

Job Title: Health Care Assistant

Location/Base: The Holly Private Hospital

Dept.: Wards

Reporting to: Ward Manager

1. JOB PURPOSE:

To work as a member of the care team under the supervision and guidance of registered nurses. To assist in the planning, delivery and evaluation of care and provide general support to ensure the provision of a high quality service to patients and their families.

Qualifications/Key Selection Criteria

Essential

Excellent written and verbal communication skills
 Evidence of ability to work effectively in a team environment and independently as required
 Flexibility and adaptability to meet the changing needs of the business
 Excellent Customer Service skills
 Good Computer Skills at a level to meet the requirements of the position
 NVQ level 3 or equivalent
 Private healthcare experience

Desirables

Behavioural requirements

Professionalism

Demonstrate honesty, integrity and ethics in the workplace

Personal

Be positive and even tempered in the workplace

Personal & Professional Development

Be open and honest, act with integrity and uphold the reputation of Holly House Hospital.
 Demonstrate a good work ethic that includes punctuality, integrity, respect of others and a commitment to developing professional practice
 Demonstrate accountability for own responsibilities
 Take responsibility for own professional development to ensure continuous improvement in clinical standards in designated area.

Communication and Teamwork

Make the care of people your first concern, treating them as individuals and respecting their dignity.
 Work with others to protect and promote the health and wellbeing of those in your care, their

families and carers, and the wider community

Caring Skills

Deliver a high standard of individualised patient care, being sensitive to patients needs for respect, dignity and privacy

Provide a high standard of practice and holistic care at all times

Ensure that the agreed standards of patient care are maintained in accordance with Aspen Policies

Quality Governance and Continuous Improvement

Promote best clinical practice under the supervision of the nursing staff in line with Aspen Healthcare policies and procedures
Be involved and support quality projects being undertaken in the department and within Aspen Hospitals and Clinics.

Ensure a culture of continuous clinical improvement is fostered in the workplace, completing audits and implementing action plans as appropriate and requested.

Work Related Circumstances

Flexible and adaptable to shift patterns including twilights, nights, Bank Holidays and weekends.

2. 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.

Customer Service

Make sure we deliver excellent customer service with a smile and create a great first impression while making all patients and guests feel welcome

Treat all customers as individuals and treat everyone with respect and equality

Use patient names at all times when interacting with them

Behave in a professional manner at all times

Always go the extra mile in addressing any patient needs or requests

Communicate actively with the Patient Relations to make sure that any service requests are addressed in an efficient way

Value diversity and meet all the requirements of Aspen Healthcare policies and procedures in this area.

Develop and maintain good communication with all stakeholders to ensure and increase and development of Aspen Healthcare business opportunities.

Dress and personal presentation should reflect Aspen Healthcare Uniform Policy

Promote the services and people of the hospital to both internal and external clients

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

Attend departmental meetings, access work emails on a daily basis and read relevant communications to enable good communication and an informed workforce. Ensure colleagues are supported and encouraged to do the same.

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.

**HEALTH CARE ASSISTANT
PERSON SPECIFICATION**

	ESSENTIAL	DESIRABLE
Education	NVQ Level 3 or equivalent Good general education	
Experience	Evidence of working in a hospital environment Experience of the surgical environment	Experience in working in the independent sector
Knowledge/Skills	Evidence of ability to self-direct/self motivate, make decisions and generate ideas. Excellent customer care skills Team player Well developed IT skills. Excellent written and spoken English	
Special Attributes	Ability to manage change. Interpersonal skills in managing apprehensive patients. Flexibility. Physically fit to undertake shift work including rotation to evenings, weekends and night duty as required	