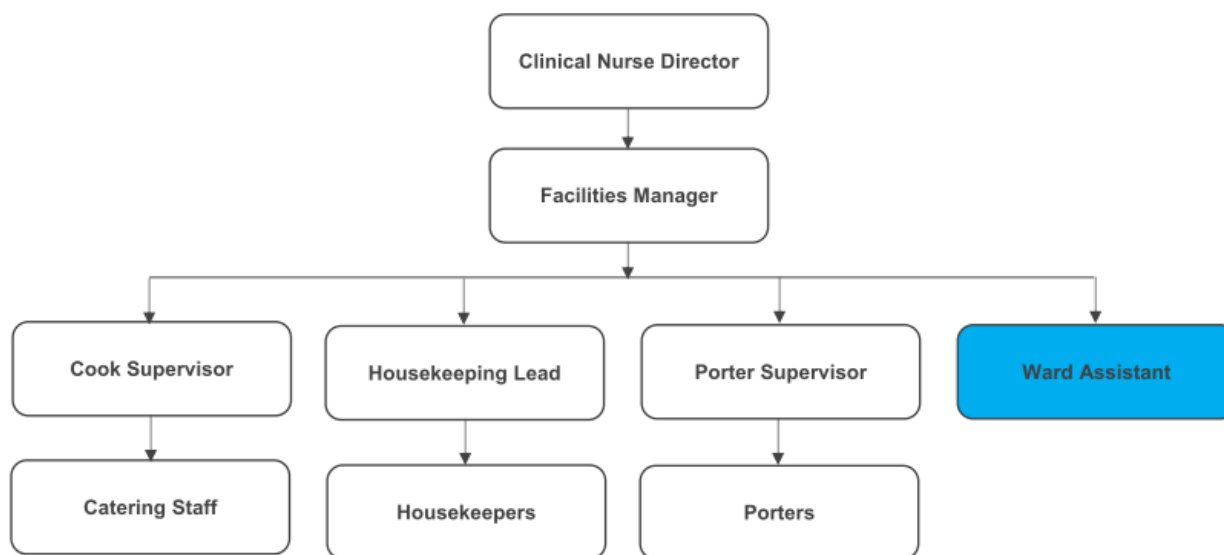


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Ward Assistant</b>
<b>Department:</b>	Facilities
<b>Post Holder:</b>	tbc
<b>Pay Scale:</b>	Ancillary 1
<b>Reports to:</b>	Facilities Manager

### Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

<b>Job Purpose:</b>	<p>Supporting the clinical nursing team to ensure a high standard of service is provided to patients and visitors.</p> <p>To work unsupervised within the framework of the team.</p> <p>To have a responsible attitude towards the duties required.</p> <p>To have an understanding attitude to patients and their relatives, visitors and volunteers in the hospice setting.</p>
<b>Key Working Relationships:</b>	<p>Facilities Manager</p> <p>Clinical Nurse Director</p> <p>Clinical Teams</p> <p>Porters</p> <p>Catering Team</p> <p>Housekeepers</p> <p>Volunteers</p>

**Role Responsibilities:**

- Perform all duties requested in the nursing team hand over, provided at the start of the shift.
- Provide extra support, where required, to patients highlighted by the nursing team, including regular communications and presence.
- Be mindful of professional boundaries at all times – maintain relevant boundaries to protect yourself and the patients and avoid becoming too familiar with patients or their family members.
- Ensure refreshments are offered and provided to patients and their visitors, as appropriate throughout the shift.
- Support nursing staff by attending to a patient buzzer if in close proximity and assist only if the requirements are appropriate to your role. Notify nursing staff if the patient requires assistance from a member of the clinical team.
- Notify a member of the nursing team if you have any concerns regarding a patient's safety or wellbeing.
- Assist the catering staff by ensuring that used crockery and water jugs etc. are removed from patients' rooms in a timely manner, returned to the main kitchen and loaded into the dishwasher.
- Monitor stocks of crockery, food items, milk etc. in the ward kitchens and restock with items from the main kitchen, as and when required.
- Prepare breakfast, lunch and evening meal trays.
- Offer breakfast to all patients according to their dietary needs. Cooked food should be ordered via the main kitchen and collected and served to the patient in a timely manner. Ensure cereals are available in the ward kitchen, ready for use, and serve as required.
- Check the menu boards presented on the ward to ensure they display the coming meal service menu.
- Take menu orders from patients and provide to the kitchen staff, by 11am for lunch and by 3pm for evening meals.
- Ensure that over-bed/chair tables are cleared and set up before lunchtime, ready for patients to receive their food.
- Serve lunches with the assistance of the nursing and catering teams.
- Maintain the daily meal diary and ensure it is up to date with what each patient has ordered and eaten and sign off water jug changes.
- Maintain cleanliness and tidiness in ward kitchens at all times and ensure that refrigerated food items are labelled correctly with dates opened/use by dates. Monitor dates on food items and dispose of any out of date foods appropriately.
- Empty rubbish bins in patient rooms as needed, ensuring all waste is handled in line with policy.
- Ensure PPE trolleys outside rooms are kept clean, organised and restocked, ready for use at all times.
- Reception duties as required between 3pm and 4pm on weekends, if the ward is quiet.
- Attend all training sessions required for the role.
- Ensure that safe and correct working practices are maintained at all times and that duties are performed in accordance with Bolton Hospice policies and procedures and statutory Health & Safety regulations.

**Customer Care:**

Always be polite and friendly to patients, visitors, staff and volunteers in all areas and maintain the strictest of confidence in all you see and hear throughout your working day. It is necessary to recognise that patients and carers sometimes behave differently when under stress and employees should endeavour to remain patient and understanding at all times. It is acknowledged that a degree of social interaction is an essential aspect of domestic duties; however, such interaction should not be undertaken at the expense of the service.

**General Responsibilities:****Health and Safety**

All employees have a duty to report accidents, complaints, defects in equipment, near misses and untoward incidents, following hospice procedure. Ensure health and safety legislation is complied with at all times, including COSHH and Workplace Assessment.

**Confidentiality**

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

**Infection Control**

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

**Training**

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend mandatory training as required by the Hospice.

**Safeguarding Vulnerable People (Children and Adults)**

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

**Disclosure & Barring Service Check**

This post is subject to a Disclosure & Barring Service check.

**Valuing Equality and Diversity**

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Ward Assistant</b>
<b>Department:</b>	Facilities
<b>Pay Scale:</b>	Ancillary 1

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>		Food Safety Level 2 (or willing to work towards the qualification)	Application Form Certification Interview
<b>EXPERIENCE</b>	General hospitality experience or experience in a similar role	Experience of working in healthcare and/or a clinical environment	Application Form Interview
<b>SKILLS</b>	Excellent interpersonal and relationship-building skills Excellent communication skills- able to communicate effectively at all levels		Application Form Interview
<b>KNOWLEDGE</b>		COSHH Moving and handling Infection control procedures	Application Form Interview
<b>PERSONAL ATTRIBUTES</b>	Self-motivated and able to use initiative High personal standards Non-judgemental and empathetic approach Flexible attitude to work duties and hours of work Able to plan, manage and prioritise workload Ability to work under pressure Strong teamwork ethic A commitment to the vision and values of Bolton Hospice.	Willingness to develop and attend training when required	Application Form Interview