3. Demonstrated the ability to identify personal sphere of competence proactively seeking supervision to develop competence as required from senior/ more experienced colleagues.
4. Works to ensure the completion of the Band 2 Developmental Passport for HCAs, including the Care Certificate standards.
5. Works in partnership with manager to develop and deliver on Specific, Measurable, Achievable, Realistic and Time framed (SMART) objectives at annual appraisal and personal development planning meeting.
6. Demonstrates a commitment to continued personal development undertaking additional training to develop skills as relevant to clinical area e.g. ECG recording, venepuncture, Theatre Escort training as required and following discussion with Ward / Department Manager.
7. Takes responsibility for attending statutory / mandatory updates in accordance with Trusts' mandatory training matrix.

***This job description is not exhaustive and will be subject to periodic review in association with the post-holder.***

## **POLICIES AND PROCEDURES**

The post is subject to the policies, practices, procedures and conditions of service determined by the Trust.

### **Confidentiality**

Your attention is drawn to the confidential aspects of this post. Any matters of a confidential nature, including information relating to the diagnosis and treatment of patients, individual staff records and details of contract prices and terms, must under no circumstances be divulged to any unauthorised person or persons. Breaches of confidence will result in disciplinary action which may result in dismissal.

You should also be aware that regardless of any disciplinary action taken, a breach of confidence could also result in a civil action for damage.

### **Equality of Opportunity and Diversity**

The Royal Berkshire NHS Foundation Trust operates an Equality of Opportunity and Diversity policy. The policy aims to ensure that no job applicant, employee or former employee suffers direct unlawful or unfair discrimination, or is disadvantaged by any conditions or requirements which cannot be justified.

### **Fire**

You are required to comply with the agreed fire procedures, taking the appropriate action if the fire alarm sounds, and to attend relevant training programmes as required.

### **Health and Safety at Work Act**

You are required to take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions at work and to cooperate with the Trust to ensure that statutory and departmental safety regulations are followed.

### **Medical Questionnaire**

The appointment is subject to the completion of a satisfactory medical questionnaire which may involve a medical examination. You may also be required to undergo medical examinations in the future and/or at intervals stipulated by the employing Trust.

### **Smoking Policy**

The Royal Berkshire NHS Foundation Trust has a *Smoke Free* policy. Smoking is not permitted in any of the Trust's properties or in Trust grounds.

### **Infection Control**

The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

- i) Follow consistently high standards of infection control practice, especially with reference to hand decontamination, adherence to dress/uniform code, and for clinical staff, aseptic technique.
- ii) Be aware of and follow all Trust infection control guidelines and procedures relevant to their work.
- iii) Participate in mandatory training and annual updates.

## PERSON SPECIFICATION – Band 2 Health Care Assistant

## Key

A = assessed from application form. I = assessed through interview. AS= assessed through an assessment process. R = confirmed from reference. OH = occupational health clearance.

| ESSENTIAL   | DESIRABLE   |
|---|---|
| <b>Education, Qualifications &amp; Training</b>   |   |
| No formal academic qualifications are required.<br>Must be able to communicate effectively in English using both verbal and written means of communication.<br>Must be numerate.<br>Demonstrates a willingness to undertake the Care Certificate. | NVQ / QCF level 2 in Health or Health and Social Care.<br>Completion of Care Certificate. |
| A, I & AS<br>AS<br>I  | A<br>A  |
| <b>Experience</b>   |   |
| No previous care experience is required.<br>Reliable work / study record.   | Previous experience of working in a hospital or other care setting.                       |
| R   | A   |
| <b>Skills, Knowledge &amp; Abilities</b>  |   |
| Demonstrates the ability to communicate clearly and effectively.  |   |
| I and AS  |   |
| Demonstrates an empathetic, caring and sensitive approach to patients, relatives and carers.  |   |
| A, I & AS   |   |
| Demonstrates the ability to place the patient at the centre of care   |   |
| Demonstrates ability to work effectively within a team.   |   |
| A, I and R  |   |
| Shows motivation in developing new skills and knowledge. Embraces change and innovation positively and with enthusiasm.   |   |
| A & I   |   |
| Demonstrates understanding of personal accountability and role boundaries.  |   |
| I   |   |
| Well presented.   |   |
| I   |   |
| Demonstrates insight into potential emotional / distressing aspects of care work and can outline ways in which they would deal with this.   |   |
| A & I   |   |
| <b>Other</b>  |   |
| Information technology literate.  |   |
| A   |   |
| Demonstrates attention to detail.   |   |
| A   |   |
| Excellent timekeeping and a flexible approach to work. Able to participate with a rotating shift pattern.   |   |
| I   |   |

|   |  |
|---|--|
| Good attendance record in previous posts or during training. <b>R</b>   |  |
| Able to meet the physical demands of the job such as moving and handling patients and assembling, operating and maintaining clinical equipment. <b>OH</b> |  |
| Ability to work across hospital sites as required meeting the demands of the service. <b>I</b>  |  |