

HEALTHCARE ASSISTANT – DERMATOLOGY

Candidate Pack



Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone

- You will help with small skin operations and wound care after training.
- You will prepare for clinics and surgery lists, making sure everything runs smoothly.
- You will check patients' basic health measurements like blood pressure and weight.
- You will keep the department tidy and make sure supplies and equipment are ready.
- You will talk to patients kindly and clearly, explaining what they need to know about their care.

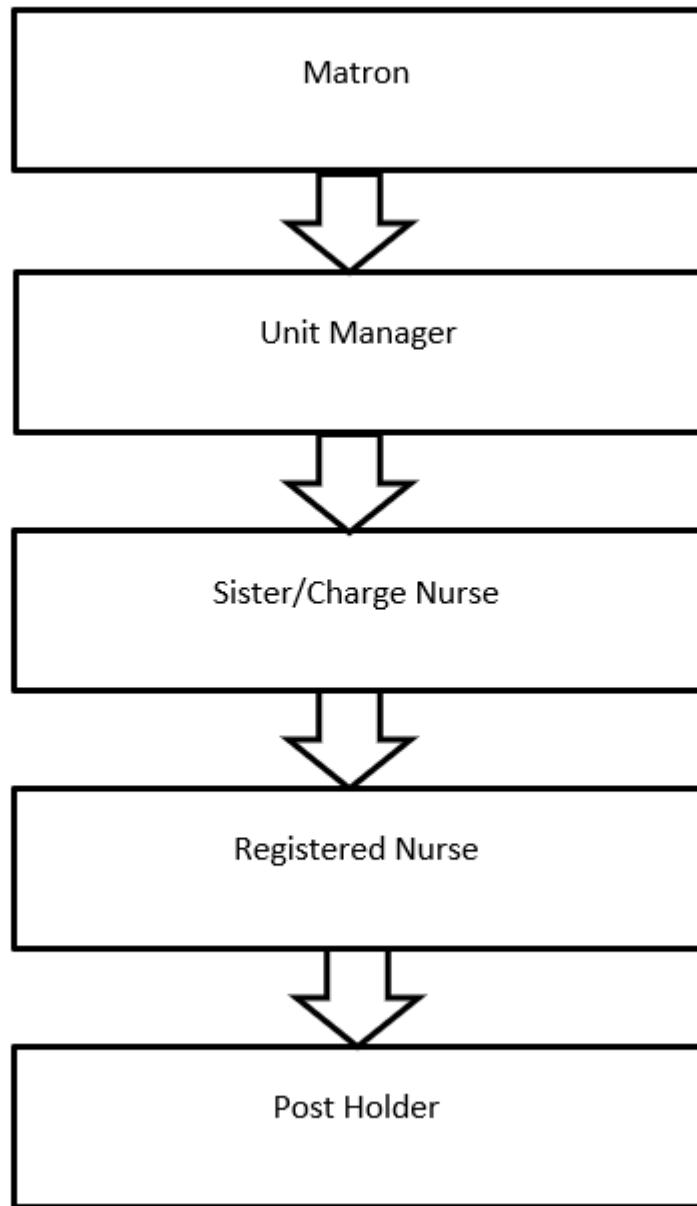
Job Description

Job title:	Healthcare Assistant – Dermatology
Grade:	3
Site:	The Royal Shrewsbury Hospital
Accountable to:	Ward Manager
DBS required:	Yes

Job Purpose

To work as a member of the Care Team and supporting registered nurses in delivering identified, direct care to patients that are undergoing specific Dermatological Surgical Procedures. The Health Care Assistant will support the efficient and safe running of the Dermatology Department by sharing responsibility for routine needs of the Department.

Organisation Chart



Main Duties and Responsibilities

Once trained and assessed as competent, the post-holder will undertake a range of clinical activities under the indirect supervision of registered nursing colleagues. These include: running Dermatology Minor Surgical Procedure lists working alongside the operating surgeon; dressing of surgical and non-surgical wounds;

weekly forward-planning of operation lists; supporting Dermatology Outpatient clinic lists; monitoring and maintaining general and specialist stock levels.

The clinical work of the post-holder will be supported within a framework of professional guidelines. The post-holder will be required to provide high quality clinical /nursing care to patients as identified by senior staff, they are also needed to assess individual patient care needs and concerns, and to discuss these with medical or registered nurse colleagues. Maintain accurate records of the patient's care in line with Trust, professional and departmental guidelines.

A degree of initiative will be required from the post-holder. However, the post-holder will report to and will be supported by registered nurse colleagues who remain accountable for patient care

Patient Care

- The post-holder will have daily contact with many outpatients for whom they have a duty of care
- The post-holder will, once trained and assessed as competent, assist an operating surgeon (Dermatologist or GP with Special Interest in Dermatology) in Dermatology Minor Surgical Procedures. This role will include but not limited to:
 - Preparing one week ahead of operating list by identifying
 - patients on anticoagulant (refer to British Society of Dermatology Surgeons [BSDS] Guidance and Flowchart)
 - patients with pacemaker or other electronic or intracardiac device (refer to BSDS/ British Heart Rhythm Society [BHRS] Guidance and Flowchart)
 - patients requiring increased mental or physical support
 - Greeting patient (and companion), making introductions and assisting patient as needed
 - Ensuring procedures adhere to BSDS Surgical Safety Checklist (based on WHO Surgical Checklist)
 - Giving physical and psychological support to the patient throughout the appointment
- The post-holder will, once trained and assessed as competent, be required at times to take down, clean and redress surgical and non-surgical wounds, including leg ulcer dressing and wound pressure dressing, identifying the appropriate dressing and following aseptic wound dressing assessment.
- The post-holder will be required to measure patients' observations, including weight, pulse, respirations, Blood glucose monitoring and blood pressure and to carry out pregnancy and other routine urine tests.
- The post holder will be required to communicate with individual and groups of outpatients to advise them of matters arising during a clinic session, for example, waiting times.

Once trained, the post-holder is required to demonstrate competence in

- *Patient care specific to minor surgery:*
 - *Safe administration of topical anaesthesia (understanding rather than administration)*
 - *Haemostasis*
 - *Surgical-level hand hygiene*
 - *Aseptic non-touch technique*
 - *Aseptic dressing technique*
 - *Sharps safety*

Additional duties

- The post-holder will share with registered nurse colleagues responsibility for the security of specialist equipment in the department, such as phototherapy booth, cameras, liquid nitrogen dispenser
- The post-holder will share with registered nurse colleagues responsibility for ordering routine and specialist consumable stock to appropriate levels
- The post-holder will share responsibility for monitoring levels and ordering specialist and other consumable stock via the Oracle System
- The post-holder will be responsible for monitoring and restocking levels of dressings, skincare samples etc
- The post-holder will contribute to departmental Clinical Governance Meetings
- The post-holder will be responsible for maintaining and submitting departmental records of standards of cleaning, including Legionella/Pseudomonas preventive flushing
- The post-holder will help maintain a clean, safe environment, taking responsibility for tidying and cleaning at the start and end of clinics.
- The post-holder will be required to manage smooth running of Dermatology Minor Surgical Procedure lists
- The post-holder will be required to support medical and nursing colleagues in smooth running of Dermatology Outpatient lists

Information and Communication

- The post-holder will be required to communicate in a manner that is perceived as kind, constructive and helpful by patients, relatives, carers and all colleagues.
- The post-holder will be required to give clear instructions about post-operative wound care and follow-up to patients who have had surgery.
- Clinics are often very busy and delays occur. The post-holder may be required to inform patients about delays to their appointment time and may be required to explain and help solve problems arising.
- The post-holder will be required to communicate with colleagues about issues affecting smooth management of Dermatology Outpatient and Minor Procedure lists.

- Excellent verbal and non-verbal communication skills will be required of the post-holder
- Answer telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors.
- Verbally update the Registered Nurse regarding patient's condition.
- Be aware of and support individual, religious, cultural and psychological needs.
- The post-holder will also support registered nursing colleagues through written communication of patient concerns and requests
- The post-holder once trained will be competent in basic computer programmes to include Word, SEMA, Indigo Review, Clinical Portal, Oracle

Education

- To participate in initial training programmes, keeping up to date with changing practice, and in consultation with the senior staff, make full use of further relevant training opportunities and education for professional self-development. Taking responsibility for developing own skills, knowledge and competencies, ensuring personal compliance with Trust Mandatory training.
- Attend Corporate Induction and annual Statutory training updates as instructed
- Fire Safety Instruction
- Safe Handling Training
- Cardio-pulmonary resuscitation (CPR) Training
- Infection Control Training

The above job description is a summary of the main responsibilities of the postholder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to agreement between yourself and the person in charge of the ward and deemed by you both to be within your level of competence.

I confirm that I have read and understood this job description and that it is a true reflection of my duties. I have been given an opportunity to discuss the contents and implications with my manager and undertake to maintain existing skills and to consolidate these with further training to comply with all areas of my post.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Level 2 Diploma in Clinical Healthcare Support or NVQ Level 3 in Care or demonstrate a commitment to work towards the Diploma qualification • Maths at GCSE Level Grade 9 – 4 or equivalent qualifications (Level 2 or above) • English Maths at GCSE Level Grade 9 – 4 or equivalent qualifications (Level 2 or above). <p><i>(If you do not hold this qualification, there will be a requirement to sit our in-house literacy and numeracy assessment)</i></p>	
Experience	<ul style="list-style-type: none"> • Previous Hospital Health Care experience 	
Skills	<ul style="list-style-type: none"> • A general understanding of a patients holistic care needs • Evidence of effective verbal-face to face / telephone, written communications and listening skills. 	<ul style="list-style-type: none"> • Can demonstrate commitment to extending their skill set or learning

	<ul style="list-style-type: none"> • Evidence of the ability to work with others as part of a team to achieve a common goal. • Evidence of or willingness to undertake training in Information Governance • Evidence of basic computer skills and competence (Word, Indigo Review, SEMA, Excel) • Is aware that everyone has different feelings and values and is aware of the need to respect and acknowledge those of other people at all times. • Evidence of or willingness to undertake training in Conflict Resolution and Equality and Diversity • Is aware of their own values, attitudes and cultural assumptions and does not allow them to have an adverse impact on other people • Understands that they will be required to take part in assessed learning opportunities 	
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	<ul style="list-style-type: none"> • Is aware that they will be required to adapt to change to continually meet the needs of the patients they support • Is aware of the need to show initiative • Ability to work well independently under the indirect supervision of others • Is aware of clinical limitations and is prepared to seek early advice from professionally registered colleagues with concerns around clinical safety • Attention to detail • Has a 'can do' attitude and demonstrates a willingness to 'go the extra mile' • Ability to work under pressures of time and workload • Is aware of their own values and is able to demonstrate alignment to the values of the Trust 	
Other	<ul style="list-style-type: none"> • Awareness and understanding of the need to meet the Trust standards of conduct • Behaves with compassion, respect and professionally 	

	<p>towards patients, their families, companions and carers, and towards colleagues.</p> <ul style="list-style-type: none"> • Awareness of the physical, mental and emotional effort required to support patients with their needs • Has the ability to work a flexible shift pattern as required by the department 	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;

- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution

and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

