



**NHS**

**University Hospitals  
of North Midlands**

NHS Trust

# Job Description and Person Specification

**PROUD  
TO  
CARE**



# Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

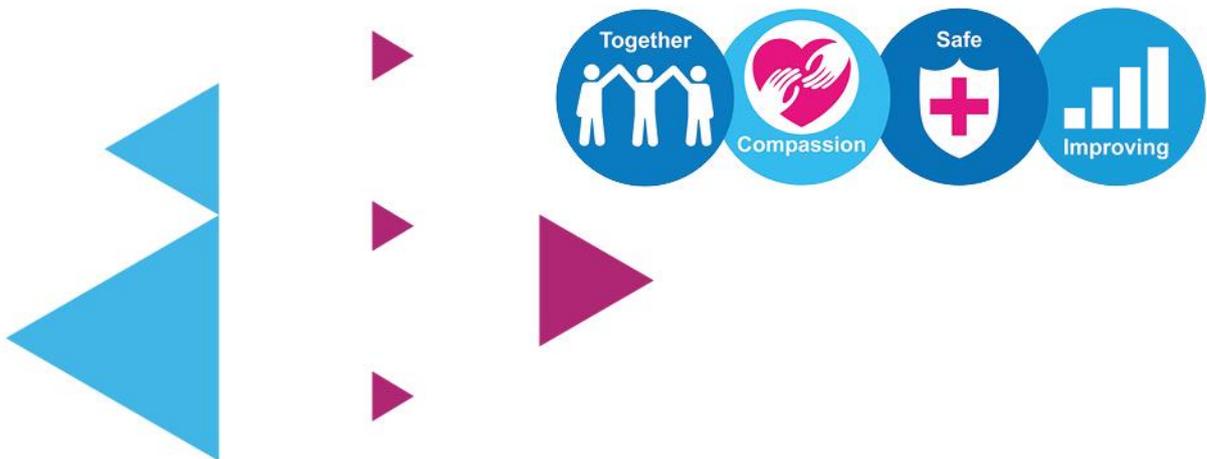
The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone at the Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at [www.uhnmcharity.org.uk](http://www.uhnmcharity.org.uk)



# Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



## Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them



## Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is



## Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values



## Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

**Division: All Division**

**Job Title: Nursing Assistant**

**Band: 2**

**Location: Royal stoke**

**Hours: 37.5 Full Time**

**Managerially accountable to: Ward Manager**

**Professionally accountable to: Ward Manager**

### **Role Summary**

The role of the Nursing Assistant post is flexible and the post holder will therefore be required to provide support over a wide range of services/functions. Key to this flexibility is the requirement for staff to work variable hours on a week by week basis within agreed limits.

The post holder will be required to work according to a locally agreed Code of Conduct for Nursing Assistants and if required, completion of the Care Certificate.

### **Communication & Relationships Skills**

- It is expected that ALL employees of the Trust will take part in the appraisal process each year and with the first appraisal taking place within the first 6 months from appointment.
- Communicate and report any changes or information relating to the patient to the Registered Nurse.
- Communicate appropriately with patients and visitors to the Ward or Department. Portraying a professional respectful manner at all times.
- To receive patients, visitors and staff in a calm, friendly and efficient manner
- Exchanges factual information with patients using reassurance, tact and empathy.
- May overcome barriers to understanding for example patients with physical or mental disabilities.
- To work effectively as part of the team and support others in the workplace
- To support new staff and students to integrate into the team.

## **Knowledge, Training & Experience**

- The post holder will be required to undertake as appropriate Care Certificate/NA Competency packages/customer care course relevant to the healthcare setting and on-going training as determined by the Trust and their line manager, (All new staff to care it is mandatory that they complete the Care Certificate).
- The post holder will work towards completion of a vocational qualification in care as agreed in their PDR
- The post holder will have previous experience in a care environment (If not they will be enrolled onto the Nursing Assistant Apprenticeship programme)

## **Analytical & Judgemental Skills**

- Prioritises which duties to respond to first, reports patient's condition in a timely manner. This will include judgements involving facts.

## **Planning & Organisational Skills**

- Organises own day to day work tasks or activities
- Able to take direction/prioritisation from the nurse in charge.

## **Physical Skills**

- Keyboard skills.
- Dexterity to undertake nursing procedures such as venepuncture.
- Standing/walking for extended periods of time.

## **Responsibility for Patient/Client Care**

- Under direct or non-direct supervision of a Registered Nurse as deemed appropriate will assist with all aspects of essential patient care.
- Provision of personal care to patients.
- Respect patient privacy and dignity at all times
- Prepare equipment for medical and nursing staff for procedures
- Assist medical and nursing staff with procedures as required
- Act as a chaperone supporting patients undergoing examinations or procedures
- Escort patients to other areas of the Trust as directed by the Registered Nurse

### **Responsibility for Policy/Service Development**

- Follows policies and may participate in discussion on proposed changes to procedures

### **Responsibility for Financial and Physical Resources**

- Demonstrates safe working practices in the use of equipment in the clinical area completion of mandatory training
- Within individual training programmes and local protocols, checks and cleans equipment
- Under the direction and supervision of the Ward manager order stocks and supplies and ensure they are stored appropriately.

### **Responsibility for Human Resources**

- Demonstrates their own duties to new starters and bank / agency staff
- Adheres to Trust Standards of Dress policy

### **Responsibility for Information Resources**

- Completion of relevant patients documentation under direct or non-direct supervision of a Registered Nurse as deemed appropriate
- Maintenance of computerised and manual information systems
- To request case notes and provide a tracing service
- To work within the Information Governance policy, maintaining confidentiality and promoting governance in handling personal identifiable information.

### **Responsibility for Research and Development**

- Occasionally participates in audits, surveys, research and development activities

### **Freedom to Act**

- Will have a delegated workload within the remit of their capabilities

### **Physical Effort**

- Turns, manoeuvres patients for toileting, and bathing using aids
- Compliance with mandatory training and practice for manual handling

## Mental Effort

- Concentrates for personal care duties follows routine

## Emotional Effort

- Care of terminally ill and patient deaths
- Potential for exposure to difficult, hostile or emotive situations, including breaking bad news.

## Working Conditions

- The post holder may be exposed to bodily fluids.
- The post holder may be required to stand and walk for extended periods in a busy environment.

## Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.
- To ensure statutory and mandatory training is up to date.

## Standards of Behaviour

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## **Health and Safety**

To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.

To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

## **Equality and Diversity**

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

## **Infection Prevention**

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

### **Trust Dress Code**

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duty

### **Hand Hygiene**

- Decontaminate your hands as the per 'The five moments of hand hygiene'

### **Own Practice**

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

### **Decontamination**

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

### **Trust Policies**

Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

### **Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality**

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

### **Safeguarding Children, Young People and Adults with care and support needs**

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

## Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): 'Our 2020 Vision: Our Sustainable Future' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less,

reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhns.nhs.uk](mailto:switch@uhns.nhs.uk)

## Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

Signed Manager \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_

## Nursing Assistant (Generic) Person Specification

Requirements	Essential	Method of Testing	Desirable	Method of Testing
		Application form Certificates Test Presentation Interview Assessment Centre		Application form Certificates Test Presentation Interview Assessment Centre
<b>Education and qualifications</b>	<p>Evidence of good numeracy and literacy equivalent to:</p> <ul style="list-style-type: none"> <li>Functional Skills Level 1</li> </ul> <p>or:</p> <p>GCSE Grade 9-3 (A* - D) in English and Maths.</p> <p>Or</p> <ul style="list-style-type: none"> <li>Minimum of 6 months care experience (within the last 5 years)</li> </ul> <p>Or</p> <ul style="list-style-type: none"> <li>Registered Nurse qualification in an overseas country</li> </ul>	<p>Certificates will be required at Interview – if certificates are not produced on day of interview the candidate will not be interviewed.</p> <p>Application and interview</p> <p>Certification from awarding board.</p>	<p>NVQ Level 2 Qualification in Health and Social Care</p> <p>NVQ Level 3 Qualification in Health and Social Care</p> <p>Care certificate (if no care experience this is mandatory to undertake in the first 12 weeks of employment)</p>	<p>Certificate</p> <p>Certificate</p>
<b>Experience</b> <b>How long is the induction required for the job?</b> <b>What practical or further theoretical training is</b>	<p>Previous 6 months experience in a care setting, within the last 5 years.</p> <p>Demonstration of a willingness to learn and develop.</p>	<p>Application</p> <p>Interview</p>	<p>Experience in an acute hospital setting</p>	<p>Application</p> <p>Interview</p>

<p><b>required? (Note: try not to use *** years' experience unless necessary)</b></p>				
<p><b>Skills, Ability &amp; Knowledge</b></p>	<p>Is able to describe the nursing care required by the patient.</p> <p>Good communication skills.</p> <p>Can demonstrate the need to report changes in a patient's condition to the Registered Nurse.</p>	<p>Interview</p>		
<p><b>Personal Qualities</b></p>	<p>Able to use own initiative.</p> <p>Ability to work as part of a team.</p> <p>Reliability</p>	<p>References and Interview</p>		

## Nursing Apprentice (Generic) Person Specification

<b>Requirements</b>	<b>Essential</b>	<b>Method of Testing</b> Application form Certificates Test Presentation Interview Assessment Centre	<b>Desirable</b>	<b>Method of Testing</b> Application form Certificates Test Presentation Interview Assessment Centre
<b>Education and qualifications</b>	Evidence of good numeracy and literacy equivalent to: <ul style="list-style-type: none"> <li>Functional Skills Level 1 or</li> </ul> GCSE Grade 9-3 (A* - D) in English and Maths.	Certificates will be required at Interview – if certificates are not produced on day of interview the candidate will not be interviewed.		
<b>Experience</b> How long is the induction required for the job? What practical or further theoretical training is required? (Note: try not to use *** years' experience unless necessary)	Good communication skills  Demonstration of a willingness to learn and develop	Application  Interview	Experience in a position involving direct engagement with the general public	Application  Interview
<b>Skills, ability and knowledge</b>	Is able to describe Care, Compassion, Courage, Commitment, Communication, and Competence in relation to the care of a patient in care setting.	Interview	Has worked in a role where they can apply this knowledge	Application  Interview

<b>Personal qualities</b>	Able to use own initiative Ability to work as part of a team Reliability and trustworthiness	References Interview		
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