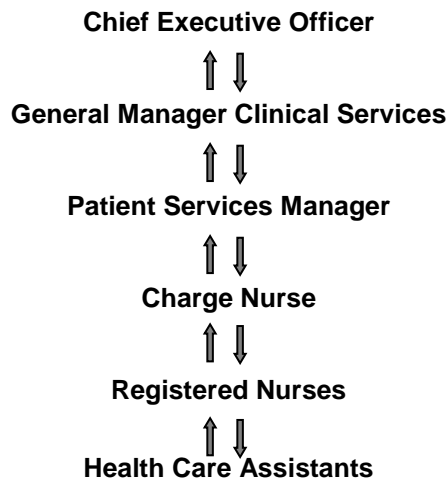




Braemar Hospital
Position Title: Health Care Assistant

Responsible to: Charge Nurses
Prepared/Reviewed: November 2013

Place in Organisation



Position Holder's Name: _____

Position Holder's Signature: _____

Manager's Name: _____

Manager's Signature: _____

Date: _____

Purpose of the Position

Summary of Position

- To assist registered and enrolled nursing staff in the provision of direct and indirect patient care
- To maintain a safe and therapeutic environment for the patient and their family/visitors
- To actively contribute to the effective and efficient running of the nursing service by diligently completing the tasks assigned to the role
- To actively contribute to ensuring a positive experience for the patient and their family/visitors

Nature & Scope of Responsibilities

1. Assisting Nursing Staff

The HCA will:

- Administer comfort and hygiene cares to patients under the direct supervision of nursing staff, and in accordance with the organisation's policies and approved processes
- Conduct hourly vigilance rounds on those patients assigned to the HCA for that shift
- Prepare patients (comfort/hygiene) to receive meals
- Provide meals and fluids to patients as directed by the RN and in accordance with the patient's agreed plan of care, including suitable post-operative meal
- Assist with patient feeding when required
- Ensure the patient receives:
 - The correct meal, at the right temperature, at the right time,
- Deliver and collate each patient's menu and ensure that the patient's dietary requirements and/or preferences are clearly recorded/reported
- Refer to the RN where a patient has a complex dietary requirement
- Provide other cares in conjunction with a registered/enrolled health professional (e.g. physio) such as assistance with mobilising, lifting, activities of daily living for compromised patients
- Immediately report any change in patients condition or any other concern to the RN with responsibility for that patient or the Charge Nurse/Duty Leader
- Direct all patient enquiries to the nursing staff
- Handle telephone calls efficiently and courteously, and pass on messages immediately, at the conclusion of the call
- Provide Specialising for selected patients under the direct supervision of the RN
- Maintain own skills and knowledge required to meet the specialising skills criteria
- Act as escort during transfer for selected patients
- Maintain own skills and knowledge required to meet the escort/transfer criteria

2. Safe and Therapeutic Environment

The HCA will:

- Ensure the patients room holds the appropriate clinical equipment and supplies which meet the patient's and nurse's needs pre and post operatively
- Clean and maintain clinical equipment including the bed/mattress between use, between patients, and on discharge
- Assist the RN with the collection of patients from PACU or other transfer between departments
- Maintain a clean and safe patient and visitor environment by way of regular vigilance rounds, ensuring that the patient has within reach all necessary items (call bell, bed control, phone, spectacles)
- Maintain a well prepared Sluice Room ensuring equipment is clean and supplies are available at all times e.g. bedpans, urinals, bowls
- Contribute to maintaining a productive general working environment including attention to hygiene, safety, with work areas being kept free of clutter at all times
- Contribute to the infection control strategy by ensuring isolation techniques are adopted when requested by the RN
- Ensure equipment is effectively and appropriately disinfected as per relevant protocols
- Ensure linen is managed in accordance with hospital policy
- Ensure that there is uninhibited access to all emergency exits at all times
- Contribute to maintaining a secure premises by actively monitoring visitor movement within the building and adhering to the organisation's security policies

3. Team Member

- There is open and effective communication between nursing team, patients and their families
- The Health Care Assistant reports relevant concerns promptly to Nurse in Charge or Duty Coordinator
- Adopts a positive approach to work & manages time & assigned duties in an organised way
- Adopts a positive response to those responsible for directing and delegating the ongoing and changing workload allocation
- Accountable for own actions and responsive to ongoing education and performance review
- Contributes to the development of Braemar Hospital Quality Programme and Standards

4. To participate in and comply with the requirements of the Health and Safety in Employment Act 1992 and associated policies

- To ensure that work practices ensure safety for self and others
- To advise or seek assistance before commencing unfamiliar work practices
- To ensure that hazards are identified, and escalated to the Charge Nurse or delegate
- Completes all required Emergency procedures and compliance education and training within the required timeframes

5. To actively contribute to the Quality processes under the direction of the Quality plan

- To ensure that all incident or accidents are reported in a timely manner using the correct incident reporting system, and escalated to the senior nurse on duty
- To consider, seek and share ideas to:
 - address identified problems or issues
 - improve processes or services

6. To ensure that all actions comply with required standards and legislative requirements

The HCA will:

- Work at all times under the direct supervision of a registered nurse
- Maintain patient confidentiality
- All care provided promotes physical, mental, cultural and spiritual well-being of patients and their families
- All work is performed in accordance with the organisations policies and procedures, conditions of employment and Human Resources Policy
- There is minimal waste and efficient use of all hospital and nursing resources

7. To perform such duties as reasonably required by the Charge Nurse/Duty Leader/Manager

The HCA will:

- Complete all other duties as requested in an efficient manner, within the agreed timeframe

Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful.

Braemar Hospital will make all reasonable efforts to provide a safe and healthy work place for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice.

- Ability to move about and undertake necessary duties
- Ability to stand, walk, stretch, twist, bend, lift/move weights up to and above 15 kilograms on a frequent basis.
- Ability to sit and undertake computer and telephone work for extended periods.
- Manual dexterity sufficient to operate equipment and undertake record keeping.
- Hearing and speech sufficient to communicate with clients and co-workers, enabling direct and telephone communication.
- Visual ability sufficient to read, inspect fine equipment, write/record, operate and monitor

equipment enabling accurate performance of essential job duties.

- Mental concentration and related abilities are required.
- Ability to undertake a substantial amount of repetitive activities.
- Skin should not be fissured, scaly, cracked on hands, forearms, face or neck.
- Skin condition should allow frequent contact with water, soap/disinfectant, soap, cleaning chemicals other chemicals and latex rubber.
- Absence of a health condition which could increase appointee's susceptibility if exposed to different chemicals/enzymes or to infections more frequently than in daily living.
- Freedom from colonisation or infection with MRSA. The appointee's health condition should not result in undue hazard to appointee/client or others as a result of exposure to blood, body waste or infectious disease.
- Must be able to function under rapidly changing and demanding conditions.
- Attain and maintain a level of physical fitness required to fulfil the responsibilities of the role

Working Relationships

Line Relationships

- Nursing Manager
- Charge Nurses
- The Staff Nurse has accountability for the direct supervision of the Healthcare Assistant. The Health Care Assistant will not be placed in a position of being accountable for patients.

Other Working Relationships

- Nursing/ Medical staff
- Allied Health Support Services
- Administration staff
- All staff

Person Specifications

Qualifications

First Aid Certificate preferred

Experience

Previous care giving experience preferred

Customer service experience preferred

Knowledge

Good judgement and common sense

How to provide excellent customer service

Skills

- Effective communication and interpersonal skills
- Effective workload planner and time management skills
- Commitment to learning
- Commitment to Quality Improvement

Personal Attributes

- Warm and friendly personality
- Flexible, honest and reliable
- Effective and appropriate communication skills
- Enjoys working with people
- A strong patient and customer focus
- Positive and proactive attitude in the workplace