

Maudsley Health Hospital

Job Description

Post Title	Ward Assistant/Health Care Assistant
Hours	40 (42.5 to include break), on occasion additional hours may be required to undertake the role well. Under Labour Law, the hours must not exceed 48. Flexibility may be required, and it is expected the post holder will work late shifts/ weekend shifts.
Department	CAMHS, General Adults, Specialist Service (Maternal Mental Health and Eating Disorders), Intellectual Disability, Addictions, Mental Health of Older Adults
Base	Maudsley Health Hospital, Abu Dhabi
Reports managerially to	Service Manager (respective CAG) Maudsley Health Hospital
Reports accountable to	Clinical Director (respective CAG) Maudsley Health Hospital
	<i>The postholder will be employed by MACANI LLC.</i>

Maudsley Health

1 Maudsley Health is the brand name for the collaboration between South London and Maudsley NHS Foundation Trust (SLaM) and MACANI, the local partner. It was formed in 2015 to support the development of high-quality mental health services within the Middle East. Ambitious development plans are being progressed, and the service is growing geographically and clinically in a planned way. Maudsley Health began by providing child and adolescent mental health services in Abu Dhabi in 2015 and then Adult Mental Health Services in 2017. In 2018 the service successfully bid for a contract to work with the then Ministry of Health and Prevention (now Emirates Health Services) to support the development of Al Amal Psychiatric Hospital in Dubai.

The aim of Maudsley Health in the UAE is to deliver high quality mental health services, including advice, training and consultation across the range of mental health problems. This requires working collaboratively with multi-disciplinary colleagues, other professionals, families and patients. The service aims to provide a supportive environment using evidence-based approaches and will offer training and development to professionals.

The post is being created to support the development of services in the Middle East.

They will have access to an office and computer facilities; the use of an electronic record system is required.



Maudsley Health - Vision and Mission

Vision

To be a service of excellence and innovation and to help establish the UAE as a world class provider of mental health care

Mission

- ❖ To improve the mental health and wellbeing of the UAE population.
- ❖ To deliver high quality evidence based care; Prevention, Early Intervention, Community, Outpatient and inpatient mental health services.
- ❖ To have professional, motivated and happy staff who feel proud of their contribution.
- ❖ For patients to feel cared for and that the service they received has been positive for them.
- ❖ To be actively influencing, supporting and delivering quality research in the MENA region.
- ❖ To grow into a specialized mental health teaching organization.
- ❖ To actively support medical tourism.
- ❖ To be authentic and sustainable.

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Maudsley Health Hospital

Following an international tender process by the Department of Health, Abu Dhabi, Maudsley Health successfully bid for a contract to deliver permanent inpatient care in Abu Dhabi. The Maudsley Team has significant local, on the ground, clinical experience but a new team of clinical and support staff will be required to deliver services at the new Maudsley Health Hospital.

The MACANI founders have an impressive track record of spearheading the launch and development of new businesses, bringing international models of best practice to the UAE.

SLaM is internationally recognized as one of the leading mental health institutions globally, it has a unique relationship with the Institute of Psychiatry, Psychology and Neurosciences, part of Kings College, London.

With the combination of on the ground experience, local business acumen and support from SLaM, the aim is to deliver very high quality, evidence based care, with innovation and research embedded. The quality of the service should stand out across the Middle East.

A Hospital has been acquired, is in the process of complete redesign, and will open during 2025. 138 beds are planned across 11 wards. A Clinical Academic Group structure will be adopted, similar to that in South London and Maudsley NHS Foundation Trust, the CAGs being formed are;

- Child and Adolescent Mental Health (CAMHS)
- Addictions
- Adult
- Mental Health of Older Age (MHOA)
- Intellectual Disability
 - Specialist Services such as Mother and Baby and Eating Disorders will also be provided.

All CAGs will have inpatient services, day care and outpatient services, specialist services and innovation will be encouraged in all CAGs as will internal and external training. The Hospital will be able to access support from South

	<p>London and Maudsley NHS Foundation Trust. The appointment in 2024 of an Academic Director will assist CAGs with embedding research and development of a training facility.</p>
2	<p>Job Purpose:</p> <p>The Ward Assistant/HCA is responsible for providing efficient administrative, clerical, and non-clinical support to the ward, ensuring the smooth day-to-day running of inpatient services. The postholder will also undertake delegated patient support duties in line with a Healthcare Assistant role to assist nursing staff in delivering safe, compassionate, and person-centred care.</p> <p>The role requires excellent communication, organisational skills, and the ability to work collaboratively with multidisciplinary teams, patients, and families while maintaining confidentiality and professionalism at all times.</p>
3	<p>Key Responsibilities:</p> <p>Administrative and Clerical Duties</p> <ul style="list-style-type: none"> • Act as the first point of contact for the ward, welcoming patients, families, visitors, and external stakeholders in a professional and compassionate manner. • Manage telephone calls, emails, and enquiries, ensuring messages are communicated promptly and appropriately. • Maintain accurate patient records, admissions, transfers, discharges, and appointment documentation. • Ensure all ward documentation, filing systems, and electronic records are maintained in accordance with organisational policies and confidentiality requirements. • Coordinate and schedule meetings, multidisciplinary team reviews, and patient appointments where required. • Assist with patient admissions and discharge processes, including preparation of relevant paperwork. • Order and maintain ward stock, stationery, and supplies, reporting shortages where necessary. • Maintain accurate databases, spreadsheets, and routine reports as required. • Support compliance with health records management and information governance procedures. <p>Patient Care Support Duties Under the supervision and delegation of registered nursing staff:</p> <ul style="list-style-type: none"> • Support patients with activities of daily living, promoting dignity, independence, and wellbeing. • Assist in preparing patient areas and ensuring the ward environment is safe, clean, and welcoming. • Coordinate with housekeeping team for patient's laundry items and ensure patients always have clean items to wear. • Provide support and reassurance to patients and families, maintaining therapeutic and professional relationships. • Assist with patient observations and monitoring as delegated and appropriately trained. • Support patients during meal times and encourage adequate nutrition and hydration where appropriate. • Escort patients to appointments, investigations, or activities within the facility as required. • Assist in maintaining infection prevention and control standards and a safe ward environment. • Participate in patient engagement and therapeutic activities where appropriate, encouraging recovery-focused care. • Ensure patient dignity, privacy, safeguarding, and confidentiality are maintained at all times.

Communication and Team Working

- Work collaboratively with nursing staff, medical teams, allied health professionals, and administrative colleagues.
- Communicate effectively and sensitively with patients, relatives, and carers.
- Escalate concerns regarding patient safety, wellbeing, or ward operations to senior staff promptly.
- Participate in handovers, team meetings, and relevant training sessions.

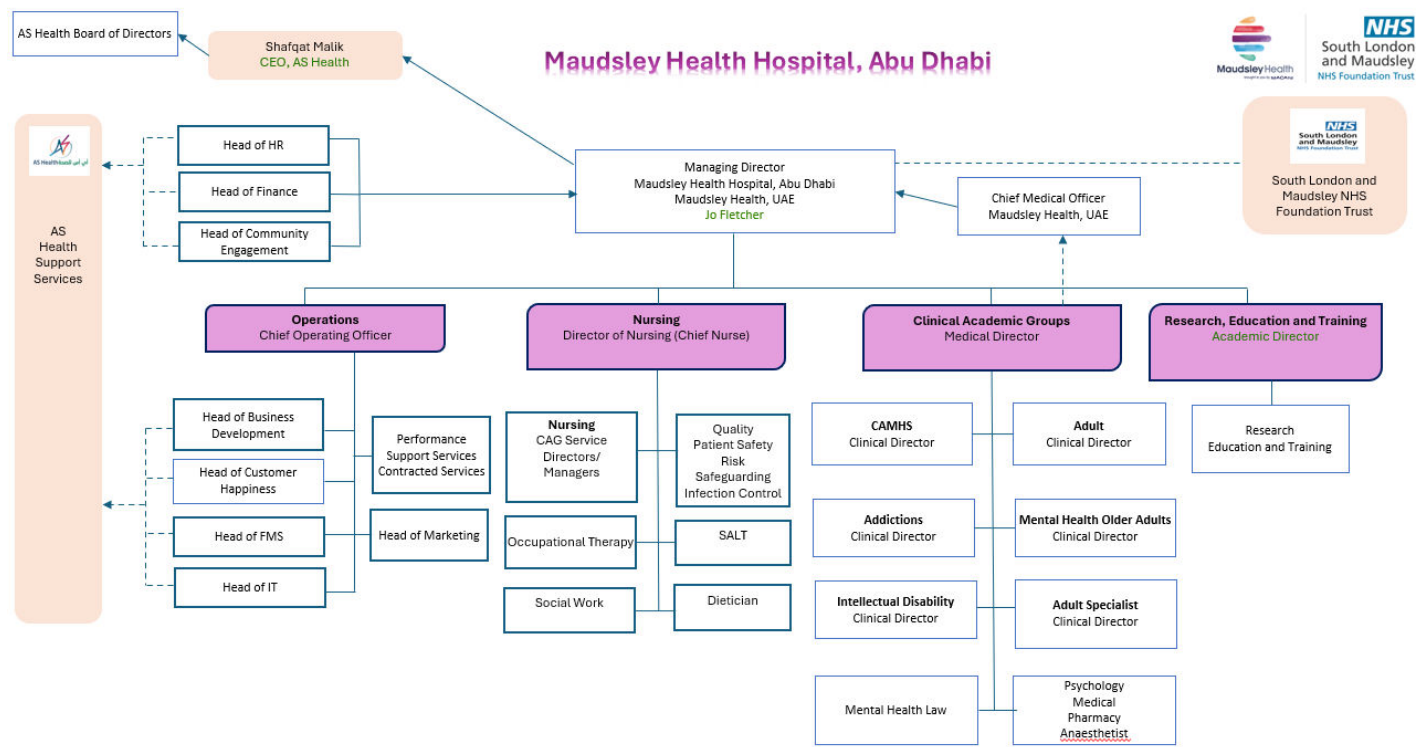
Governance and Compliance

- Adhere to organisational policies, procedures, and professional standards.
- Maintain confidentiality and comply with data protection and information governance requirements.
- Participate in mandatory training, appraisal processes, and ongoing professional development.
- Support safeguarding, health and safety, infection control, and risk management processes.

General Responsibilities

- Maintain a professional and compassionate approach at all times.
- Undertake any reasonable duties commensurate with the level of the role.
- Demonstrate flexibility to support service requirements.

Organisational Position



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Contribution:

Time commitment: 42.5 hours per week (including break).

On occasion additional hours may be required to undertake the role well. Under Labour Law, the hours must not exceed 48. Flexibility may be required, and it is expected the post holder will work evenings/weekend shifts.

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Other Information

Confidentiality

Confidentiality/data protection regarding all personal information and service activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as

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	<p>FAHR and the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all relevant Information governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.</p> <p><u>Equal Opportunities</u></p> <p>Promote the concepts of equality of opportunity and managing diversity service wide.</p> <p><u>Health and Safety</u></p> <p>Employees must be aware of Health and Safety responsibilities, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.</p> <p><u>Infection Prevention and Control</u></p> <p>Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with service policy.</p> <p><u>Professional standards and performance review</u></p> <p>Maintain consistently high professional standards and act in accordance with the relevant professional code of conduct. Employees are expected to participate in the performance review process.</p> <p><u>Service/Department standards</u></p> <p>Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.</p> <p><u>Finance</u></p> <p>All staff will comply with the financial processes and procedures.</p> <p><u>Safeguarding Children</u></p> <p>Employees must be aware of the responsibilities for safeguarding children and vulnerable adults.</p> <p><u>Code of Conduct</u></p> <p>The post holder is required to adhere to the standards of conduct expected of all staff, under the requirements of FAHR. This job description will be subject to regular review and adjustment.</p> <p><u>Caveat</u></p> <p>This job description is an outline of the key tasks and responsibilities of the post, and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the service, as well as the personal development of the post holder.</p>
7	<p>Brief terms and conditions</p> <p>(All below are subject to change)</p> <ul style="list-style-type: none"> ▪ All staff have 22 days annual leave per annum, plus the government declared national holidays. ▪ The post-holder will be an employee of Macani, a UAE entity. ▪ The post-holder will be expected to live within 60 minutes of their workplace unless agreed otherwise by prior negotiation. ▪ The appointment will be subject to satisfactory Occupational Health and Enhanced DBS/CID clearances and visa requirements, including health testing.
8	<p>Person Specification</p> <p>Verified at interview (I), by application form (A) or by test (T)</p>

	Essential	Desirable
Qualifications and Training		
Diploma in Nursing	✓	
Basic IT literacy, including Microsoft Office and electronic record systems.	✓	
Previous experience in a mental health, addictions, rehabilitation, or inpatient hospital setting.		✓
Basic Life Support (BLS) training.		✓
Experience		
Previous administrative or clerical experience in a healthcare, hospital, or customer-facing environment.	✓	
Experience working with vulnerable individuals, patients, or service users.	✓	
Experience working within a multidisciplinary team.	✓	
Experience using electronic medical record systems.		✓
Knowledge of safeguarding procedures and patient confidentiality standards.		✓
Knowledge and Skills		
Good verbal and written communication skills.	✓	
Strong organisational and time management skills.	✓	
Ability to maintain confidentiality and handle sensitive information appropriately.	✓	
Understanding of person-centred care and patient dignity.	✓	
Ability to prioritise workload and work in a busy ward environment.	✓	
Competent in maintaining accurate records and documentation.	✓	
Basic understanding of infection prevention and health and safety procedures.	✓	

Personal Attributes			
Compassionate, empathetic, and professional approach.	✓		
Reliable, adaptable, and able to work under pressure.	✓		
Strong interpersonal skills with the ability to build positive working relationships.	✓		
Team player with a proactive and flexible attitude.	✓		
Demonstrates integrity, discretion, and professionalism.	✓		
Compassionate, empathetic, and professional approach.	✓		
Reliable, adaptable, and able to work under pressure.	✓		
Native Arabic speaker		✓	

Staff Name:	
Signature:	
Date:	
Line Manager:	
Signature:	
Date:	