

JOB DESCRIPTION

JOB TITLE: Bank Health Care Support Worker

PAY BAND: Band 3

LOCATION: Trustwide

ACCOUNTABLE TO: Nurse in charge

LINE MANAGER: Professional lead, Trust Bank

KEY RELATIONSHIPS: Patients and carers
Community Nursing staff
Community Rehab staff
Community Hospital staff
Social services
Voluntary agencies

HOURS OF WORK: As and when required

JOB SUMMARY To undertake care, following the instructions of the team leader or nominated deputy according to the needs of the patients as identified on the care plan, providing evidence based, high quality, holistic nursing care for patients.

SECTION A: MAIN DUTIES AND RESPONSIBILITIES

1. CLINICAL RESPONSIBILITIES

- 1.1 Under direction of the team leader or deputy, undertake nursing care for patients in their own homes, hospitals and other community settings as required by the role and by working in partnership with patients, their carers and others, enable them to make informed choices.
- 1.2 All post holders regardless of setting will be required to undertake the Care Certificate if not already completed.
- 1.3 To maintain a high standard of individualised patient care to include a range of delegated clinical care duties relevant to the services provided which may involve taking blood pressure, blood glucose monitoring, wound care and to report any changes in condition or environment to the team leader or nurse in charge.
- 1.4 To advise carers and/or patients how to manage care and promote health education on a person-to-person basis as directed by the team leader or deputy.
- 1.5 Maintain/develop IT skills appropriate to role to be able to record patient observations.
- 1.6 To undertake any other duties required within the service, following consultation with the team leader or deputy.

2. MANAGERIAL RESPONSIBILITIES

- 2.1 Respect and care for patients' property and ensure the economical use of nursing equipment. To submit all claims and work returns promptly.
- 2.2 To ensure that all equipment provided is kept in good order.

3 ADMINISTRATIVE RESPONSIBILITIES

- 3.1 To maintain timely, accurate and legible records of care provided, based upon the care plan incorporating all relevant communication and liaison.

3.2 To record all care given on relevant documentation (including electronic), at the time given.

4. RESPONSIBILITY FOR HUMAN RESOURCES / WORKFORCE

4.1 To regularly work without supervision for all or part of the shift.

4.2 Move to another ward with greater staffing needs when asked to do so

4.3 Counsel and support as appropriate following discussion with senior colleagues.

5. RESPONSIBILITY FOR FINANCE / RESOURCES

5.1 Awareness of budgetary constraints and costs when using equipment to provide patient care.

6. RESEARCH & DEVELOPMENT

6.1 Participate in quality audits, helping to implement recommended changes and report on the results

6.2 To participate in research programmes as necessary.

6.3 To undertake mandatory training and maintain compliance with mandatory training updates.

6.4 To undertake annual appraisal and to be responsible for the achievement of development goals set at appraisal.

6.5 Attend ad-hoc training sessions relevant to role within shift time.

7. POLICY & SERVICE DEVELOPMENT

7.1 Contribute where appropriate to the development and planning of the service provided by the service to ensure the health needs of the practice population are met.

To work within the appropriate policies for own role

8. RESPONSIBILITY FOR INFORMATION / DATA

8.1 To complete Information/Data returns as required.

9. ENVIRONMENTAL FACTORS

9.1 Working conditions in the community and community hospitals are likely to provide exposure to unpleasant conditions, e.g., smells, noise, dust, body fluids, faeces, vomit, emptying bed pans, urinals and catheter bags, and aggressive behaviour.

9.2 There may be a frequent requirement for physical effort whilst performing physical examination manoeuvring patients.

9.3 The post holder may be required to concentrate for sustained periods.

9.4 The post holder may be required to process distressing information relating to service users.

PERSON SPECIFICATION

HEALTH CARE SUPPORT WORKER, BAND 3

1.	KNOWLEDGE, SKILLS AND TRAINING	ESSENTIAL	DESIRABLE
1.1	Willing and able to apply existing experience and gain necessary skills to work effectively in the community, hospitals or other community settings, equivalent to a vocational level 3 qualification.	Yes	
1.2	Willing to professionally develop and undertake further development / training as identified to meet the needs of the service, including Trust Band 3 Extended Skills programme and Care Certificate.	Yes	
1.3	Excellent communication and interpersonal skills.	Yes	
1.4	Excellent interpersonal skills.	Yes	
2.	JOB SPECIFIC EXPERIENCE		
2.1	Desire to work in the primary care setting.	Yes	
2.2	Ability to work on own initiative, but with a commitment to participate in clinical supervision and reflective practice and further develop skills.	Yes	
2.3	Good IT skills.	Yes	
2.4	Community/Hospital experience.		Yes
2.5	Good team player.	Yes	
2.6	Willingness to learn.	Yes	
3.	PERSONAL QUALITIES/ATTRIBUTES		
3.1	Good skills in attentive listening, reinforced by personal qualities of being genuine, non-judgemental and respectful.	Yes	
3.2	Ability to demonstrate warmth and empathy towards patients in the provision of care.	Yes	
3.3	Enthusiastic and motivated.	Yes	
3.4	Ability to prioritise.	Yes	
3.5	Evidence of demonstrating the Trust's values and behaviours.	Yes	
4.	ADDITIONAL REQUIREMENTS		
4.1	Demonstrable skills in written and spoken English to a standard which enables the post holder to carry out the full range of duties and responsibilities of the role effectively.	Yes	
5.	BUSINESS TRAVEL		

5.1	Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business. (working within the Community)	Level 1	
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***Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.
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Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non-essential car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably made by public transport.