



Job Title: Theatre Healthcare Assistant

Location/Base: Parkside Hospital

Dept.: Theatre

Reporting to: Theatre & Endoscopy Manager

1. JOB PURPOSE

To work as an integral part of the nursing and Multi-disciplinary team, under the director of a Registered Practitioner. Providing a high standard of patient centered care, meeting the needs of patients, consultants and colleagues. Working within the multi-disciplinary team to deliver care, maintain and enhance the customer service and satisfaction of service users.

2. KEY ACCOUNTABILITIES

- Support the team to deliver care that helps improve the health of the individual and wider community.
- Support the team in demonstrating compassion through effective relationships based on empathy, respect and dignity.
- Develop own competence to deliver effective care and treatments through improving clinical/technical knowledge / skill, and expertise.
- Communicate appropriately with others involved in the care of the patient.
- Act as an advocate for safeguarding patients, demonstrate courage to speak up when there are concerns about care.
- Demonstrate commitment to improving care and the patient experience.
- Deliver a high standard of care in accordance with Aspens policies and procedures.
- Conduct yourself professionally within the HCA standard framework, understanding the standards in accordance with the Nursing Midwifery Council (NMC) Codes of professional Conduct and the Health and Care Professions Council (HCPC).
- Working towards agreed objectives and demonstrating Aspens values at all time.
- Demonstrate competence in the role of Healthcare Assistant within the scope of your working areas.
- Work alongside multi-disciplinary team to provide safe and high quality care provision for patients.
- Guide, buddy or mentor junior members of the team.
- Support colleagues and senior staff to help promote good team morale, leading by example with one's own professional behaviour.
- Communicate clearly, effectively and appropriately with the multi-disciplinary team, patients and their family, visitors and carers.
- Respond appropriately to queries, take phone messages and pass on written and verbal information to patients where appropriate.
- Be aware of the importance of accurate documentation and contribute to reports of patients acuity and progress. Ensure entries made in patient records are counter signed by a Registered Practitioner.
- Demonstrate compassion through effective relationships based on empathy, respect and

- dignity.
- Maintain professional boundaries and working relationships with patients and colleagues.
- To work in accordance with the Healthcare Assistant standards
- Understand the duty of care that is required to contribute to safe practice in the workplace, understanding the importance of effective communication at work.
- Understand the principles that underpin privacy and dignity in care.
- Be aware and compliant with the principles of safeguarding adults and children and how to respond to suspected abuse.
- Be aware and able to recognise emergency situations, initiate basic life support and summon the crash team when necessary.
- Use appropriate equipment for safe lifting and handling.
- Monitor stock levels and replenish as required, assisting with charging procedures.
- Share responsibility for infection prevention and control, including the tidying and cleaning of clinical areas.
- Undertake administrative and clerical tasks associated with patient care to facilitate the smooth running of the department.
- Be aware of the key lines of inquiry for regulatory standards.
- Commitment to ensuring quality services are delivered to both internal & external stakeholders through continuous improvement activities.
- Compliance with Aspen Policies and Procedures relevant to this role, ensuring you are fully aware of your responsibilities within these policies.
- Demonstrate awareness of regulatory requirements, taking appropriate action to ensure these requirements are implemented and adhered to.
- Ensure compliance with all Infection Prevention and Control policies and procedures understanding your role in the prevention of infection in patients and staff.
- To be aware of your responsibilities in relation to safeguarding children and vulnerable adults. To ensure you are aware of your responsibilities, supporting policies and undertake the appropriate level of training for your role.
- Undertaking specific role related competencies and learning, ensuring 100% compliance of all relevant mandatory training within Aspen timescales.
- Maintain knowledge of Health and Safety at Work Act. Ensuring appropriate measures are taken in respect of Health and Safety for patients, relatives, visitors, hospital staff and contractors.

Additional Duties

Healthcare Assistants in their relevant areas are expected to understand, demonstrate and undertake work within their agreed competencies relevant to their area of work.
Work flexibly, undertaking on-call commitment as appropriate

Key Performance Indicators

- Fulfilling appraisal and performance review objectives
- Maintenance of Aspen Healthcare Quality objectives
- Satisfactory feedback of performance, from colleagues and peers
- Completion of competency assessment
- 100% compliance for mandatory training
- Adherence with the CQC/HIS/HW rating
- Local patient satisfaction results

3. SUPPLEMENTARY INFORMATION

Our Values

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

“Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families”

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business
- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

Code of conduct

- ✓ I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
- ✓ I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
- ✓ I will always be honest and act with integrity.
- ✓ I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
- ✓ I will show my commitment to working as a team member with all my colleagues and the wider community.
- ✓ I will take responsibility for my own learning and development.
- ✓ If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

Equality & Diversity

Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

Health & Safety at Work

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

Statutory & Mandatory Training

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager's support at the earliest opportunity.

Infection Prevention & Control

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

Confidentiality

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (1998), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

Information Security

All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

- Saving data and information
- Password management and responsibilities
- Transfer of data and data sharing

Whistleblowing - Raising Concerns

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns

Data Protection

All staff must be aware of the Caldicott principles, the Data Protection Act 1998 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

Mobility/Flexibility

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies' facilities.

Safeguarding the Welfare of Children and Vulnerable Adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their

role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

For all posts requiring professional registration

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

Other responsibilities

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

Review

The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.



Job Title

PERSON SPECIFICATION

	Essential	Desirable
Educational qualifications:	<ul style="list-style-type: none"> • Maths and English GCSE at Grades A-C or equivalent • Proficient in the use of a PC including the use of software and systems 	
Specific training Skills Knowledge required:	<ul style="list-style-type: none"> • Care Certificate • NVQ Level 3 in healthcare, (essential?) 	<ul style="list-style-type: none"> •
Experience	<ul style="list-style-type: none"> • Previous experience working within the acute healthcare sector. • Previous experience in a Healthcare Assistant role. • Experience of customer care, including interacting with customers in challenging situations. 	<ul style="list-style-type: none"> • Experience working in private healthcare
General temperament:	<ul style="list-style-type: none"> • Flexible and adaptable. • Strong interpersonal skills. Attention to detail. • Excellent communication skills, both written and verbal. Motivated and enthusiastic. • Holding a caring and professional nature. Drive and enthusiasm. • Ability to work in a team, and using own initiative. Punctual and reliable. 	<ul style="list-style-type: none"> •