



DERMATOLOGY HEALTHCARE ASSISTANT

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



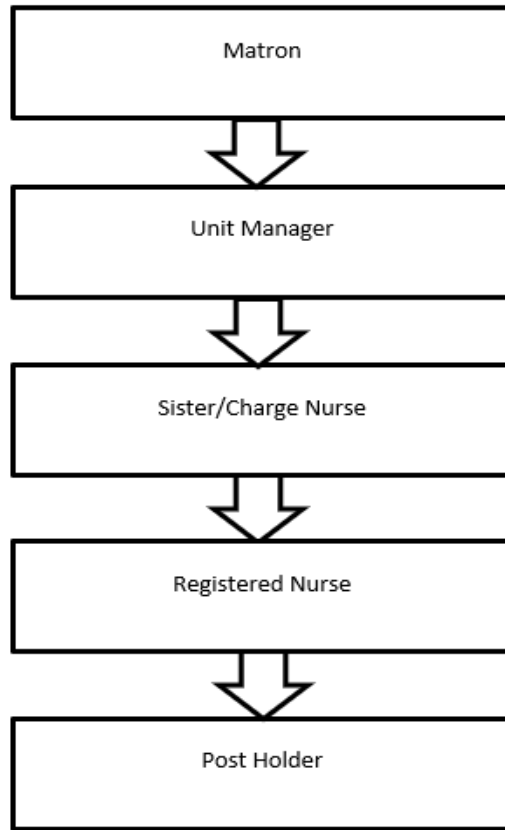
JOB DESCRIPTION

Post Title	Dermatology Healthcare Assistant
Band	3
Directorate	Service Delivery Directorate
Accountable to	Ward Manager
DBS required?	Enhanced with Children and Adults barred lists

JOB PURPOSE

To work as a member of the Care Team and supporting registered nurses in delivering identified, direct care to patients that are undergoing specific Dermatological Surgical Procedures. The Health Care Assistant will support the efficient and safe running of the Dermatology Department by sharing responsibility for routine needs of the Department.

Organisation Chart



MAIN DUTIES AND RESPONSIBILITIES

Once trained and assessed as competent, the post-holder will undertake a range of clinical activities under the indirect supervision of registered nursing colleagues. These include: running Dermatology Minor Surgical Procedure lists, as lone assistant to the operating surgeon; dressing of surgical and non-surgical wounds; weekly forward-planning of operation lists; supporting Dermatology Outpatient clinic lists; monitoring and maintaining general and specialist stock levels.

The clinical work of the post-holder will be supported within a framework of professional guidelines. The post-holder will be required to provide high quality clinical /nursing care to patients as identified by senior staff, they are also needed to assess individual patient care needs and concerns, and to discuss these with medical or registered nurse colleagues. Maintain accurate records of the patient's care in line with Trust, professional and departmental guidelines.

A degree of initiative will be required from the post-holder. However, the post-holder will report to and will be supported by registered nurse colleagues who remain accountable for patient care

PATIENT CARE

- The post-holder will have daily contact with many outpatients for whom they have a duty of care
- The post-holder will, once trained and assessed as competent, assist an operating surgeon (Dermatologist or GP with Special Interest in Dermatology) in Dermatology Minor Surgical Procedures. This role will include but not limited to:
 - Preparing one week ahead of operating list by identifying
 - patients on anticoagulant (refer to British Society of Dermatology Surgeons [BSDS] Guidance and Flowchart)
 - patients with pacemaker or other electronic or intracardiac device (refer to BSDS/ British Heart Rhythm Society [BHRS] Guidance and Flowchart)
 - patients requiring increased mental or physical support
 - Greeting patient (and companion), making introductions and assisting patient as needed
 - Ensuring procedures adhere to BSDS Surgical Safety Checklist (based on WHO Surgical Checklist)
 - Giving physical and psychological support to the patient throughout the appointment
- The post-holder will, once trained and assessed as competent, be required at times to take down, clean and redress surgical and non-surgical wounds, including leg ulcer dressing and wound pressure dressing, identifying the appropriate dressing and following aseptic wound dressing assessment.
- The post-holder will be required to measure patients' observations, including weight, pulse, respirations, Blood glucose monitoring and blood pressure and to carry out pregnancy and other routine urine tests.
- The post holder will be required to communicate with individual and groups of outpatients to advise them of matters arising during a clinic session, for example, waiting times.

Once trained, the post-holder is required to demonstrate competence in

- *Patient care specific to minor surgery:*
 - *Safe administration of topical anaesthesia (understanding rather than administration)*
 - *Haemostasis*
 - *Surgical-level hand hygiene*
 - *Aseptic non-touch technique*
 - *Aseptic dressing technique*
 - *Sharps safety*

ADDITIONAL DUTIES

- The post-holder will share with registered nurse colleagues responsibility for the security of specialist equipment in the department, such as phototherapy booth, cameras, liquid nitrogen dispenser
- The post-holder will share with registered nurse colleagues responsibility for ordering routine and specialist consumable stock to appropriate levels
- The post-holder will share responsibility for monitoring levels and ordering specialist and other consumable stock via the Oracle System
- The post-holder will be responsible for monitoring and restocking levels of dressings, skincare samples etc.
- The post-holder will contribute to departmental Clinical Governance Meetings
- The post-holder will be responsible for maintaining and submitting departmental records of standards of cleaning, including Legionella/Pseudomonas preventive flushing.
- The post-holder will help maintain a clean, safe environment, taking responsibility for tidying and cleaning at the start and end of clinics.
- The post-holder will be required to manage smooth running of Dermatology Minor Surgical Procedure lists.
- The post-holder will be required to support medical and nursing colleagues in smooth running of Dermatology Outpatient lists.

INFORMATION AND COMMUNICATION

- The post-holder will be required to communicate in a manner that is perceived as kind, constructive and helpful by patients, relatives, carers and all colleagues.
- The post-holder will be required to give clear instructions about post-operative wound care and follow-up to patients who have had surgery.
- Clinics are often very busy, and delays occur. The post-holder may be required to inform patients about delays to their appointment time and may be required to explain and help solve problems arising.
- The post-holder will be required to communicate with colleagues about issues affecting smooth management of Dermatology Outpatient and Minor Procedure lists.
- Excellent verbal and non-verbal communication skills will be required of the post-holder.
- Answer telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors.
- Verbally update the Registered Nurse regarding patient's condition.
- Be aware of and support individual, religious, cultural, and psychological needs.
- The post-holder will also support registered nursing colleagues through written communication of patient concerns and requests.
- The post-holder once trained will be competent in basic computer programmes to include Word, SEMA, Indigo Review, Clinical Portal, Oracle

EDUCATION

- To participate in initial training programmes, keeping up to date with changing practice, and in consultation with the senior staff, make full use of further relevant training opportunities and education for professional self-development. Taking responsibility for developing own skills, knowledge, and competencies, ensuring personal compliance with Trust Mandatory training.
- Attend Corporate Induction and annual Statutory training updates as instructed.
- Fire Safety Instruction
- Safe Handling Training
- Cardio-pulmonary resuscitation (CPR) Training
- Infection Control Training



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Level 2 Diploma in Clinical Healthcare Support or NVQ Level 3 in Care or demonstrate a commitment to work towards the Diploma qualification. • Maths at GCSE Level Grade 9 – 4 or equivalent qualifications (Level 2 or above) • English Maths at GCSE Level Grade 9 – 4 or equivalent qualifications (Level 2 or above). <p><i>(If you do not hold this qualification, there will be a requirement to sit our in-house simply literacy assessment)</i></p>	

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • A general understanding of a patient’s holistic care needs • Experience of care either formal or informal e.g. in a care setting or for a family member/friend. Can demonstrate they are compassionate and proud to care. • Previous Health Care experience 	<ul style="list-style-type: none"> • Previous hospital experience • o Can demonstrate commitment to extending their skill set or learning

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Evidence of effective verbal- face to face/ telephone, written communications and listening skills.• Evidence of the ability to work with others as part of a team to achieve a common goal.• Evidence of or willingness to undertake training in Information Governance• Evidence of basic computer skills and competence (Word, Indigo Review, SEMA, Excel)	

CAPABILITIES

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Is aware everyone has different feelings and values and is aware of the need to respect and acknowledge those of other people at all times. • Is aware of their own values, attitudes and cultural assumptions and does not allow them to have an adverse impact on other people. • Is aware of their own values and is able to demonstrate alignment to the values of the Trust. • Understands they will be required to actively seek and take part in learning opportunities. • Is aware they will be required to adapt to change to continually meet the needs of the wards where temporary staff are required, and the patients they support. • Is aware of the need to show initiative. • Ability to work well independently under the supervision of others. • Is aware of clinical limitations and is prepared to seek early advice from professionally registered colleagues with concerns around clinical safety. • Attention to detail. • Has a “can do” attitude and demonstrates a willingness to “go the extra mile” • Ability to work under pressure and at times in emotionally demanding situations. • Awareness and understanding of the need to meet the Trust standards of conduct. • Behaves with compassion, respect and professionally towards patients, their families, companions, and carers, and towards colleagues. 	

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| <ul style="list-style-type: none">• Awareness of the physical, mental and emotional effort required to support patients with their needs.• Has the ability to work a flexible shift pattern as required by the department. | |
|---|--|

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site

Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action

Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

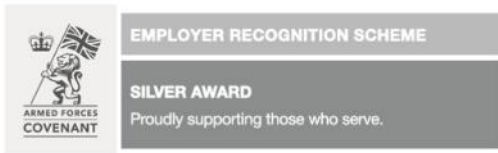
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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