**JOB DESCRIPTION**

**Title:** OPDHealthcare Assistant

**Managerially**

**accountable to:** Outpatients Manager

**Purpose of role**

To work as a member of the multi-disciplinary team to provide providing clinical and non-clinical support within the Unit, ensuring that all patients are dealt with in a professional and courteous manner, which endorses the patient centred approach of the team.

**Scope of role**

To provide a professional and patient focused clinical and administration/reception role, supporting the clinical team within the unit under the direction of a professionally qualified worker

This role will have clinical / technical, managerial, administrative, educational and personal development responsibilities

Management responsibilities

* *Works as an effective team member and understands the importance of team working in the delivery of high quality patient care*
* *Is able to demonstrate excellent two-way communication with patients, carers and team members*
* *Works with team to maintain high standards of cleanliness in the clinical area and a well-maintained department environment. Assist with non-clinical activities to ensure the smooth running of the department*
* *Supports the Ward Manager and Team Leader to ensure the clinical area practices within Data Protection/Confidentiality/Caldicott principles*

Clinical and technical responsibilities

* *Understands the importance of the patient and places them at the centre of service. Demonstrates that he/she consults and involves patients in decisions about their care and well-being. Demonstrates understanding of fundamental legal practices related to consent and the prevention of abuse*
* *Is able to effectively prioritise workload and knows when to seek advice, information form a qualified member of staff*
* *Is able to implement holistic, culturally sensitive, respectful, non-judgemental fundamental care from a pre-determined care plan for patients*
* *Undertakes other care practices as directed by the Registered Nurse, but is able to carry out routine patient care duties under direct supervision. To perform tasks within the Scope of Professional Practice and the* Practice Plus Group *polices and procedures, to enhance the quality of patient focused service provided*
* *Supporting the Registered Nurse in the provision of basic nursing care to patients by assisting patients to maximise their independence following training and assessment of competencies, with:*
	+ *Personal Hygiene, including catheter care according to procedures*
	+ *Diet & Fluids*
	+ *Dressing*
	+ *Toileting, including emptying and changing urine drainage bags according to Trust procedures*
	+ *Mobilising, regaining independence*
	+ *Rest & Sleep*
	+ *Vital sign recording*
* *Help to promote and maintain a clean and comfortable environment on the ward/department, which meets the needs of patients, their relatives/carers and friends*
* *Contribute to accurate written and computerised documentation relevant to patient care ensuring confidentiality of patient information at all times e.g. fluid charts, food charts and care plans, recording of height and weight*
* *Assist the multi professional team to prepare and support patients undergoing treatment and/or investigation maintaining privacy and dignity at all times. Chaperon patients during intimate procedures as required*
* *Escort non-acute patients with no treatment in progress and/or their relatives/carers to other wards and departments within the unit*
* *Be aware of the importance of good health and the health education needs of patients which are identified within individual care plans*
* *Displays excellent two-way communication with patients, families and colleagues. Is able to overcome barriers to understanding when the patient’s first language is not English or has a neurological impairment, learning or hearing difficulties*
* *To effectively communicate with all medical, nursing and staff of other disciplines concerning the care of the patient*

Administrative role

* *To answer the telephone in a polite manner and refer promptly all enquiries to the relevant person*
* *To assist with the departmental clerical/administrative duties, to include photocopying, transporting of equipment/ paper-work to other departments*
* *Provide an efficient and effective ward reception service to patients, staff and visitors, as required by the nurse in charge and in the absence of the ward clerk. To meet and greet all arrivals in a professional and customer/patient centred approach in line with the customer service standards of* Practice Plus Group
* *To pull Patient information together where appropriate for ward admissions and discharge follow up phone calls*
* *To receive visitors to the* Practice Plus Group *site, deal with enquiries and direct visitors as necessary*
* *To be flexible to work to shift patterns*

Educational and personal development role

* *To adhere to, and work within the code of conduct for clinical support workers for* Practice Plus Group
* *To be able to identify own development needs, seeking assistance where necessary*
* *To complete a competency assessment with the qualified nurse, in all clinical skills used within the department*
* *To attend mandatory study sessions and workshops as requested*
* *To update skills and knowledge as required by* Practice Plus Group*. And ensure understanding and application of all relevant polices and procedures*
* *To prepare and provide patient information and education as required on the ward buy the nursing or physiotherapy staff*
* *To participate in the orientation and development of new staff to the area*
* *To ensure that the policies and procedures of* Practice Plus Group *are adhered to*
* *To understand and become fully conversant with the* Practice Plus Group *competency model and its application.*

**Additional information**

In addition the successful candidate will be required to adhere to the following:

Education and development

To participate in appropriate training courses or updates in accordance with mandatory requirements and individual Personal Development plans in line with Practice Plus Group policies and procedures.

Professional

To adhere at all times to the Professional Code of Conduct, and any other professional guidelines/documents. To comply with guidelines issued from time to time by the UK professional body or any other professional association relating to the practice of your speciality, together with guidance issued from time to time by other competent agencies on clinical, medical and ethical issues

Regulatory framework

To adhere at all times to the regulatory frameworks set out by the Care Quality Commission incorporating the requirements for Independent Health Care, as well as The Department of Health Standards for Better Health by working to Practice Plus Group policies and procedures.

The individual will be required to participate in information requirements/ requests as per regulation.

Infection control

It is the responsibility of all individuals to comply with infection control policies and to attend any appropriate training requirements in line with Practice Plus Group responsibility to comply with Government Directives and associated codes of practice and take appropriate action where non-compliance is evident.

Conflict of interest

It is responsibility of all staff to ensure that they do not abuse their official position to gain or benefit their family or friends.

Confidentiality

The post holder must preserve the confidentiality of any information regarding patients, staff (in connection with their employment), and Care UK business and this obligation shall continue indefinitely. This is also in accordance with the Code of Confidentiality and the Data Protection Act 1998.

Health and safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors.

Risk management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigations undertaken.

Privacy, dignity and respect and quality of opportunity

The treatment centre is committed to ensuring that all current and potential staff patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability sexual orientation, age, marital or civil partnership, religion or belief. Staff will be supported to challenge discriminatory behaviour. In particular staff will protect the privacy and dignity of all patients at all points of their contact with the organisation. It is paramount that staff deal sensitively with individual circumstances and adhere strictly to the single sex requirements.

Vulnerable Adults Abuse
The patients referred to us for care must be able to trust that not only will they be safe from any abuse, bullying or intimidation from any member of staff but that suspicions of external abuse will be dealt with appropriately.

Raising Concerns
It is everyone’s responsibility to draw attention to any practice or behaviour which could put patients or staff at risk.

Equal opportunities

Practice Plus Group is committed to promoting equal opportunities in employment and will keep under review its policies and procedures to ensure that the job related needs of all staff working in Practice Plus Group are recognised.

Practice Plus Group will aim to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual’s ability to meet the requirements of the job.

This job description is subject to change in consultation with the post holder to take into account changing organisational needs.

Signature Date

Signature of

Head of Department Date

**PERSON SPECIFICATION FORM**

**Job title:** Health Care Assistant

**Department:**

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| **Factors** | **Essential** | **Desirable** |
| 1. Physical requirements
 | * Satisfactory Occupational Health clearance for the role specified.
* Good attendance record.
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| 1. Education and qualifications
 | * Good general education.
* Commitment to personal development.
* Good spoken and written English.
* NVQ level 2 in a healthcare subject.
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| 1. Previous experience
 | * Experience of working within a healthcare environment.
* Experienced team worker.
* Experience of dealing with the public.
 | * Previous experience in a hospital environment.
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| 1. Skills, knowledge and abilities
 | * Excellent Telephone technique.
* Good basic communication and interpersonal skills.
* Ability to deal with difficult situations in a calm manner.
* Good keyboard/ computer skill.
* Numerate and literate.
* Ability to work flexibly within the needs of the service
* Evidence of ability to work collaboratively in a multidisciplinary team.
* Ability to plan and prioritise own workload when under pressure.
* Basic life support skills.
* Understanding of information governance i.e. Confidentiality, legislation, Data protection, Caldicott.
 | * Customer care training.
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| 1. Aptitude and personal characteristics
 | * Polite, friendly and approachable manner with a tidy appearance.
* Understands the need for and will adhere to the Practice Plus Group policies.
* Willing to learn new skills and gain new or additional competencies.
* Motivation to provide a high standard of service.
* Calm under pressure.
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