

TETBURY HOSPITAL TRUST LTD

JOB DESCRIPTION

Title:	Health Care Assistant
Grade :	O
Responsible to:	Outpatient Manager
Accountable to:	Matron
Liases with:	Nursing staff, ODPs, consultants, surgeons, anaesthetists, administration staff, departmental managers, domestics, porters, patients, relatives, and carers.

Job Summary:

The post holder's prime responsibility is to work within the Outpatient Team in helping care for patients who attend outpatient services. The post holder would work under the supervision/guidance of a clinical lead, who will be either a Registered Nurse or an Operating Department Practitioner (ODP).

The post holder will be an ambassador for the Trust, delivering care in an efficient, patient focused and professional way.

Tetbury Hospital has a generic outpatient department and a purpose built Minor Operation suite, which delivers services across seventeen different medical and surgical specialities. The clinics are consultant led, and the HCA are required to work across these specialities.

Principle Duties:

- 1 Prepare all areas within the Out-patient department to enable a timely start
- 2 To assist nursing staff within the outpatient services.
- 3 To assist nursing staff and the multi-disciplinary team (MDT) in the assessment process by contributing to developing a picture of patients' needs.
- 4 To act as named HCA responsible for running an outpatient list
- 5 To maintain a safe environment for the patient.
- 6 Greet patients and their relatives / carers as they attend for their Outpatient appointment / procedure, and familiarise them with the environment

- 7 To undertake patient assessment at point of care to enable planning of surgical procedures both at Tetbury and other care providers.
- 8 Escort / chaperone duties will be required as deemed appropriate by the clinical lead/nominated deputy.

- 9 To undertake care in accordance with the standards of care set out in the Fundamentals of Care.

- 10 To respect the patient/carers and representatives, being sensitive at all times to their views and wishes.

- 11 To maintain the modesty and dignity of the patient at all times and provide the maximum amount of privacy.

- 12 To respect confidential information obtained in the course of your duties, always referring to the person in charge who will facilitate necessary information sharing.

- 13 To identify a personal development plan incorporating measures both through training and self-directed study/experiences.

- 14 Complete essential training requirements.

- 15 To undertake QCF training as part of personal development plans.

- 16 To work in accordance with the Trusts policy and procedures in all aspects of practice and delegated duties.

- 17 To assist with the support of new team members.

- 18 To actively participate in appraisal training.

- 19 Contribute to all clinical governance activity.

- 20 Participate in team meetings and development projects.

- 21 Contribute to a positive clinical environment in which people feel valued and motivated.

- 22 To be responsible for communicating effectively both verbally and in writing with other members of the MDT.

- 23 To develop with their line manager a personal development plan which builds upon a repertoire of established skills.

- 24 To participate in an ongoing education process.

- 25 To actively contribute to the maintenance of standards by informing the clinical lead/nominated deputy, of any deficiencies which may affect the maintenance of standards (including safety) of staff or patients.

- 26 To work at all times within the boundaries of the delegated duties, at no time undertaking procedures/interventions that have not been agreed by the clinical lead/nominated deputy. E.g. working to clinical competencies.
- 27 Contribute to reporting arrangements e.g. complaints, incident reporting.
- 28 To be responsible for stocking up and preparation of all areas within the Out-patient area
- 29 Be aware of, keep up to date, and follow the policies of the Trust, with particular attention to policies promoting control of infection, confidentiality of patient information and professional behaviour
- 30 Maintain personal standards of hygiene and promote universal precautions to limit cross infection
- 31 Wear the correct uniform as agreed by the Trust

- 32 Be prepared to work flexibly in undertaking other duties as required, both within and outside of the designated service area.

Facilitating the running of clinics

1. Liaising with the Bookings and Clinic Prep team to ensure list status and availability of notes and results.
2. Ensure all relevant equipment is available and in good working order
3. Alert medical secretaries in the absence of relevant test results
4. Responsibility to undertake the setting up of a clinic in a timely manner
5. Follow clinic standard operating procedures
6. Follow up any outstanding issues that arise from clinic.
7. Responsible for the safe storage of notes post clinic

Confidentiality

As an employee you have a responsibility to maintain the confidentiality of any confidential information which comes into your possession regarding patients, employees or any other business relating to the Tetbury Hospital Trust

Your attention is drawn to the confidential nature of information collected within the health service. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act.

Health & Safety

As an employee you have a responsibility to abide by all of the safety practices and codes provided by the Trust and have an equal responsibility with management for maintaining safe working practices for the health and safety of yourself and others.

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors,

All employees must comply with the Trust Infection Control Policy. All employees must attend infection control training

Quality Assurance

As an employee of the Trust you are a member of an organisation that endeavours to provide the highest quality of service to our patients. You are an ambassador of the organisation and, as such, are required to ensure that high standards are maintained at all times.

Equal Opportunities

As an employee you have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Trust's Equal Opportunities Policy.

Risk Management

You have a responsibility for the identification of all risk which have a potential adverse effect on the Trust's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

General Notes

The duties outlined in this role specification serve as a guide to the current and major responsibilities of the post. The duties and obligations associated with the post will inevitably vary and develop and the role specification will be reviewed on a regular basis. Changes will be subject to consultation with the post holder.

Safeguarding

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures

Development

The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular 1:1s and appraisals with their manager and identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards required of the post holder.

NHS Constitution

As a commissioned provider of NHS services, Tetbury Hospital Trust has a responsibility to adhere to the NHS Constitution which establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another. All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to NHS Constitution for England - Publications - GOV.UK that essentially provides further and more detailed explanation of each of the rights and pledges.

Criminal Records

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions.

PERSON SPECIFICATION

This document describes the qualities required for a post-holder that are not captured by the JD.

SPECIFICATION	DESCRIPTION	
	Essential	Desirable
<p>Qualifications <i>(This must include the level required to appoint to the post. Any requirement for registration should also be recorded here.)</i></p>	<ul style="list-style-type: none"> • Good Basic Education • Able to demonstrate clear transferable skills valid to the health care setting. • NVQ level 2, or equivalent in Care, Outpatients or Operating Theatres • Willing to work towards QCF Level 3, or equivalent 	<ul style="list-style-type: none"> • NVQ level 3 in Health Care, or equivalent • Able to use a computer and access electronic patient records and be familiar with Word and Excel • Phlebotomy
<p>Experience/Skills <i>(Type and level of experience required to fulfil duties)</i></p>	<ul style="list-style-type: none"> • Ability to work under instruction and within a team • Prioritise workload • Ensure that relevant information/files are easily accessed by all members of the team • To understand stock rotation methodology • Self-motivation / initiative 	<ul style="list-style-type: none"> • Experience of participation within a team in care monitoring, audit and evaluation fundamentals of care. • Experience of Minor Operations or working within an Operating Theatre environment • Able to undertake ECG recordings. • Able to take patient samples: Urine. Faeces. Blood. MRSA swabs Covid Swabs.
<p>Communication Skills <i>(Indication type of communication and audience. E.g. face-to-face with patients, presentations to colleagues, etc.)</i></p>	<ul style="list-style-type: none"> • Can verbalise a caring attitude. • Clear communication skills both oral and written. • Note patient progress in the nursing care evaluation. • Participation in meetings. 	
<p>Flexibility <i>(Note here any flexibilities required by the post.)</i></p>	<ul style="list-style-type: none"> • Able to work flexibly within a rota system providing a service between 0730 and 2000 hrs 	

<i>e.g. Shift Working required, New tasks may need to be undertaken frequently,)</i>	<ul style="list-style-type: none"> • Able to provide cover at weekends • Ability to provide support and cover for periods of annual leave and sickness 	
Other <i>(Any other key issues not recorded elsewhere in JD or person spec.)</i>	<ul style="list-style-type: none"> • Can demonstrate an understanding of Health and Safety issues. • Ability to manage stressful situations in self. • Confident is assisting Qualified Nurses / ODPs and consultants to prepare and support patients undergoing surgery whilst maintaining privacy and dignity at all times 	

I understand and accept my accountabilities and responsibilities as outlined in this job description and person specification

	Name	Signature	Date
Post Holder			

	Name	Signature	Date
Line Manager			