

HEALTHCARE ASSISTANT

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. Our goal is to make the application process more accessible and inclusive for everyone.

- This role supports nurses in giving care to patients, helping with everyday tasks like washing, eating, and moving safely.
- You will work closely with patients to make sure they feel respected and comfortable.
- You will help check things like temperature and blood pressure, and report anything unusual to the nurse.
- You will also help keep the ward clean and tidy, and support patients and families with useful information.
- Training will be given for all tasks, and you will always work under the guidance of a registered nurse.

Job Description

Job title:	Healthcare Assistant
Grade:	Band 2
Site:	The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford
Accountable to:	Ward Manager
DBS required:	Enhanced

The post holder will provide essential clinical support to Registered Nurses (RN) in the delivery of all aspects of fundamental health and social care to patients, within defined levels of competence and practice. At all times the postholder will be under the direction and supervision of RN's, The postholder will primarily work within their own team, but may be required to work anywhere within the Division in which they are employed.

Main Duties and Responsibilities

You will be expected to provide high quality care that respect people's dignity. You will be required to support people with the same respect you would want for yourself or a member of your family.

Patient Care

The example tasks highlighted below can only be completed following a relevant period of instruction by a RN:

1. Provide support to patients to maintain their hygiene needs enabling people to maintain their maximum level of independence, choice, and control. You must listen and support patients to express their needs and wants while respecting and maintaining, their privacy and dignity, always. You should treat all patients as individuals when providing personal care. This may include actions such as:
 - a. Bathing/washing
 - b. Care of mouth, hair, nails, and eyes
 - c. Documenting factually care that has been delivered
2. Provide support to patients to maintain their elimination needs, while respecting and maintaining their privacy, and dignity at all times. This may include actions such as:
 - a. Encouraging patient continence
 - b. Emptying urinary catheter bags
 - c. Stoma care
 - d. Mobilisation to toilet or use of commode or bedpan
 - e. Maintaining hygiene needs after episodes of incontinence
 - f. Assist people to maintain confidence and a positive self-esteem
3. Assist in the delivery of pressure area care while respecting and maintaining their privacy and dignity, of patients, at all times. This may include actions such as:
 - a. Re-positioning of patients as directed
 - b. Maintenance of good levels of skin hygiene
 - c. Reporting the observed condition of a patient's skin
4. Assist in the maintenance of patients nutritional and hydration needs enabling people to maintain their maximum level of independence, choice and control having an awareness of how religious beliefs and practices may influence patient preference. This may include actions such as:
 - a. Assist patients in the selection of appropriate food and drink
 - b. Serve meals and drinks
 - c. Report any observed swallowing difficulties to the RN's
 - d. Feed patients with identified swallowing difficulties
 - e. Measure and record intake and output accurately

- f. Administer nasogastric feeds – after tube has been passed and checked by the RN
 - g. Administer PEG tube feeds after patency have been checked by the RN
 - h. Undertake phlebotomy services
 - i. Aspirate NGT as directed by the RN
 - j. Monitor bowel habits according to Bristol stool chart
- 5. Undertake and record accurately patient observations – either manually or electronically (at a frequency determined by RN's or the Vitalpak system), reporting any abnormalities immediately to a RN. This may include recording:
 - a. Temperature, pulse, blood pressure and respiratory rate
 - b. Expiratory Peak flow recordings
 - c. Oxygen saturation levels
 - d. Consciousness levels (Glasgow Coma Score), AVPU
 - e. Hourly urine output
 - f. Patient at Risk/Early warning scores
 - g. Weight/height
 - h. Undertake ECGs recordings as directed
 - i. Removal of certain invasive items related to patient care following the instruction of a RN (urethral catheters, IV cannulae and nasogastric tubes)
- 6. To communicate in a manner that is perceived as being constructive and helpful by patients, relatives, carers, and staff.
- 7. To move patients safely using strategies taught by the manual handling team, including the safe use of mechanical and non-mechanical manual handling aids.
- 8. To provide clinical administrative support to RN's. This may include actions such as:
 - a. Assemble nursing documentation
 - b. Advise Admissions/Bed Bureau of patient's arrival
 - c. Record biographical details of patients in manual/computerised records
 - d. Collate patient documentation on discharge or transfer
 - e. Answer the telephone courteously, relay messages accurately and promptly and answer general enquiries by visitors
 - f. To ensure that patients valuables and possessions are cared for as per available policy
 - g. Complete relevant patient documentation on SEMA, Vitalpac or other IT interfaces

Support patient communication and encourage active participation of patient/relative, engaging with family members and carers, as care partners using aids as appropriate for patients with specific communication difficulties.

9. Be aware of and support individual, religious, cultural, psychological, and spiritual needs.
10. Support patients who are distressed; be aware of the special needs of people with mental illness or learning difficulties. Refer any such distress to a RN.
11. Provide information about services available to patients within the ward.
12. Introduce new/Agency staff to the layout of the ward; demonstrate procedures and use of equipment as directed by RN's.
13. Participate in the maintenance of an effective and safe environment on the ward. This will include actions such as:
 - a. Maintain general tidiness and cleanliness of the ward
 - b. Maintain, monitor, and control stock and equipment within the ward
 - c. Prepare specific equipment required within the ward
 - d. Assist in creating a restful and supportive environment
 - e. Make occupied and unoccupied beds
 - f. Prepare environment for clinical procedures
14. Carry out other clinical duties as requested by RN's. This will include actions such as:
 - a. Maintain established oxygen therapy (to include oral care)
 - b. Perform Last Offices
 - c. Apply simple dressing (as defined by Ward Manager)
 - d. Observe that I.V. therapy continues at the rate set by RN's
 - e. Assist with nursing procedures and clinical procedures as appropriate
 - f. Handle specimens safely
 - g. All escorting of patients undertaken following direct instruction of RN's
 - h. Insertion of indwelling urethral catheters once competence is demonstrated

Management

To effectively manage own workload when caring for a group of patients, ensuring that you treat each person as an individual by offering a personalised service, reporting to a RN when expected roles have not been fulfilled

1. Demonstrate (to junior HCA's) essential aspects of care pertinent to patient need
2. To ensure cost effective personal clinical practice is maintained
3. Ensure you support people so that they feel able to complain without fear of retribution. Any observed incident, complaint or other undue occurrence is reported in accordance with Trust policy.

Education, Development and Supervision

1. To discuss and plan personal training with Ward Sister or Manager through the appraisal process.
2. Ensure personal knowledge of strategies, initiatives, policy development and guidelines are maintained by participation in at least half of the bi-monthly unit meetings, reading of the memos folders, newsletters, notice boards and e-mail systems and any other developed communication strategies.

Human Resources

1. Be aware of and adhere to local and national HR policies, procedures, and guidelines.
2. Attend statutory training sessions as required, including the mandatory training day, resuscitation training updates and others that are deemed mandatory by the Trust or Clinical Nurse Manager.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSEs in Maths and English grades 1-3 (D-G) or Functional Skills Level 1 or higher Evidence of knowledge and skills sufficient to demonstrate the ability and willingness to study and work at a level equivalent to NVQ Level 2 	<ul style="list-style-type: none"> GCSE in Maths and English grade 9-4 (A – C) Functional Skills L2 or higher Level 2 Diploma in clinical Healthcare support NVQ Level 2 in Care or demonstrate a commitment to work towards the diploma qualification
Experience	<ul style="list-style-type: none"> Sufficient experience to demonstrate a good understanding of clinical care in a hospital environment 	
Knowledge and skills	<ul style="list-style-type: none"> Ability to work and communicate effectively with colleagues Evidence of a good standard of communication skills including verbal, non-verbal and written Good standard of interpersonal skills An ability to work in a calm and paced manner Positive attitude to change Sound IT skills 	

Other	<ul style="list-style-type: none"> • Awareness of personal limitations • Keen and motivated worker • Strong team player • Flexible and adaptable in approach • Able to relate well to peers and seniors, accepting and responding to constructive criticism • Ability to work at all Trust sites 	<ul style="list-style-type: none"> • Flexible to meet the unpredictable demands of this “single rostered worker per site at any time” team
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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 and 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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

Infection prevention and control (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and

- 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 colleagues; and
- 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; and
- 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.

Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and

- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

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.

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH

continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

