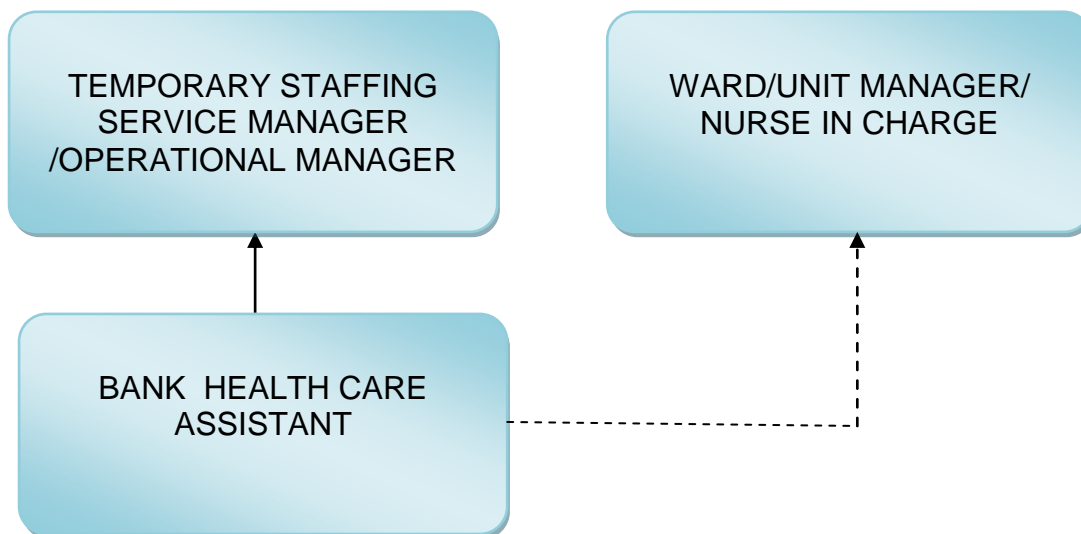


ROLE DESCRIPTION/SPECIFICATION

- Title:** Bank Worker Healthcare Assistant
- Pay Structure:** Trust pay point for Bank Worker Healthcare Assistant
- Location:** All areas (in-patient or community unit)
- Directorate:** Temporary Staffing Service
- Accountable to:** Temporary Staffing Service Manager /Operational Manager
- Responsible to:** Ward/Unit Manager/Nurse in Charge
- Responsible for:** Improving peoples lives by minimising the impact of mental ill health by delivering excellent services to promote recovery and wellbeing.

Organisation Chart:



1.0 Role Summary

- 1.1 To provide the best possible experience for patients/clients/carers and families.
- 1.2 To assist in the delivery of patient care as directed by the nurse in charge of the unit/ward, undertaking duties and activities, with limited or indirect supervision.

2.0 Main Duties and Responsibilities

2.1 Communication

- 2.1.1 Communicate with patients, carers and families in order to facilitate the implementation of care plans as a member of the care team.
- 2.1.2 Communicate with patients with mental health problems, and their carers, overcoming barriers to understanding by effective listening and observation.
- 2.1.3 To be supportive, positive and a good communicator with staff, people who use our services and all other “customers” eg, GP’s, Social Services and carers.
- 2.1.4 Provide sensitive information observed or gained from patients and carers to nurse in charge and record in written/electronic form as per guidelines, policies and legislation.

2.2 Analysis and Judgement

- 2.2.1 Make judgements within level of own competency when taking physiological measurements and when implementing intervention plans without close supervision, to identify non-routine situations and take appropriate action.
- 2.2.2 Complete patient assessment tools as appropriate to the clinical area and as directed by the nurse in charge.

2.3 Planning and Organisation

- 2.3.1 Perform duties as indicated by ward operational policy and as delegated by nurse in charge.
- 2.3.2 There is a requirement to utilise the electronic support systems to submit availability, review booked duties, monitor competency, ensure personal details are up to date and accurate and use the on line pay slip.

2.4 Tasks Requiring Specific Physical Skills

- 2.4.1 Accurately record and report physiological observations.
- 2.4.2 Assist with wound management as directed by the individual intervention plan.
- 2.4.3 Demonstrate basic keyboard skills to enter case notes in electronic record.
- 2.4.4 Demonstrate safe physical interventions in the management of violence and aggression.
- 2.4.5 Demonstrate safe moving and handling of patients using equipment as required.

2.5 Patient/Client Care

- 2.5.1 To maintain safety, privacy and dignity of all patients/clients in the delivery of patient/client centred care.
- 2.5.2 Recognise and respect spiritual and cultural beliefs of others.
- 2.5.3 Assist in creating a physical and psychological environment conducive to the provision of high quality care.
- 2.5.4 Undertake activities within level of competency to maintain nursing and allied health professional intervention plans.
- 2.5.5 To assist patients in the provision of personal care
- 2.5.6 Identify change in patients/clients presentation and act, report and record appropriately.
- 2.5.7 Complete assessment tools.
- 2.5.8 Participate in the observation and engagement of patients as delegated by qualified staff.
- 2.5.9 To accompany and provide support to patients away from clinical area dependent on contemporaneous risk assessment and as delegated by qualified staff. To include: social inclusion/community integration/transfer to and from appropriate areas eg. acute hospitals, police stations etc.

2.6 Policy and Service Development

- 2.6.1 Actively participate, support and contribute to safety and quality improvement activities.
- 2.6.2 Follow Trust policies specific to role and work area.
- 2.6.3 Be aware of and adhere to the safeguarding of children and adult policies and protocols as relevant to the role

2.7 Responsibility for Financial or Physical Resources

- 2.7.1 Ensure that safety of all patients/clients valuables throughout their stay, in accordance with Trust and local policies and protocols.

2.8 Human Resource Management (Staff Management, Training, Provision of Human Resource Advice)

- 2.8.1 Take responsibility for attending mandatory and specific training required for the post.

- 2.8.2 Fully participate in bank worker individual performance review
- 2.8.3 To keep skills and competencies up to date as relevant to their work, all of which will be evidence based.
- 2.8.4 Fully participate in clinical supervision sessions according to the Temporary staffing service handbook and the Trust policy.

2.9 Responsibility for Information

- 2.9.1 Maintain confidentiality of information and adhere to information governance requirements.
- 2.9.2 Make an electronic/hand written case note entry from own clinical observations of patient. Complete assessment tools and accurately summarise within patient care records.
- 2.9.3 To maintain records in accordance with Trust guidelines.

3.0 Freedom to Act

- 3.1 Carry out delegated duties to high standard under the direction of and in accordance with agreed intervention plans and policies and procedures and with limited supervision.
- 3.2 Accompanies patients away from the clinical environment into community settings as directed by the nurse in charge.

4.0 Other requirements

- 4.1 The bank worker may be required to undertake other duties commensurate with the role as required by business continuity plans, not specified in the role description /specification.
- 4.2 In the context of significant change taking place in society and the NHS, the bank worker will be flexible with regard to the breadth of work undertaken and the location of their work.
- 4.3 There may be a requirement to change the bank worker role description/specification in light of developing service needs.

5.0 The Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Key skills in literacy (level 1) and numeracy (level 1) 	<ul style="list-style-type: none"> • NVQ level 2 in Health and Social Care
Experience		<ul style="list-style-type: none"> • Previous experience of working with people with mental/social health needs.
Skills & Knowledge	<ul style="list-style-type: none"> • Basic computer skills • Effective verbal and written communication skills • Competency in record keeping (within agreed timescales) • Person centred care 	<ul style="list-style-type: none"> • Awareness and understanding of improvement measure activity • Understanding of contemporary practice specific to area.
Personal attributes	<ul style="list-style-type: none"> • Flexible and collaborative approach to work. • A supportive and positive approach. • An open, sharing approach. • Self aware and organised. 	
Other requirements	<ul style="list-style-type: none"> • Demonstrate responsibility for own and others wellbeing • Commitment to continual improvement of self and services. 	