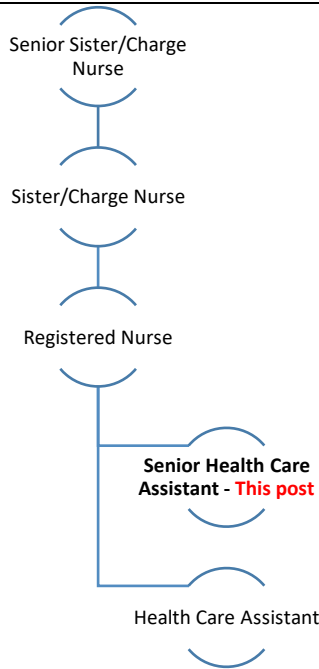


Job Title	Senior Health Care Assistant
Accountable to	Sister/Charge Nurse or Ward Manager
Reports to	Sister/Charge Nurse or Ward Manager
Location	Surgery, Theatre, Critical Care and Anaesthetics
Pay Band	3
Job Evaluation Reference No.	1327/JE/24
Organisation Chart	 <pre> graph TD A[Senior Sister/Charge Nurse] --- B[Sister/Charge Nurse] B --- C[Registered Nurse] C --- D[Senior Health Care Assistant - This post] C --- E[Health Care Assistant] </pre>
Job Purpose	<p>Under the direction of the Registered Nurse who has accountability for patient care, the post holder works as a member of the multi-disciplinary team delivering high quality, patient centred, compassionate care and supports the admission and discharge of patients in an efficient time frame. The post holder is required to work without the direct supervision of the Registered Nurse, having undergone relevant training where needed, and be responsible for raising any concerns with senior staff.</p> <p>Following sign off and being deemed competent to perform detailed clinical tasks as directed by the Registered Nurse, such as urine testing, bladder scanning, phlebotomy, ECGs and completing patient documentation, administration tasks and ordering and re-stocking supplies.</p> <p>The post holder will have developed or be willing to develop against agreed service requirements and competencies.</p>
Knowledge, training & experience required to do the job	<ul style="list-style-type: none"> ♥ Have experience working as a Band 3 Senior Health Care Assistant or Band 2 Health Care Assistant with the willingness to complete additional training / competencies ♥ Has completed, or is willing to undertake, NVQ level 3 training in Health and Social Care or similar training

	<ul style="list-style-type: none"> ♥ Has undertaken or is willing to undertaken the Acute Illness Management course ♥ 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. Be able to communicate accurately and concisely to patients, family members and all members of the multi professional team ♥ 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 ♥ Be friendly, approachable and able to work with others in the team to ensure the delivery of high quality care ♥ 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 Senior Health Care Assistant, including updates as required by hospital policy. The post holder will be required to maintain an ongoing record of attainment ♥ Follow Manx Care policies and procedures and understand and adhere to Health and Safety regulations ♥ Abide by Manx Care Attendance at work Policy and Procedures ♥ Understand and adhere to the Data Protection Act and Confidentiality Policy ♥ Be competent in the use of IT and patient administration systems <p>The desirable knowledge, training and experience requirements of this role are:</p> <ul style="list-style-type: none"> ♥ Adequate experience as a Band 2 Healthcare Assistant ♥ Experience working in a Day Surgery or surgical setting ♥ Completed or willing to work towards NVQ level 3 training in Health and Social Care, or equivalent.
<p>Main duties & responsibilities</p>	<ul style="list-style-type: none"> ♥ 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, care of the dying patient and their family and last offices ♥ Undertake an agreed range of nursing care procedures associated with the activities directed by the Registered Practitioner, with minimal or no supervision ♥ Clinical duties will dominate the majority of the time worked by the Senior HCA and will take precedence over non clinical duties ♥ Be able to carry out, record and report upon basic clinical observation, to include blood pressure, pulse, respiratory rate, temperature and pulse oximetry in non-critically ill patients ♥ Be able to obtain specimens of urine, record and report findings Undertake urinalysis tests (dip stick) and pregnancy tests as per agreed clinical procedures ♥ Assist in the moving and handling of patients utilising appropriate aids

	<ul style="list-style-type: none"> ♥ Be able to carry out assessments of weight, height and body mass index utilising accepted assessment tools and record and report findings ♥ Following approved training will be able to perform a nutritional assessment using the Malnutrition Universal Screening Tool (MUST) tool ♥ Be able to perform the accurate recording of electrocardiograms ♥ Be able to perform venepuncture, correctly processing and recording the attainment of specimens ♥ Be able to undertake Bladder scanning, following training, and report the results to the Registered Practitioner ♥ Be able to carry out simple wound dressings using prescribed products. Will be able to remove sutures/staples and obtain wound swabs as directed by the Registered Practitioner ♥ Following approved training and following manufacturer's instruction is able to correctly apply anti embolic stockings to patients who require them ♥ Escort patients to other departments, such as Theatre/Radiology and collect patients who have had procedures under local anaesthetic, where/when appropriate ♥ Undertake the Acute Illness Management Course ♥ 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 ♥ Take responsibility for the preparation of equipment, stock management and rotation as directed ♥ Assists with maintaining the cleanliness of the clinical area, ensuring work areas are hazard free ♥ Complete daily equipment checks, ensuring any equipment found to have faults to be removed and reported appropriately ♥ Be responsible for stock ordering to ensure that the service has everything required to operate ♥ Administration duties includes assisting/covering for the Ward Clerk such as registration of patients and their records on Medway/Medviewer, preparation of notes and dealing with general telephone queries ♥ Participate in audits and Link Practitioner roles ♥ Act as a role model and assist in the support and development for Band 2 Health Care Assistants ♥ The Senior Health Care Assistant has the responsibility to ensure that they are aware and adhere to Manx Care policies and procedures.
Policy & Service Development	<ul style="list-style-type: none"> ♥ Be an active contributor to service development and Quality Improvement activities ♥ Participate in local audit reviews and contributes to any remedial actions as directed ♥ Report work based incidents and accidents using DATIX ♥ Contribute to service review of untoward incidents, supporting any necessary remedial action ♥ Contribute to an environment that is fair and promotes a responsible and no blame culture.
Patient/Client Care	<ul style="list-style-type: none"> ♥ Assist the Registered Practitioner in the delivery of care to all patients ♥ Undertake an agreed range of nursing / care procedures as directed by the Registered Practitioner, with minimal or no supervision

	<ul style="list-style-type: none"> ♥ 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.
Financial & Physical Resources	<ul style="list-style-type: none"> ♥ Be responsible for ensuring that equipment is stored, cleaned and maintained according to manufacturer's instructions ♥ Be responsible for the maintenance, storage and rotation of stock and consumables to ensure the most effective use of resources and minimal waste and report any anomalies appropriately ♥ Be responsible for reporting any defective equipment, fixtures and fittings to the Registered Practitioner or relevant department.
Physical Skills	<ul style="list-style-type: none"> ♥ Will undergo an Occupational Health Assessment prior to commencing employment; any identified limitations will be addresses through this assessment ♥ Will attend Safer Manual Handling Training and updates as per local policy.
Communication	<ul style="list-style-type: none"> ♥ Establish and maintain good working relationships with all members of the multi professional team ♥ Demonstrate good communication skills and will be able to relay information, regarding patient's conditions, treatments and interventions to relevant members of the multi professional team, patients and relatives as directed by the Registered Practitioner ♥ Maintain accurate, contemporaneous written records of care given, ensuring that all entries are checked and countersigned by a Registered Practitioner ♥ Adhere to Noble's Hospital Record Keeping Policy ♥ Participate in the verbal handover of patient information as directed by the Registered Practitioner ♥ Maintain 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 ♥ Ensure 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 knowledge of the aids and how to use them ♥ Be 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 ♥ Attend and participate in Ward/Manx Care/Unit meetings ♥ Act a representative of the Ward/Manx Care at appropriate meetings and forums as designated by the Ward/Manx Care Manager.
Human Resources	<ul style="list-style-type: none"> ♥ Be a role model and assist in the support and development for Band 2 Health Care Assistants ♥ Negotiate with line manager to identify appropriate training, through the Personal Development Review process ♥ Participate in the process in the process of self-evaluation and Individual performance Review with their line manager on an annual basis ♥ Adhere to the Attendance at Work policy.

Planning & Organisational Skills	<ul style="list-style-type: none"> ♥ Works as part of a multi professional team and actively contributes to the planning of patient care ♥ Plans own time efficiently in order to meet the needs of the patients care and are easily able to adapt to changing situations and service demands ♥ Works effectively in high-pressured situations.
Information Resources	<ul style="list-style-type: none"> ♥ Adhere to the relevant policies and procedures on records and information management and security ♥ Undertake relevant training on systems and databases used and keep updated as per local guidelines.
Decisions & Judgement	<ul style="list-style-type: none"> ♥ The Senior Health Care Assistant works under the supervision of the Registered Practitioner, and will be responsible for delivering care without constant direct supervision. Report outcomes of care and document care delivered ♥ The Senior Health Care Assistant will be able to interpret basic information and make judgements as to when to escalate concerns to the Registered Practitioner.
Freedom to Act	<ul style="list-style-type: none"> ♥ Adhere to service policies, guidelines and procedures pertaining to their role ♥ Assist the Registered Practitioner in the delivery of care to all patients ♥ Undertake an agreed range of nursing/care procedures as directed by the Registered Practitioner, with minimal or no supervision ♥ 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.
Confidentiality	<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>
Health & Safety	<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>
Safeguarding	<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</p>

	commitment. Staff must work in accordance with all health and social care policies relating to safeguarding.
CARE	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.
JOB DESCRIPTION AGREEMENT	
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	
Date	
Line manager's name (please print)	
Line manager's signature	
Date	



JOB DESCRIPTION APPENDIX 1

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

Physical effort	<ul style="list-style-type: none"> ♥ Physical activity required to assist patients in meeting their care needs ♥ Works in ward and room areas that are small and very often warm. Works in confined spaces by and next to beds. This constitutes a high percentage of time worked and occurs on every working day ♥ Frequently moves object around which include moving and handling patients with and without the use of mechanical aids. Move beds around ward area and push beds between wards and departments. Push patients in wheelchairs around ward and between wards and departments. These tasks are performed frequently and occur on every working day ♥ Constantly moving around ward and in between wards and departments. Physically active at all times except for designated break times ♥ Making and moving beds up to fourteen times per shift. This requires bending down and kneeling to clean under the beds ♥ Filling of rubbish bags and linen bags and 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 ♥ Equipment storage and cleaning, including preparation and cleaning of trolleys used for clinical procedures ♥ Stock maintenance and rotation. ♥ Tidying and cleaning patient bed areas, nursing stations and clinical areas ♥ Frequently answering patient call bells ♥ Preparing and distributing drinks and snacks to patients, preparing eating areas, and collection of dishes ♥ Frequently assisting patients to go to the toilet and less frequently for a shower ♥ Daily use of Visual Display Unit (VDU), keyboard skills. Inputting and accessing patient information.
Mental effort	<ul style="list-style-type: none"> ♥ Document care given that is counter signed by the registered practitioner on every shift ♥ Participate in the verbal handover of patients ♥ Frequent interruptions while delivering care to run errands, answer call bells, etc. ♥ Concentration required while undertaking certain clinical procedures ♥ Required to continuously professionally develop and keep records of attainment ♥ Attending required mandatory and other appropriate training programmes ♥ Frequently answering enquiries on the telephone.
Emotional effort	<ul style="list-style-type: none"> ♥ Caring for ill patients whose condition might not improve ♥ Occasionally dealing with patients and relatives who may at times be verbally or physically aggressive, anxious or emotional ♥ Caring for patients who are acutely ill and unprepared for situation.

	<ul style="list-style-type: none"> ♥ Caring for patients where interventions have life changing impacts, e.g. stomas, amputees ♥ Planning working day effectively to meet the demands of the patients and ward ♥ Occasional exposure to safeguarding issues.
Working conditions	<ul style="list-style-type: none"> ♥ Exposure to patients who require isolation for infective reasons, e.g. MRSA, ESBL, Covid ♥ Handling and disposing of body fluids in the form of urine, vomit, faeces on a daily basis ♥ Assisting patients to use the toilet/bathroom every shift ♥ Caring for incontinent patients ♥ Handling fouled linen ♥ Working in hot, often cramped conditions in small bays and side room areas ♥ Exposed to unpleasant odours on a daily basis.
<p>Agreement of above description</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>Job holder's signature Date</p> <p>Line manager's name (please print)</p> <p>Line manager's signature Date</p>	



Person Specification

Criteria for selection	Essential requirements	Desirable requirements	Method of assessment
Qualifications	<ul style="list-style-type: none"> ♥ NVQ Level 2 or equivalent level of knowledge/skills 	<ul style="list-style-type: none"> ♥ NVQ Level 3 in Health and Social Care or willingness to work towards 	CV Interview
Knowledge & Experience	<ul style="list-style-type: none"> ♥ Adequate experience as a Band 2 HCA ♥ Experience working in a Day Surgery Unit or surgical setting 		CV Interview
Personal Attributes	<ul style="list-style-type: none"> ♥ Good communication skills ♥ Basic IT Skills. Willingness to further develop IT skills relevant to the role ♥ Flexible approach ♥ Recognises the importance of confidentiality 		CV Interview
Other Relevant Requirements	<ul style="list-style-type: none"> ♥ Satisfactory police check ♥ Willingness to progress career within the healthcare setting ♥ Physically able to carry out requirements of the role 	<ul style="list-style-type: none"> ♥ IOM Worker ♥ Full, valid Driving Licence 	Application Interview Pre-employment Checks