**Title:** Ward Assistant

**Band:** Band 2

**Staff Group:** Nursing and Midwifery

**Reports to:** Registered General Nurse

**Job Summary:**

* Under the supervision of registered health care professionals, support the health care team with the provision of high quality, helpful and courteous, non-clinical service to babies and their parents.
* Under the supervision of registered health care professionals provide a technical service in the preparation and provision of infant feeds, ensuring high standards are maintained in a safe and hygienic environment.
* Under the supervision of registered health care professionals assist with the provision of equipment, including stocking of, cleaning and assembling, and maintaining equipment.
* Ensure patient safety is maintained and patient experience is positive by treating all patients, relatives and colleagues with respect, dignity and courtesy in accordance with Trust values.
* Ensure that at all times you act within your sphere of competence.

**Key Responsibilities:**

#### *Patient Safety, Patient Experience and Use of Resources*

* Ensure all possible steps are taken to safeguard the welfare, safety and security of patients, visitors and staff in accordance with Trust policies.
* Act within your sphere of competence at all times as determined by the minimum skill set for ward assistants.
* Maintain a clean and safe environment for patients and ensure you follow Trust Policy regarding Infection Control and Prevention.
* Report adverse incidents in accordance with Trust policy
* Promote and demonstrate effective verbal and non-verbal communication at all times with patients, relatives and colleagues recognising the need for tact, consideration and confidentiality.
* Requirement to work in environment with unpleasant working conditions e.g. bodily fluids.

#### *Team working*

* Undertake specific organisational and administrative duties as required.
* Assist other clinical areas within the Trust as the clinical situation and staffing levels require
* Participate in innovation and quality of healthcare by attending ward or department meetings, participate in projects, including audit and quality initiatives pertinent to the role.
* Take part in the orientation/induction of new Ward Assistant’s and provide support and development to enable them to develop the skills and knowledge required for their role.
* Treat all patients and colleagues with respect in accordance with Trust values and Equality and Diversity Policy.

#### *Professional Education and Development Role*

* Complete the Trust Competency Framework for Ward Assistant`s and achieve the minimum skill set (list of competencies as defined in generic competency framework). Maintaining own learning record of evidence.
* Develop skills relevant to role in clinical speciality as identified by ward/department leader and in accordance with Trust Policies.
* Recognise the need to participate in ongoing personal development by attending essential training for the role. Participate fully in the Appraisal and Development Review Process.

**Organisational Chart**

Ward Sister/Charge Nurse

Registered Nurse

Registered Specialist Nurse

Operating Department Assistant

Ward Assistant

Housekeeper

Ward Clerk



**Person Specification**

**Qualifications and Experience**

*Essential*

* Experience of working with people in a caring setting
* Desire to deliver compassionate hands on care in the hospital environment
* Ability to follow and calculate complex milk order.
* Numeracy and literacy skills English and Maths qualification GCSE / Functional Skills at Level 1 or equivalent

*Desirable*

* QCF Level 2 (or equivalent) in care or modules relevant to the area.
* Level 2 English and Maths
* Experience within a hospital setting
* Certificate in food hygiene

**Skills and Knowledge**

*Essential*

* Ability to work as part of a team
* Effective patient/client care skills
* Excellent verbal and written communication skills.
* Able to meet the minimum skill set within first twelve months of appointment with support and development where required (list of skills as defined in generic competency framework).

*Desirable*

* IT skills
* European Computer Driving Licence (ECDL)

**Other**

* Motivation to meet the patients’ needs for self and others.
* Ability to demonstrate confidentiality and trustworthiness.
* A willingness to be flexible and part of a team.
* Ability to juggle many priorities at one time, whilst remaining calm

**Working Together For Patients with Compassion as One Team Always Improving**

**Strategic approach** (clarity on objectives, clear on expectations)

**Relationship building** (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

**Personal credibility** (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

**Passion to succeed** (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

**Harness performance through teams** (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff, respect diversity)

Job holders are required to act in such a way that at all times the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

**Print Name:**

**Date:**

**Signature:**