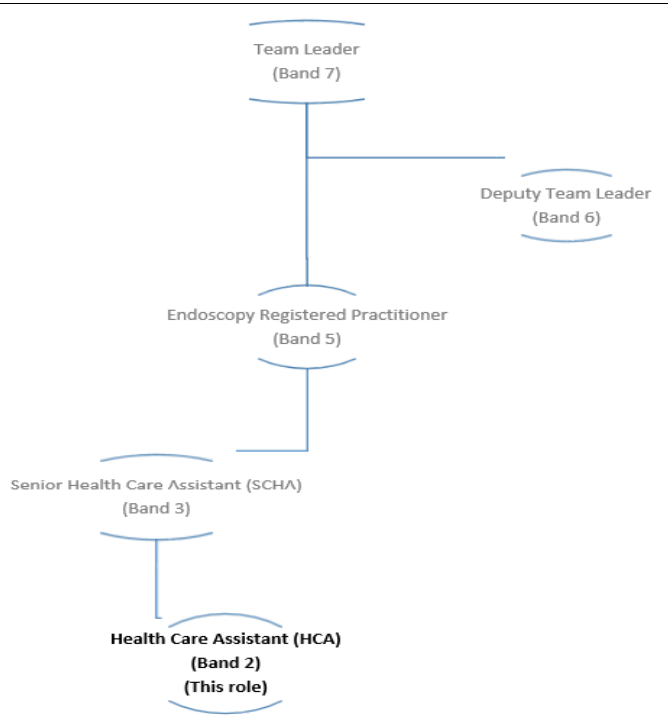


JOB DESCRIPTION

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| Job Title | Health Care Assistant - Endoscopy |
| Location | Noble's Hospital Endoscopy Unit |
| Reports to | Team Leader |
| Pay Band | 2 |
| Job Evaluation Reference No. | 0152v6/JE/16 |
| Organisation Chart |  <pre> graph TD TL["Team Leader (Band 7)"] --- DTL["Deputy Team Leader (Band 6)"] TL --- ERP["Endoscopy Registered Practitioner (Band 5)"] ERP --- SCHA["Senior Health Care Assistant (SCHA) (Band 3)"] SCHA --- HCA["Health Care Assistant (HCA) (Band 2) (This role)"] </pre> |
| Job Purpose | Under the direction of the Registered Practitioner who is accountable for patient care, works as part of a multi-professional team, supporting and delivering patient care with regard to patients who undergo Endoscopic procedures. This includes care and maintenance of Endoscopy equipment. |
| Communication & Relationship Skills | <ul style="list-style-type: none"> • The Health Care Assistant will demonstrate good communication skills and will be able to relay information regarding patient's condition, treatments and interventions to relevant members of the multi professional team, patients and relatives as directed by the Registered Practitioner • Maintains accurate, contemporaneous written records of care given, ensuring that all entries are checked, and counter signed by a Registered Practitioner • Adheres to Noble's Hospital Record Keeping Policy • Participates in the verbal handover of patient information as directed by the Registered Practitioner |

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| | <ul style="list-style-type: none"> • Maintains patient confidentiality and is discreet when communicating sensitive information to patients, family and colleagues • Ensure the patient's consent is sought wherever possible, prior to the post holder carrying out any interventions • Where communication is difficult, communication aids are used as per care plan. The post holder may be required to liaise with multi professional staff to acquire the most appropriate aids and demonstrates a basic knowledge of the aids and how to use them • The Health Care Assistant is aware of the need to maintain verbal and non verbal communication even when there is no apparent response from the patient, and demonstrates the ability to understand non verbal responses from patients • Attends and participates in Ward/Department/Unit meetings • Acts a representative of the Ward/Department at appropriate meetings and forums as designated by the Ward / Department Manager, e.g. Health Care Assistant Review Group, Housekeeping meetings. |
| <p>Knowledge, Training & Experience</p> | <ul style="list-style-type: none"> • It would be an advantage if the post holder has had previous experience of caring but this is not essential. The post holder must be able to communicate accurately and concisely to patients, family members and all members of the multi professional team. To be friendly, approachable and able to work with others in a team to ensure all patients receive high quality, individually planned care • The post holder needs to be proactive and enthusiastic about delivering high quality nursing care and be able to work under the direction of the Registered Practitioner with the minimum of supervision. They must be an active contributor of the multi professional team, participate in quality initiatives as directed by the Registered Practitioner and demonstrate that they can be flexible in assisting and meeting the requirements of the department • The post holder will be encouraged and be expected to show a willingness to expand personal and professional knowledge through attending and participating in appropriate study and training programmes. The post holder must attend local and corporate induction training and the components of the mandatory training programme that are necessary to fulfil the role of Health Care Assistant, including updates as required by hospital policy. The post holder will be required to maintain an ongoing record of attainment. The post holder will be required to work towards and attain NVQ Level II in Health & Social Care • The post holder, under the direction of the Registered Practitioner will demonstrate effective listening and communication skills when interacting with patients, carers and health care professionals during Endoscopic procedures • Attend and participate in the process of Personal Development Review under the direction of the Registered |

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| | <p>Practitioner, identify own educational and training needs and incorporate them within the needs of the Department, Care Group and Organisation</p> <ul style="list-style-type: none"> • Attend, demonstrate and maintain competence with regard to Mandatory training such as Moving and Handling etc and attend updates as appropriate in line with hospital policy • Under the direction and supervision of the Registered Practitioner demonstrate knowledge and competence in the use of complex medical equipment and medical devices used in Endoscopy • The post holder will be expected to comply with the departmental Attendance at Work Policy and Procedures. |
| <p>Planning & Organisational Skills</p> | <ul style="list-style-type: none"> • The Health Care Assistant will be required to assist the Registered Practitioner in the delivery of care to all patients, to support activities of daily living. This will include such activities as assistance with dietary and nutritional needs, personal and oral hygiene, moving and handling, monitoring and recording of basic observations, elimination, and emotional, cultural and spiritual needs • The Health Care Assistant under the direction of a Registered Practitioner will perform a range of clinical and non clinical duties • Under the direction of the Team Leader, perform a range of duties relevant to the procedures undertaken in the Endoscopy service • Under the direction of the Team Leader will maintain, process and reprocess Endoscopy equipment according to guidelines/policies and procedures • Clinical duties will dominate the majority of the time worked by Health Care Assistants and will take precedence over non clinical duties • The Health Care Assistant will be responsible for the care they deliver, that has been directed to them by the registered practitioner. They will be required to maintain accurate written records and have all entries countersigned by a registered practitioner • To be aware and assist the Multi professional team in the economic use of resources to assist the Department in the management of the budget • Organise own workload to ensure the interests of Endoscopy patients are met • The Health Care Assistant has the responsibility to ensure they are aware and adhere to Hospital policies and procedures. |
| <p>Clinical Skills</p> | <ul style="list-style-type: none"> • Where appropriate training has been given, the post holder will undertake an agreed range of procedures associated with the patient's care needs as directed by the Registered Practitioner including: <ul style="list-style-type: none"> ○ Monitoring of the patients vital signs before, during and after Endoscopic procedures |

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| | <ul style="list-style-type: none"> ○ Act as advocate for the patient during Endoscopic procedures ○ Urinalysis tests ○ Remove intravenous cannulae as directed and following the appropriate training to do so. ○ Under the direction of the Team Leader, perform a range of duties relevant to the procedures undertaken in the Endoscopy room ○ Recording and reporting normal clinical observations and reporting variances ● Clinical duties will include escorting patient's who are medically/surgically stable to various locations throughout the hospital as directed by the Registered Practitioner ● Be able to perform record and report basic clinical observations, to include blood pressure, pulse, respiratory rate, temperature and pulse oximetry in critically ill patients ● Under the direction of the Registered Practitioner, check that all relevant Endoscopy and monitoring equipment are functional and prepared in readiness for the commencement of the session, ensuring a safe environment for the patients and health care professionals ● Under the direction of the Registered Practitioner, safeguard the sedated patient at all times e.g. safe transfer and positioning of patient with attention to patient comfort, dignity and safety ● Be able to measure and record fluid balance to include input and output, being responsible for ensuring the registered practitioner is informed of recordings ● Be able to obtain specimens of urine and, record and report findings of tests. Undertake ward urinalysis tests as per agreed clinical procedures ● Under the direction of the Registered Practitioner, use the correct care in obtaining, handling, documenting and dispatching tissue specimens and other product specimens in accordance with Departmental policy ● Under the direction of the Registered Practitioner, work as part of the multi professional team in the use, maintenance and care of Endoscopes and associated equipment to ensure safe and competent Endoscopy practice ● Acquire a high standard of knowledge and maintain aseptic technique during procedures and when reprocessing endoscopes to prevent contamination and cross infection ● Be able to prepare specimens for transport to the pathology department ● Be able to anticipate the needs of the patient and Registered Practitioner when dealing with emergency situations during Endoscopic procedures ● Will be able to remove indwelling urinary catheters if necessary |
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| | <ul style="list-style-type: none"> • Following approved training will assist the registered practitioner in the moving and handling of patients utilising appropriate aids • Following approved pressure area management training will be able to observe and report changes in patient's skin condition to a registered practitioner • Following the direction of the registered practitioner will be able to remove and replace simple wound dressings and apply non prescription creams/ointments. Observe wound sites and report any changes to the Registered Practitioner • The Health Care Assistant will be able to carry out assessments of weight, height and body mass index utilising accepted assessment tool and record and report findings • Following approved training will be able to perform a nutritional assessment using the Malnutrition Universal Screening Tool (MUST) tool. |
| Professional Skills | <ul style="list-style-type: none"> • Establish and maintain good working relationships with all members of the multi professional team • Conduct should be of a standard that promotes patient and public confidence in the Health Care Assistant and service provided • The health care assistant will comply with all policies, protocols etc for Noble's Hospital and Manx Care. |
| Planning & Organisational Skills | <ul style="list-style-type: none"> • Plan own time efficiently to meet the needs of patients in their direct care and can adapt easily to changing situations • Adapts to and is calm in challenging, high-pressured situations • Works as part of the team and actively contributes to the planning of patient care • Will assist with the processing and reprocessing of endoscopes to facilitate smooth running of daily Endoscopy lists both on the Day Procedures Suite, within the Theatre Suite and Hospital wide • Arranges transportation of outlying patients to procedure room ensuring timely arrival to prevent list delays • Maintaining stock levels in other areas i.e. the Theatre Suite. |
| Responsibility Staff/HR/Leadership/Training | <ul style="list-style-type: none"> • The Health Care Assistant will be responsible for effectively managing their time • As directed by the Team Leader take responsibility for storage and maintenance of equipment and stores. Stock control and rotation and report any anomalies to the Team Leader or Department Manager • As directed by the Team Leader or Department Manager will have responsibility for supervising and mentoring new Health Care Assistants/Bank Health Care Assistants/learners joining the team • As directed by the Team Leader or Department Manager will act as link/key workers for specific tasks. E.g. Moving and Handling. |

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| <p>Clinical Governance</p> | <ul style="list-style-type: none"> • The Health Care Assistant is aware of, has read and adheres to hospital policies, guidelines and procedures pertaining to their role • Participates in local audit reviews and contributes to any remedial actions as directed by Team Leader or Department Manager • Accurately records data for statistical and audit purposes • Assists/participates in the activities and other quality initiatives as directed by the Team Leader or Department Manager • Establishes and maintains respectful and professional relationships with patients, carers and colleagues. Reports any comments/concerns of the quality of care to the Team Leader or Department Manager • Maintains confidentiality, in line with hospital policies and procedures and always has regards for patients' privacy, dignity and right • Reports and records work based accidents, incidents and security concerned to the Team Leader or Department Manager without delay • Contributes to ward review of untoward incidents, supporting any necessary remedial action • Follows Infection Control Policies and procedures and always works to minimise the risk of cross contamination • The Health Care Assistant contributes to an environment on the Ward/Department that is fair and promotes a responsible and no blame culture • The Health Care Assistant under the direction of the Registered Practitioner will assist in the assessment of risk to patients in areas such as moving and handling, nutritional assessment, falls prevention, and skin integrity. The Health Care Assistant will assist the Registered Practitioner in delivering care that minimises any risk to patients. |
| <p>Responsibility – Research & Development</p> | <ul style="list-style-type: none"> • The Health Care Assistant must attend Local and Corporate induction sessions, within two months of commencing employment • The Health Care Assistant will be required to work towards NVQ Level II • Attend mandatory training as appropriate. Attend updates in line with hospital policy • The Health Care Assistant will be responsible for maintaining a record of attainment • Negotiate with Team Leader or Department Manager additional appropriate training, as identified in personal development plan • Participate in the process of self-evaluation and Personal Development Review with designated registered practitioner on an annual basis • The Health Care Assistant, who has completed all mandatory and relevant training, will have the responsibility of supporting and participating in the orientation process of |

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| | <p>new Health Care Assistants/learners to the department, as requested by the registered practitioner</p> <ul style="list-style-type: none"> • Participate in, and contribute to any ward/department developments, promotions or educational opportunities and meetings • Participate in the audit process as required. |
| Systems & Equipment | <ul style="list-style-type: none"> • The Health Care Assistant is responsible for ensuring that equipment is stored, cleaned and maintained according to manufacturer's instructions. Any discrepancies/damage to be reported to the Team Leader • As directed by the Team Leader, the Health Care Assistant will take responsibility for the maintenance, storage and rotation of stock and consumables to ensure the most effective, cost efficient use of resources • The post holder shows a willingness to develop basic level word processing skills (Word and Excel) to include use of the Patient Administration system (PAS). This includes being able to access PAS to check appointments, book PAC appointments and record outcomes • The post holder will be able to contact medical staff as required/directed by the Registered Practitioner using the hospital pager system • The post holder will be able to report equipment/ environmental defects using IT links • The post holder can process/reprocess endoscopes and associated equipment in line with manufacturer's instructions. This includes maintenance of all machinery and diagnosis of problems with all endoscopy related equipment within Endoscopy and Hospital wide • Examples of equipment/machinery used in Endoscopy: <ul style="list-style-type: none"> ○ Very specialised ○ Camera control unit ○ Light sources ○ Surgical video monitor ○ Diathermy machine ○ Suction units ○ Lancer Washe/disinfector ○ Leak tester ○ Endoscopes and associated equipment and accessories <p>Specialised</p> <ul style="list-style-type: none"> ○ Philips vital signs monitor ○ Patient trolleys ○ Operating lights |
| | <ul style="list-style-type: none"> • The Health Care Assistant works under the direction of the Registered Practitioner, and will be responsible for delivering care without constant direct supervision • The Health Care Assistant will be able to interpret information and make judgements as to when to inform/include the registered practitioner e.g. basic and vital observations. |

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| <p>Confidentiality</p> | <p>In the course of your duties, you may have access to confidential material about patients, members of staff or other business of Manx Care. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.</p> | | | | | | | | | | | | |
| <p>Health & Safety</p> | <p>It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.</p> | | | | | | | | | | | | |
| <p>Safeguarding</p> | <p>The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment. Staff must work in accordance with all health and social care policies relating to safeguarding.</p> | | | | | | | | | | | | |
| <p>CARE</p> | <p>In Manx Care we pride ourselves on being Committed and passionate, Accountable and Reflective, Respectful and Inclusive and Excellent and Innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.</p> | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" data-bbox="201 1491 1078 1525"> <p>JOB DESCRIPTION AGREEMENT</p> </td> </tr> <tr> <td colspan="2" data-bbox="201 1559 1078 1659"> <p>I have read and agree with the content of this job description and accept that the role will be reviewed annually as part of the development review process.</p> </td> </tr> <tr> <td colspan="2" data-bbox="201 1693 1078 1727"> <p>Job holder's name (please print)</p> </td> </tr> <tr> <td colspan="2" data-bbox="201 1783 1078 1794"> <p>.....</p> </td> </tr> <tr> <td data-bbox="201 1872 1078 1906"> <p>Job holder's signature</p> </td> <td data-bbox="1086 1872 1391 1906"> <p>Date</p> </td> </tr> <tr> <td data-bbox="201 1962 1078 1973"> <p>.....</p> </td> <td data-bbox="1086 1962 1391 1973"> <p>.....</p> </td> </tr> </table> | | <p>JOB DESCRIPTION AGREEMENT</p> | | <p>I have read and agree with the content of this job description and accept that the role will be reviewed annually as part of the development review process.</p> | | <p>Job holder's name (please print)</p> | | <p>.....</p> | | <p>Job holder's signature</p> | <p>Date</p> | <p>.....</p> | <p>.....</p> |
| <p>JOB DESCRIPTION AGREEMENT</p> | | | | | | | | | | | | | |
| <p>I have read and agree with the content of this job description and accept that the role will be reviewed annually as part of the development review process.</p> | | | | | | | | | | | | | |
| <p>Job holder's name (please print)</p> | | | | | | | | | | | | | |
| <p>.....</p> | | | | | | | | | | | | | |
| <p>Job holder's signature</p> | <p>Date</p> | | | | | | | | | | | | |
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Line manager's name (please print)

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Line manager's signature

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Date

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JOB DESCRIPTION APPENDIX 1

Physical, mental & emotional demands of the job and working conditions

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| Physical effort | <p>High Frequency Tasks:</p> <ul style="list-style-type: none"> • Standing, bending, kneeling, crouching and twisting throughout each shift • Required to stand for long periods of time during procedures • Frequently during the provision of care, correct machinery and equipment positioning and cleaning and maintenance during and after procedures • Physical ability to carry out manual handling duties e.g. movement and positioning of patients more than 15 Kg • Works in Endoscopy room areas that are small and very often warm. Works in confined spaces by and next to camera control units and light sources emitting high temperatures. This constitutes a high percentage of time worked and occurs on every working day • Frequently moves objects around which include moving and handling patients with and without the use of mechanical aids. Moves beds/patient trolleys around ward area and pushes beds/patient trolleys between wards and departments. Push patients in wheelchairs around ward and between wards and departments. These tasks are performed frequently and occur throughout every shift and on every working day • Frequently moves Endoscopy towers, trolleys and associated equipment within Endoscopy, theatre and Hospital wide • Constantly moving around in Endoscopy, theatre, the ward and in between wards and departments. Always physically active except for designated break times • Cleaning and remaking trolleys ready for subsequent patients regularly throughout the shift • High frequency cleaning and tidying following each procedure e.g. cleaning trolley surfaces, mopping the floor to ensure that the room is safe for the subsequent patient • End of day cleaning of all surfaces, equipment and environment, checking of equipment and preparation in readiness for the next day's sessions • Filling of rubbish bags and linen bags and having labelled them, transporting them to holding bays. Occurs approximately ten times per shift, every shift • Running errands to all other areas in the hospital. Occurs during all shifts up to ten times per shift. Pathology, pharmacy etc. • Escorting patients to appointments in different departments throughout the hospital, e.g., Theatre, X-ray department during every shift • Equipment storage and cleaning, including preparation and cleaning of trolleys used for clinical procedures • Exposure to chemicals which could potentially be hazardous |
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| | <ul style="list-style-type: none"> • Stock maintenance and rotation • Tidying and cleaning patient bed areas, Endoscopy room, 'scope' cleaning room • Frequently answering telephones and pagers and responding to queries either personally or by passing the query on to a suitably qualified practitioner • Prepare and assist patients to go to the toilet • Accessing computer system for PAS administration and looking up patient results • Accessing computer system to print patient labels |
| Mental effort | <ul style="list-style-type: none"> • Documents care given that is counter signed by the registered practitioner on every shift • Participate in the verbal handover of patients • Frequent interruptions by colleagues, medical staff, patients and other health care professionals whilst delivering care to run errands, etc. • Will be expected, when experienced, to carry out several tasks at any one time, switching tasks throughout the shift. • Concentration required while undertaking certain clinical procedures • High frequency concentration required when obtaining, handling, documenting and dispatching tissues specimens and other product specimens • Required to continuously professionally develop and keep records of attainment • Recognising own limitations in provision of care and referring to the Registered Practitioners as necessary • Attending required mandatory and other appropriate training programme • Frequently answering enquiries on the telephone and answering pagers • Frequent use of computer and VDU |
| Emotional effort | <ul style="list-style-type: none"> • Caring for ill patients whose condition might not improve, during surgical interventions • Caring for patients who are dying • Caring for sedated/disorientated patients • Dealing with patients and relatives who may be upset, distressed and potentially angry, at least weekly • Dealing with confrontational situations involving colleagues • Planning working day effectively to meet the demands of the patients and other health care professionals • Regularly caring for patients who may be confused, disoriented, emotional and potentially aggressive • Exposure to the death of a patient during procedure or massive deterioration of the critically ill patient i.e. haemorrhage • Caring for patients who are acutely ill and unprepared for the situation • Caring for patients where interventions have life changing impacts |
| Working conditions | <ul style="list-style-type: none"> • Handling and disposing of body waste in the form of urine, vomit, faeces daily |

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| | <ul style="list-style-type: none"> • Caring for incontinent patients • Frequent contact with infectious materials in the form of wound dressings, blood, bodily fluids, aspirations • Handling fouled linen every shift • Working in hot, often cramped conditions in small spaces and side room areas • Exposed to unpleasant odours daily • Cleaning used and contaminated equipment • Working with sharp objects frequently contaminated where there is a risk of injury, e.g. cleaning away procedure trolleys, biopsy forceps, cannulae, needles etc. • Occasionally caring for people who are unkempt and infested • Working with patients and relatives who may be distressed and upset who can potentially behave in a verbally and physically aggressive manner • Frequent distractions to run errands; answer telephone calls/pagers etc. • Often noisy environment due to high turnover of people moving through the Department • Frequently transports patients to and from the Endoscopy Room on foot, in wheelchairs and on trolleys as required • Responding rapidly and altering work plans to meet the needs of the patient and the list • Responding to emergency situations as required • Working in a controlled environment under artificial and/or dimmed light wearing protective clothing e.g. masks, goggles, plastic aprons and glove • Working in temperatures more than 30 degrees Celsius during procedure • Contact with hazardous chemicals frequently during every shift i.e. Formalin, cold disinfection agents • Handling and preparation of human tissue for pathology or disposal • Exposure to noise from equipment |
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Agreement of above description

I have read and agree with the content of this job description and accept that the role will be reviewed annually as part of the development review process.

Job holder's name (please print)

Job holder's signature

Line manager's name (please print)

Line manager's signature

Date

Date



Person Specification

| Criteria for selection | Attributes | Essential (E) or Desirable (D) requirements | Method of assessment |
|--------------------------------------|---|---|-------------------------------------|
| Qualifications | <ul style="list-style-type: none"> Willing to work towards NVQ Level II in Health & Social Care | E | CV/Pre-employment checks |
| Knowledge & Experience | <ul style="list-style-type: none"> Previous experience within a health care environment Willingness to learn and develop | E E | CV/Interview |
| Skills & Abilities | <ul style="list-style-type: none"> Good communicator Recognises the importance of confidentiality Quick to learn Caring attitude Basic IT Skills | E E E E D | CV/Interview |
| Personal Attributes | <ul style="list-style-type: none"> Ability to work as part of a team Flexible approach Friendly disposition Willingness to participate in quality initiatives Technical aptitude | E E E E | CV/Interview |
| Circumstances & Interests | <ul style="list-style-type: none"> Adheres to Hospital policies and guidelines Adheres to Health and Safety policies Understands the concept and application of clinical governance Satisfactory Police Check IOM Worker | E E E E D | CV/Pre-employment Check/Application |