BENENDEN HOSPITAL TRUST JOB DESCRIPTION

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| **Job Title and Band:** Band 2 Healthcare Support Worker –Inpatients (Adults) | |
| **Job Holder:** | **Date:** |

# Key Responsibilities

* Assist patients in the Adult Ward (including day surgery) with their care requirements
* Undertake delegated clinical tasks within the Adult Ward, including setting up equipment, assist with transfer/positioning of patients, enter patient information on IT systems
* Ensure patient care areas are effectively maintained and well stocked
* Work flexibly within the department, according to competency and skills

# Where does role fit in organisation?

Reports to the Sister – Inpatients

Member of the clinical team within Inpatients with strong links Theatres, Diagnostics and Patient Administration Services Department

# Boundaries of role

* The postholder will follow standard operating policies and procedures of work however they are expected to use their initiative and make decisions regarding prioritising their own workload to deliver the role effectively.
* Undertake a wide range of routine work procedures which may require the use of initiative such as assisting senior colleagues with the preparation of patients for surgery, advising patients of relevant information, chaperoning patients where required, moving and positioning patients, changing linen, assisting with pressure area care and prevention, assisting with basic physical needs of patients (eating, hygiene and toilet needs), undertaking basic tests such as; blood pressure, pulse, temperature, respiratory rate, height, weight and BMI calculations, MRSA screening, phlebotomy. This work will be undertaken under the direct supervision of senior medical staff. The postholder is responsible for appropriate recording and reporting of the results. Analysis of any tests is the responsibility of the relevant medical practitioner in the case
* Act as the patient’s advocate, maintaining their dignity at all times
* Maintain accurate records of observation and care as requested. Undertake administrative duties where required, including maintaining patient records to include Oasis updates, datasheets and traceability systems
* Labelling and care of specimens according to departmental policy following direction from a registered practitioner
* Other routine duties will include helping to organise and prepare rooms for continued safe use at all times, checking, cleaning and maintaining sterile/non-sterile equipment, clearing away used instruments and all other items used during procedures, arranging for bodily fluid spillages to be cleared away immediately, and all waste to be disposed of in accordance with local Policy. Demonstrate compliance with the hospital’s policies for maintaining a safe environment, i.e. Infection Control, Hand Washing, Medicines Management
* Basic supporting activities such as maintaining and rotating stock levels of sterile equipment and consumables, and providing administrative support when required
* Occasionally, you may be required to cross work within other departments including Outpatients, Inpatients and Theatres, and as such you should have some basic knowledge of assisting qualified staff within theatres by circulating and assisting with specific nursing procedures as directed. This will also involve assisting with positioning patients, transferring patients to and from the operating theatre, receiving and checking patients in the anaesthetic room. This work will be undertaken under the direct supervision of senior medical staff
* Communicate with patients and their carers verbally and in writing as and when required, using tact, discretion and maintaining confidentiality at all times
* Communicate with other staff members and stakeholders (i.e. consultants, GP surgeries and other departments), verbally and in writing as and when required, concerning mainly routine but occasionally complex information. This includes reporting to the Sister in charge in a timely manner, any untoward events/potential problems which may affect the safety of patient care or functioning of the department
* There will be a frequent requirement for moderate physical exertion, sometimes with a need for occasional intense exertion for short periods, for instance, assisting with moving patients using tools provided
* The role is likely to have predictable work patterns though with frequent interruptions.
* The postholder will perform other duties appropriate to the post as may be required from time to time by the Sister - Inpatients or their deputies.

**SPECIFIC ROLE REQUIREMENTS**

The postholder may be required to work shifts, nights, weekends and bank holidays.

# Proven Knowledge, Training and Experience

* Educated to GCSE level or equivalent experience
* Relevant professional qualification i.e. NVQ Level II in Health & Social Care (or other relevant Health-related NVQ) or willingness to work towards
* Basic Life Support or Immediate Life Support training or a willingness to undertake training
* Basic phlebotomy and ECG monitoring experience or a willingness to undertake training
* Good IT skills
* Proven ability to undertake multiple tasks under pressure

**Skills & Competencies**

* + Effective verbal communication using tact and diplomacy
  + Excellent written skills
  + IT Literate
  + Strong prioritisation skills
  + Strong patient-centred approach

**Personal Attributes**

# Methodical in approach and pays attention to detail

* Organised
* Flexible and adaptable

**Measuring Performance**

The postholder is expected to be familiar with, and work in line with, the hospital’s Values.

Performance will be measured against the specific objectives and targets and “Values-led” behaviours as identified and agreed within the Performance & Development Review (PDR) process.

**STANDARD ROLE REQUIREMENTS**

**Mandatory Training Requirements**

The postholder is required to attend an annual mandatory training day, to include a regular update on fire safety, infection control, manual handling, information security, risk awareness and, where necessary, life support.

**Health & Safety**

The postholder will be required to observe the hospital's safety policies, made under the Health & Safety at Work Act 1974. He/she will take due care at work and report any accidents or untoward occurrences and co-operate with the hospital in relation to Health & Safety issues.

The hospital operates a "No Smoking" Policy.

benenden hospital and its Management Board are committed to having a safe and clean hospital and preventing infection wherever possible. The postholder has a personal obligation to act to reduce ‘healthcare-associated infections’ (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the hospital’s Infection Control Policies and support initiatives to meet the Hygiene Code. This includes particularly those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment, safe procedures for using aseptic techniques and safe disposal of sharps. The postholder will report any known infections to the Governance Team and any incidents through the hospital’s Incident Reporting Policy.

**Confidentiality**

The postholder will be exposed to sensitive personal data as part of their role and must at all times ensure that all data is kept confidential and that it is only made available to those people who are authorised to access it.   There are hospital policies relating to information security, confidentiality and data protection which define responsibilities.  It is the postholder’s responsibility to ensure that they read all appropriate policies and are aware of their responsibilities.  Any data breach will be subject to the disciplinary process which may result in dismissal.

**Safeguarding Vulnerable Groups**

Employees who come in to contact with vulnerable adults or children and their parents during the course of their normal duties will be aware of their responsibility to safeguard and promote the welfare of children, young adults and vulnerable adults.

**Equality and Diversity**

It is the responsibility of every staff member to understand the hospital’s equality and diversity commitments and statutory obligations under the current equality legislation including the Equality Act 2010. The postholder will value people as individuals and treat everyone with dignity and respect, in line with the hospital’s Values. The postholder will be familiar with the Equality and Diversity Policy, and will report behaviour that undermines equality within the hospital.

**Legislation**

The postholder will be required to observe current legislation including for example Data Protection Act, Human Rights Act, Friendly Societies’ Act, Equal Opportunities, Freedom of Information Act, Bribery Act etc.

**Fraud**

The hospital requires honesty and integrity from staff and Officers. Hospital staff are expected to abide by the benenden society's Fraud Policy, as stated in Section 20 of the Standing Financial Instructions. This Policy clearly states the Society's position regarding fraud, theft and corruption. Furthermore the Society's Whistleblowing Policy sets out guidance regarding the reporting of suspected malpractice.

**Business Risk Awareness**

The post-holder will be required to identify and assess risks to the achievement of individual, departmental and organisational business objectives. He/she will report, control and monitor these risks at a level appropriate to the role.

**Acceptance**

I hereby understand, acknowledge and accept the content of this job description I also understand that this document forms part of the terms and conditions of my employment with the hospital.

**Job Holder: Date:**

**Manager: Date:**