

Reservist Ward Aide

Job description and person specification

Position			
Job title	Ward Aide	Directorate/ Region	Leicester, Leicestershire and Rutland
Pay band	Band 2 (subject to banding)	Base	Post holders will be deployed to a number of hospital locations across Leicester, Leicestershire and Rutland. Options for deployment will be discussed with you as part of the recruitment process and you will be able to determine the sites where you wish to work
Salary		Reports to	Nurse in Charge
DBS Level	Enhanced DBS with Adult and Child Barred List Check	Accountable to	WFB Operational Manager
Tenure	NHS Reservist	Professional Reports to	WFB Operational Manager
Hours of Work	Zero hours contract		

This role is an integral part of the LLR Reserves Programme supported by the LLR Workforce Bureau, hosted by Leicestershire Partnership Trust on behalf of the LLR Integrated Care System.

We are looking for people who have a 'can-do' attitude to come and help on our inpatient wards us at busy times when extra support is needed.

You will work under the supervision of the ward team and will report to the Nurse in Charge of the ward. You will undertake a range of housekeeping and runner activities, such as keeping patients company, helping them to call home, collecting items from pharmacy and stores, supporting housekeeping staff keeping ward store cupboards stocked, answering the ward phone, and dealing with general queries.

You'll also assist the ward host to serve meals to patient's bedside and clearing away at the end of service.

In undertaking these activities you will support the clinical team to focus on patient care.

Key Job specifics and responsibilities	Key accountabilities
<p>Roles and Responsibilities</p> <ul style="list-style-type: none"> • To demonstrate the Trust's values in everything you do in the work environment and live up to LPT's Leadership Behaviours • Undertake both routine and specially identified tasks for which the post holder has been trained and assessed as competent • Make patients' feel comfortable – environment & wellbeing • Checking, tidying and replenishing stock and supplies e.g. soap, sanitiser, gloves, equipment, pharmacy • Support housekeeping staff to maintain linen and other ward stocks • Running errands, collecting, and delivering small items of equipment, stock, medicines across the site. • Answering the phone and taking messages • Talking to patients, particularly those who don't have regular family/friends contacts • Supporting ward host to serve and collect meal trays to bedside and keeping water jugs topped-up and available • Supporting patients to contact relatives and friends via phone or tablet • Updating patient name board, checking patient IDs and next of kin detail • Wear adequate PPE equipment in line with current national guidelines and operate good hand hygiene in line with Trust policy. • Ensure proper disposal of clinical waste and change of PPE as per local and national guidelines • To be responsible in the Trust's resources you utilise • Undertake the Trust's corporate and local induction, and maintain your learning and compliance with training requirements for your role • Operating with quality in everything you do and maintaining a safe environment <p>Responsibilities for Policy and Implementation</p>	<p>Working Conditions</p> <p>Occasionally may be exposed to clients/relatives who are verbally aggressive or display challenging behaviours.</p> <p>Frequent exposure to body fluids, uncontained blood and occasional unpleasant conditions, e.g. vomit.</p> <p>General</p> <p>This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and their manager.</p> <p>All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.</p> <p>Communication</p> <p>Ensure all communication, which may be complex, contentious or sensitive, is undertaken in a responsive and inclusive manner, focusing on improvement and ways to move forward.</p> <p>Ensure all communication is presented appropriately to the different people, according to levels of understanding, type of communication being imparted</p>

- Follows local and national policies including all applicable local standard operating procedures.

Responsibilities for Financial and Physical Resources

- Responsible for the safe and effective use of equipment and other resources, ensuring equipment is maintained in good working order

Responsibilities for Human Resources (including training)

- Undertake mandatory and clinical training and any other training relevant to the role as required.

Responsibilities for Information Resources (including systems access)

- Submit accurate and timely activity data as required
- Report and record client/client Adverse Events to the Registered health care professional.

Key Working relationships

- Practice Development Nurse
- Programme Lead and Project Manager
- Trust Stakeholders
- Members of the multi-disciplinary team
- Patients and Relatives
- Ward Manager & Ward Staff
- Workforce Bureau

Freedom to Act

- Accountable for own actions, under the support and supervision of registered health care professional
- Escalates queries or problems outside own area of competence to registered health care professional /clinical supervisor.

Physical Effort

and possible barriers such as language, culture, understanding or physical or mental health conditions

Be required to exert frequent, moderate, physical effort, including bending, twisting and kneeling. This will be required throughout the shifts worked.

- Manual handling of equipment (e.g. trolley)
- The role may require you to stand for prolonged periods of time
- Sitting moderate periods
- Lifting and carrying of meal trays, linen and small equipment on a daily basis.

Mental Effort

Work pattern altering to meet service need and prioritising work issues accordingly with changes faced

Emotional Effort

Occasional needs to cope with difficult emotional situation

Occasional exposure to difficult patients and/or family members

Person Specification Selection Criteria		Essential	DESIRABLE	METHOD OF ASSESSMENT Evidence
ATTRIBUTES	Commitment and willingness to maintain our Trust values: <ul style="list-style-type: none"> • Compassion, respect, integrity and trust. 	√		A/I
	Commitment and willingness to abide by our leadership behaviours: <ul style="list-style-type: none"> • Valuing one another. • Recognising and valuing people's differences • Working together • Taking personal responsibility • Always learning and improving. 	√		A/I
	Commitment to and focused on quality, promotes high standards in all they do.	√		A/I
	Able to make a connection between their work and the benefit to patients and public.	√		A/I
	Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes.	√		A/I
	Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others	√		A/I
	Qualifications and/or Knowledge	Must have Maths and English skills equivalent to: <ul style="list-style-type: none"> • GCSE level E or above; • or from 2017 GCSE grade 4 or above; • or Functional Skills Level 1 or above 	√	

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Experience	<p>Commitment and willingness to undertake learning and development courses as required for role.</p> <p>Experience in a caring role</p> <p>Experience in a customer-facing role</p> <p>Demonstrate experience of working within customer-driven service and working to specific targets</p> <p>Previous experience of learning and training and willingness to train as needed for the role</p> <p>Experience of working with a wide range of people including colleagues, managers, and the general public</p>	√	<p>√</p> <p>√</p>	A/I
Aptitude and Abilities	<p>Good communication skills.</p> <p>Prove ability of dealing with complex telephone calls</p> <p>Ability to work as part of a team</p>	<p>√</p> <p>√</p> <p>√</p>		A/I

Person Specification Selection Criteria		Essential	DESIRABLE	METHOD OF ASSESSMENT Evidence
Skills and knowledge	<ul style="list-style-type: none"> To have a flexible approach to work and be able to use own initiative with support of senior member of staff Able to demonstrate sensitivity and empathy, particularly in difficult situations Able to follow instructions and procedures Work under direct supervision and prioritise workload Willing to learn new systems Knowledge of filing systems and ability to file accurately and pay attention to detail Excellent communication skills both written and verbal 	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p>		A/I
Personal qualities	<ul style="list-style-type: none"> Excellent interpersonal and customer service skills Positive enthusiastic attitude Reliable and motivated Working in a logical and methodical manner under supervision able to have a cheerful and helpful manner when dealing with patients and other staff ability to hold confidentiality Able to respond calmly in difficult situations 	<p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p> <p style="text-align: center;">√</p>		

Person Specification Selection Criteria		Essential	DESIRABLE	METHOD OF ASSESSMENT Evidence
Values	<ul style="list-style-type: none"> • Commitment to and focused on quality, promotes high standards in all they do. • Able to make a connection between their work and the benefit to client and the public. • Consistently thinks about how their work can help and support clinicians and frontline staff deliver better outcomes for clients. • Works well with others, is positive and helpful, listens, involves, • respects and learns from the contribution of others 	<p>√</p> <p>√</p> <p>√</p> <p>√</p> <p>√</p>		A/I
Other	An ability to maintain confidentiality and trust and an awareness of information governance requirements and data protection.	√		A/I

*Evidence will take place with reference to the following information:	
A	Application Form
I	Interview
T	Test or Assessment
C	Certificate