

JOB DESCRIPTION

1697MA3

1. Job Details

Job title: Health Care Support Worker
Job Grade: Band 2
Reports to: Department Leader
Division: Women & Children's
Department: Children's Outpatient Services Bramley Unit/ Clinic 11

2. Job Purpose

Assist in providing care to patients, in support of and supervised by Registered Nurses.

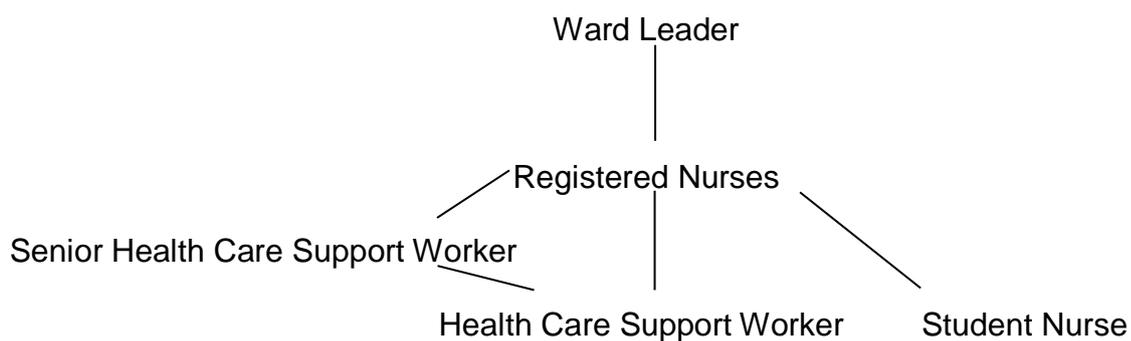
To support the provision of the highest quality patient care ensuring that patient dignity is maintained at all times and care is delivered with kindness and compassion

Carry out assigned duties, which maintain hygiene orderliness and safety of the ward.

3. Role of the Department

Providing facility for in-patient care of patients.

4. Organisational Chart



5. Key Result Areas

1. Carry out assigned tasks in delivering and supporting direct and indirect patient care under the supervision of Registered Nurses.
2. Demonstrate a courteous and helpful approach to patients, relatives and visitors to the Ward/Department supporting other team members to create an environment that is motivating, stimulating and supportive.
3. Keep clinical areas clean and tidy, to maintain a safe and pleasant environment and contribute to the control of infection in clinical work areas.
4. Assist in the monitoring of and restocking of supplies, promoting effective and efficient use of resources.
5. Carry out assigned clerical tasks as directed.
6. Report untoward incidents, accidents and any other relevant information to the Ward Leader or Registered Nurse.
7. Whilst under supervision following appropriate training package will be required to perform observations including respirations, blood pressure, pulse, temperature and oxygen saturation and record results both clearly and accurately. Report to a registered nurse any abnormal findings.
8. Participate in a network of highly complex information including that of a sensitive nature.
9. Maintain confidentiality of all patient information.
10. Adhere to the ward procedures for the correct use of equipment and assist in maintenance of equipment as directed.
11. Be aware of and adhere to Trust policies and procedures as appropriate, as identified by the Ward Leader and qualified members of staff.
12. Safeguard yourself and others working within Trust policies when handling dangerous and hazardous materials.
13. Monitor and replace used items of linen and laundry as necessary.
14. Monitor and maintain stationery documentation in appropriate areas.
15. Participate fully as a team member, sharing knowledge and supporting colleagues to promote a cohesive ward/department team and the achievement of team objectives. Will escort patients to other areas for further investigation following appropriate assessment by a registered nurse.
16. All employees have an individual responsibility to have a knowledge of and employ the basic principles of infection control practice and to ensure adherence to the requirements of the Infection Control Manual.
17. All staff employed by the Trust are required to work in a safe manner, in accordance with current health and safety legislation and with the general principles laid down in the Trust's Health and Safety Policy.
18. You are required to comply with all of the Trust's policies and procedures, obtainable on the Trust's intranet site, where guidance is also contained.
19. To undertake any other duties which may be reasonably regarded as within the nature of the duties, responsibilities and grade of the post as defined, subject to the proviso that appropriate

training is given and that wherever possible significant changes of a permanent nature shall be mutually agreed and incorporated into the job description in specific terms and the post re-evaluated if the change is likely to result in a job evaluation score change.

20. As a Health Care Support Worker new to the Trust you will be required to undertake a structured programme of learning. Successful completion of this learning will result in a recognised national qualification – The Care Certificate. You will be allocated 12 weeks to complete this (18 weeks if part-time) and will be supported throughout the process by a trainer assessor. Evidence of previous learning (such as NVQ qualifications) can be used to demonstrate experience / achievement of some competencies.

6. Physical and Mental Skills

The post holder will be expected to communicate both written and verbally to all members of the multidisciplinary team within the work area, some of the information may be complex in nature, requiring the post holder to make a judgement on where best to pass the information on to.

The post holder will be required to prioritise his or her own workload under supervision of the Ward Leader/Registered Nurse in charge.

7. Responsibilities of the Post Holder

The post holder will be responsible for the personal care and preparation of the patient during and pre and post procedure whilst in the ward/department, assisting with all care needs.

To ensure the equipment is prepared and fit for use and that the area is well maintained and adequately stocked.

Records personally generated information, updating patient records.

There may be a requirement to participate in departmental based audit and research.

The post has no budgetary control but the post holder should observe a personal duty of care in relation to equipment and supplies used in the course of their duties.

The post holder will be required to handle and record details of any personal items or belongings of patients admitted to ward, ensuring they are properly stored.

8. Freedom to Act

Works under indirect supervision of qualified nursing/medical staff working to defined protocols and procedures.

9. Physical, Mental and Emotional Effort Required

The post holder will be physically able to undertake the tasks involved in caring for patients with all activities of daily living. This will involve the manual handling of patients and equipment, with constant activity for short periods throughout the shift period.

There is a requirement for periods of concentration with the work pattern being of a generally predictable nature.

The post holder will be exposed to distressing and emotional incidents within the ward environment on a regular basis, providing support to patients and their families and assisting with the care of patients with terminal illness.

10. Outline of Working Conditions

The post holder will be exposed to and be in direct contact with uncontained body fluids on a daily basis.

The role will involve exposure to the holder dealing with some verbal aggression and confrontation with the public.

Job Description Agreement

Job Holder's Signature Date

Line Manager's Signature Date

General Statements

We are an organisation that aspires to continually learn and improve to ensure that we provide outstanding care for all. To enable this, *improvement*, *innovation* and *learning* are critical capabilities for colleagues to understand, and to implement and lead.

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You are required to comply with all of the Trust's policies and procedures. These are obtainable on the Trust's intranet site, where guidance is also contained.

To undertake any other duties which may be reasonably regarded as within the nature of the duties, responsibilities and grade of the post as defined, subject to the proviso that appropriate training is given and that wherever possible significant changes of a permanent nature shall be mutually agreed and incorporated into the job description in specific terms and the post re-evaluated if the change is likely to result in a job evaluation score change.

'All employees have an individual responsibility to ensure all information both manually and electronically achieves and maintains the highest possible data quality standards by adhering to the Trust's Data Quality Strategy and Policy. Poor quality information impacts directly upon patient care, safety and the Trust's performance indicators and finances.'

Equality, Diversity and Inclusion are fundamental in contributing to an inclusive workplace at Sherwood Forest Hospitals. The Trust does not tolerate any forms of discrimination, racism, bullying and harassment. All staff, at all times, in the performance of their duties are expected to demonstrate equal treatment of everyone and ensure that every member of staff regardless of differences are respected, valued and appreciated. All staff are expected to have an understanding of the Trust's Equality, Diversity and Inclusion policy and associated

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

The NHS Constitution

The NHS Constitution brings together in one place, what staff, patients and the public can expect from the NHS. It sets out the principles and values of the NHS and explains a number of rights, pledges and responsibilities for staff and patients alike.

The key document to read is the NHS Constitution. This is accompanied by The Handbook to the NHS Constitution which gives more detail of each of the rights, pledges, responsibilities, expectations and values. There is also a useful guide which gives more background information and explains the parts of the Constitution that are relevant to you.

The promises the NHS makes to you

The NHS also makes certain pledges to you, which it is committed to achieving. These go above and beyond your legal rights and are a commitment to provide high-quality services.

What the NHS needs from you in return

The NHS is a vital resource and we can all help it work effectively, and ensure resources are used responsibly. The NHS Constitution explains the ways in which you can do this, including:

- Recognising that you can make a significant contribution to your own, your family's good health & wellbeing, and taking some personal responsibility for it
- Registering with a GP practice
- Following courses of treatment you've agreed to
- Always treating NHS staff and other patients with respect
- Keeping GP and hospital appointments – or if you have to cancel, doing so in good time
- Giving feedback – both positive and negative – about treatment you've received



Sherwood Forest Hospitals NHS Trust

Person Specification

Post ofHealth Care Support Worker (Generic)

Attribute	Essential	Weighting	Desirable	Weighting	How Identified
Knowledge Requirements	Must understand basic requirements for individualised personal care Awareness of Safeguarding issues Recognise people's right to privacy and dignity, treating every person with respect				Interview/ Application
Qualifications- Academic/ Craft/ Professional	NVQ 2 in care Educated to a good standard of general education equivalent to GCSE Maths & English level C or above Care Certificate or commitment to achieving within 2 weeks of commencement		"Care Certificate" qualification. NVQ 3 in Health and Social Care		Certificate/ Application
Further Training	Able to attend a 6-day Clinical Induction Committed to attending further training and development as identified				Certificate
Experience	Able to demonstrate clear and robust verbal and written English communication skills Experience of working as part of a team Previous care work experience e Previous face-to-face customer care experience		Previous experience in a hospital setting		Application/ interview
Contractual Requirements	Flexible approach Able to work flexibly on a varied shift				

	pattern according to the roster including nights and weekends				
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