

Job title: **Clinical Support Worker (Healthcare Support Worker)**

Band: **2**

Division: **Unplanned Care, Planned Care and Cancer Services**



Contents

| | |
|--|----------------|
| Letter from our Chief Executive | Page 3 |
| Benefits | Page 4 |
| Our mission, vision and values | Page 5 |
| Job description and person specification | Page 6 onwards |

Letter from Adam Sewell Jones, Chief Executive

Thank you for expressing an interest in working here at East and North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this was demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at the New QEII and Hertford County hospitals. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister Hospital in Stevenage.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

We have recently partnered with the world-renowned Virginia Mason Institute in an exciting 3-year programme to create and embed a quality management system – our ENH Production System. Drawing on years of quality improvement and culture change experience, the ENH Production System will equip our teams to identify areas for improvement, make changes and measure impact – all with the patient at the centre.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue on our transformation journey. I hope very much, that after reading this pack, you will want to join us on that journey.

I wish you the best of luck in your application.



Adam Sewell-Jones
Chief Executive

Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

Wellbeing:

- Get confidential advice and support on personal, work, family and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation and health check services
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

Travel:

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

Work/Life Balance:

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

Financial:

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependants

Learning and Development

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

Other:

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

Our vision, mission, and values

Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

Our mission is:

Providing high-quality, compassionate care for our communities

Our values are:



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

Job description

| | |
|-------------------------|--|
| Job title: | Clinical Support Worker (Healthcare Support Worker) |
| Band: | 2 |
| Department: | Across Unplanned Care, Planned Care and Cancer Services divisions |
| Base: | Lister Hospital, Stevenage (You may be required to work on a permanent or temporary basis elsewhere within the Trust) |
| Responsible to: | Ward Manager |
| Responsible for: | N/A |

Job summary:

The Clinical Support Worker role is a vital and valued role within the nursing team. Based on a ward or unit setting, they work collaboratively and co-operatively with others to ensure that we deliver high-quality, compassionate care to patients and their families/carers.

Clinical Support Workers are required to undertake Care Certificate training, which is a nationally identified set of standards that health and social care workers should adhere to in their daily working life.

Clinical Support Workers are invited to undertake the Level 2 Apprenticeship in Clinical Healthcare Support, unless they have already obtained a recognised qualification or experience at a comparable level.

Key working relationships:

Nurses, Midwives, Patients/Relatives/ Carers, Matrons, Heads of Nursing/Midwifery, Dietitians, Therapists, Catering, Estates and Facilities staff

Main responsibilities:

Clinical Responsibilities

1. To assist in the provision of planned nursing care under the supervision of a qualified nurse working in a ward or unit-based setting. This may include helping patients with personal care e.g. wash and carrying out a bed bath, help patients to use the toilet, dressing, maintain patient in a comfortable position, making beds and helping patients at mealtimes.
2. To support the moving and handling of patients following their risk assessment from their care plans from the assessment by a qualified nurse or therapist. Provide repositioning to aid the prevention of pressure sore development.
3. To maintain the safety of patient` personal clothing and property in accordance with agreed policies related to security
4. To ensure all patient information is kept confidentially and follow Trust guidelines related to this.

5. Assist qualified nurses in taking and recording observations as requested, i.e. temperature, pulse, respiration, oxygen saturations and blood pressure, and to report any abnormalities to the qualified nurse. Recording of ECGs.
6. Assist the qualified nurse in the collection of specimens, i.e. stool, urine, MSU, CSU (delete), sputum, and wound swabs.
7. Assist healthcare professionals in carrying out clinical procedures.
8. Assist the qualified nurse by application of a simple dressing upon instruction from the qualified nurse.
9. Assist in the completion of admission details which include next of kin, social situation, and details of patient property.
10. Escort and assist in the safe transfer of patients between wards and within the hospital.
11. Report any concerns relating to patient's health, safety and safety of the environment to a qualified nurse, i.e. where you think a patient is at risk of falls, pressure ulcer development, reduced dietary intake or a change in their observations or appearance.
12. Work collaboratively with others in the ward to ensure that care given is of a high standard and is in accordance with Trust Standards, policies, and procedures
13. Work over the 7-day period undertaking early and late shifts and night shifts on a rota basis

Personal Responsibilities/Education and Development:

14. Ensure the effective and efficient use of resources
15. Maintain health, safety and security and report any concern
16. Make changes to own practice if necessary and offer suggestions for improving services
17. Ensure compliance with legislation, policies and procedures and be aware of your responsibilities to report any concern regarding patient care
18. Commit to the training and development required to gain the Care Certificate and achieve this within an agreed timescale
19. Where required, complete the Level 2 Apprenticeship in Clinical Healthcare Support within an agreed timescale, and commit to the study requirements relating to this
20. Support the Trust's commitment to equality, diversity, and inclusion in all aspects of work

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from

time to time in the lights of changing circumstances and in consultation with the job holder.

Supplementary job description information:

Confidentiality

Each of us have a personal responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

Health and Safety

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

Sustainable Development

We recognise the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

- Reducing environmental impact achieved by greener waste disposal and travel, energy and water consumption
- Being a good community role model and supporter of the local economy
- Providing excellent value for money
- In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally-responsible organisation. You recycle at home, we ask that you do the same simple things at work
- When you can, use public or inter-site transport, cycle between sites and claim for mileage
- Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust
- Always switch off lights, PCs and other electrical appliances when not in use
- Don't waste water

Safeguarding

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

Infection Control

You are expected to take individual responsibility to ensure working practice is safe.

Continuous Improvement

As part of our commitment to continuous improvement, we want to ensure that our culture and ways of working reflect and embed the philosophy and methodologies of our East and North Hertfordshire Production System (ENHPS). As a result, you may be invited to attend and complete relevant training and Kaizen (continuous improvement) events to support this commitment. Full attendance and completion of identified courses will be considered mandatory for this post.

Equality, Diversity and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach, and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles Work in partnership with other professional, health and social care organisations, trade union and voluntary sector organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

Person specification

| Requirements | Essential | Desirable |
|---|--|-------------------------------------|
| <p>Qualifications / Training</p> <p>Previous experience in a healthcare setting or caring environment</p> <p>Committed to undertake the Care Certificate course within the first 12 weeks of commencing</p> <p>Care Certificate</p> <p>GCSEs (or equivalent qualification or standard) in English and Math</p> | | <p>X</p> <p>X</p> <p>X</p> <p>X</p> |
| <p>Previous Experience</p> <p>Experience of healthcare or care work</p> <p>Experience of working with the general public or a range of different people</p> | | <p>X</p> <p>X</p> |
| <p>Skills</p> <p>Ability to communicate effectively in a variety of settings with patients, relatives, carers and other members of staff of varying levels of understanding</p> <p>Evidence of being self-motivated</p> <p>Evidence of working effectively as part of a team</p> <p>Basic IT skills – ability to use keyboard or willingness to develop</p> <p>Excellent time management and organisational skills</p> <p>Excellent interpersonal skills and the ability to use them to communicate effectively with patients within a multi-disciplinary team</p> <p>Ability to work in a busy, sometimes pressurized environment</p> <p>Ability to work to deadlines</p> <p>Ability to use judgement on when to escalate issues and problems</p> | <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> | |

| | | |
|---|-----------------------------|-------------------|
| | | |
| Knowledge Understand the role of a clinical support worker (healthcare support worker) | X | |
| Other requirements Understanding of, and commitment to equality, diversity and inclusion Role model our trust values every day Able to commit Level 2 Apprenticeship in Clinical Healthcare Support, where applicable, and achieve completion within an agreed timescale Role model our Trust values every day | X X X | X |