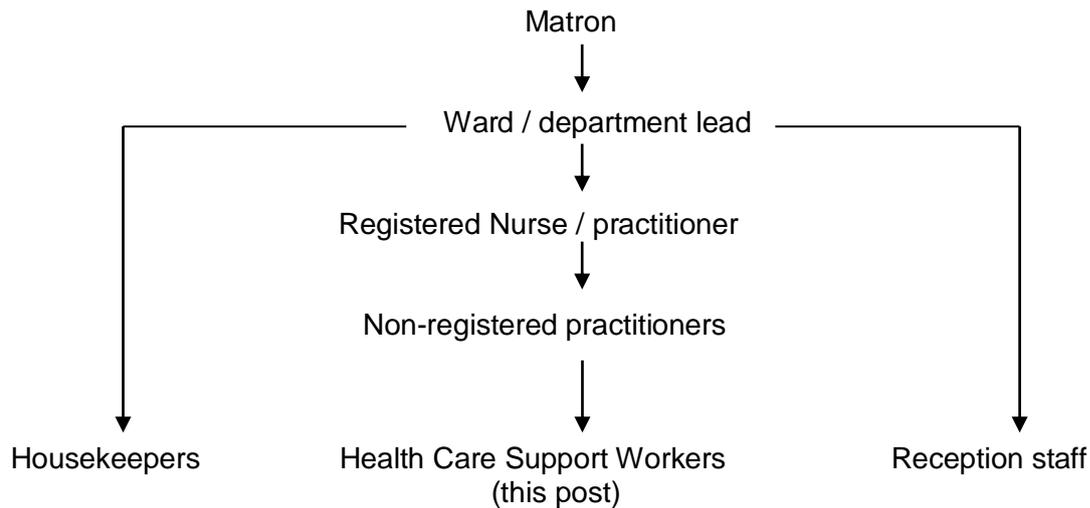


Job Description

1. Job Details	
Job title:	Health Care Support Worker
Current Job grade:	Band 2
Reports to (Title):	Ward/department Lead
CMT:	
Department/Ward:	
Location/Site:	

2. Job Purpose
<p>Working under delegation and supervision of a registered health care practitioner, the Health Care Support Worker (HCSW) will undertake defined responsibilities appropriate to their role in the workplace setting. Complying with Trust policies, protocols, guidelines, the fifteen standards of the Care Certificate and the national strategy of Compassion in Practice, they will ensure safe, compassionate and competent care delivery to our patients and service users at all times.</p> <p>It is an expectation that all newly appointed staff that are new to care will complete the Care Certificate within the first twelve weeks of employment with the Trust, as part of their induction.</p> <p>It is a requirement of United Lincolnshire Hospitals NHS Trust that all HCSWs adhere to the Code of Conduct for healthcare support workers and adult social care workers.</p> <p>This job description is written under the headings of the six enduring values and behaviours that underpin the Compassion in Practice strategy – the 6Cs.</p>

3. Organisation Chart



Compassion in Practice lays out the vision and strategy for nurses, midwives and caregivers in England. Compassion in Practice is underpinned by the values and behaviours outlined in the 6Cs: care, compassion, competence, courage, communication and commitment. The expectations of our HCSWs role in line with the 6Cs is defined below:

Care

Care is our core business. The care we deliver helps the individual person and improves the health of the whole community. Caring defines our work and us. People receiving care expect it to be right for them consistently throughout every stage of their life.

We expect our HCSWs to:

- Put our patients at the centre of all that we do and deliver quality of care as well as quality of treatment
- Recognise and respond to emotional discomfort, stress and distress in self and others, and offer the appropriate level of support

Compassion

Compassion is how care is given through relationships based on empathy, respect and dignity; it can also be described as intelligent kindness and is central to how people perceive their care.

We expect our HCSWs to:

- Treat individuals with courtesy and respect individual needs at all times.
- Demonstrate an awareness of differing cultural beliefs and practices, responding in a respectful, non-judgemental manner.
- Promote and value the rights, responsibilities and diversity of individuals.

Competence

Competence means those in caring roles must have the ability to understand an individual's health and social needs, and the expertise, clinical and technical knowledge to deliver effective care and treatments based on research and evidence.

We expect our HCSWs to:

- Demonstrate an understanding of health and illness and knowledge of patient care pathways
- Actively seek professional development opportunities for self
- Demonstrate the ability to apply and share learning in the practice setting.
- Demonstrate a commitment to continued professional development activities (CPD)
- Continuously develop own clinical skills, knowledge and competence, reflecting on own practice to identify future personal developments.
- Participate in appraisal and training as required to meet individual and service needs.
- Be responsible and accountable for own practice and behaviour, working within limits of competence and abilities at all times
- Maintain confidentiality at all times.

Communication

Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say and do, and essential for "no decision about me without me". Communication is the key to a good workplace with benefits for staff and patients alike.

We expect our HCSWs to:

- Consistently demonstrate the ability to communicate effectively with patients, carers, work colleagues and visitors
- Identify potential barriers to communication and employ the most appropriate means of reducing them
- Record and report back accurately on outcomes from delivery of planned individual programmes of care
- Offer information to the team on how to meet individuals needs based on observations and own experience.
- Offer insights and make suggestions for care delivery and service improvement.
- Contribute to the multi-disciplinary team (MDT), presenting information in a concise and accurate manner
- Demonstrate understanding of boundaries to confidentiality, communicating information only to those who have the right and need to know it, consistent with legislation and Trust policies and procedures.
- Accurately report and record information and work activities
- Participate in meetings within clinical areas as and when required.
- Ensure appropriate and secure use forms of electronic communication and data systems, for example (but not wholly inclusive of) MEDWAY, intranet, email, DATIX, EDD, E-Roster.

Courage

Courage enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.

We expect our HCSWs to:

- Recognise when boundaries of practice may be breached and to report such concerns in a timely and appropriate manner
- Recognise the limitations of knowledge, ability and competence of self and others and take

appropriate action where there is cause for concern.

- Recognise and be able to respond appropriately to challenging behaviour.
- Report all issues, including accidents and incidents involving self, patients, staff or visitors, that may put health, safety and security at risk

Commitment

A commitment to our patients and populations is a cornerstone of what we do. We need to build on our commitment to improve the care and experience of our patients, to take action to make this vision and strategy a reality for all, and meet the health and social care challenges ahead.

We expect our HCSWs to:

- Act as a role model by upholding and implementing good practice in the workplace, always ensuring the highest standards of patient care.
- Promote and protect the reputation of the service
- Contribute to and participate in the development of a culture that is committed to innovation and quality improvement.
- Present a positive image of self and the clinical area / Trust

4. Specific duties

Working with the support and supervision of the registered practitioner, the Health Care Support Worker (HCSW) will:

1. Undertake clinical and therapeutic care activities in the clinical setting within set protocols and within scope of the HCSW remit. This includes the ability to:
 - Contribute to and assist in assessment of immediate and ongoing needs of the individual in order to develop individualised care plans
 - Support registered practitioners in provision and delivery of high quality care
2. Undertake a range of clinically specific skills appropriate to the delivery of patient care in a specific clinical area with the appropriate level of training and competence. Such skills include the ability to:
 - assist individuals in maintaining personal hygiene, grooming and dressing needs, ensuring privacy and dignity at all times and with due respect for cultural and religious requirements,
 - Contribute to a therapeutic environment to aid patient rest and sleep.
 - Contribute to the prevention of pressure area damage. Within limits of competence, utilise appropriate risk assessment tools and prescribed pressure-relieving equipment appropriately as per Trust guidelines.
 - Assist and support patients with elimination as required. Maintain accurate fluid balance and elimination records.
 - Contribute to the safe admission, transfer and discharge of patients, in accordance with Trust policies.
 - Contribute to the performance of effective and timely discharge planning where appropriate.
 - Contribute to implementation and evaluation of the plan of care for wound management as directed by a registered practitioner.
 - Contribute to ensuring appropriate nutritional intake of all patients with due consideration to dietary and cultural needs. Within limits of competence and where delegated, undertake nutritional screening as per protocol, referring to registered practitioner as appropriate.
 - Within limits of competence, undertake and record accurately a range of patient physiological observations as required in clinical area. These may include (but are not wholly inclusive of) measurement of temperature, pulse, respiration, blood pressure, urinalysis, early warning scores, oxygen saturation levels, electrocardiography, blood glucose

measurement.

- Recognise and take appropriate, prompt action when recording adverse physiological observations
- Within sphere of responsibility and competence, obtain requested specimens and ensure timely transportation to the appropriate department.
- Participate in and assist with basic and intermediate cardio-pulmonary resuscitation procedures
- Ensure appropriate medicines management commensurate with the role of the HCSW and under supervision of the registered practitioner, following Trust and legal frameworks at all times.
- Undertake a range of procedures relevant to clinical sphere of responsibility and within limits of competence. These may include (but are not wholly inclusive of) venepuncture, simple wound care management, removal of skin closures, bowel and bladder care, passive movements.
- Contribute to preparation, maintenance and appropriate utilisation of clinical equipment, instruments and materials in support of safe clinical care delivery.

3. Participate in and contribute to effective teamwork. This includes the ability to:

- Take a defined role within the team and work as an effective and responsible team member.
- Organise and prioritise own workload, time and resources effectively to reduce risks to the quality of service delivery.
- Support registered and non-registered colleagues, to include learners, in the delivery of quality care.
- Actively participate in team development.

4. Contribute to, and actively participate in, the maintenance of an effective, quality, learning environment. This includes the ability to:

- Use knowledge and experience to adapt own practice
- Participate in the induction of new staff members to impart specific local knowledge of the clinical area.
- Participate in the delivery of health promotion for all patients and relatives as appropriate.
- Contribute to research and clinical audit initiatives as appropriate.

5. Assist in maintaining a healthy, safe, secure, and effective environment for patients and staff. This includes to:

- Demonstrate an awareness of and compliance with policies regarding the Mental Capacity Act, safeguarding vulnerable adults and children, legal rights and complaints procedures.
- Highlight safeguarding concerns where these present
- Demonstrate an awareness of promoting positive health and wellbeing for an individual who may have a mental health condition, dementia or learning disability
- Understand adjustments in care delivery that might be required for an individual who may have a mental health condition, dementia or learning disability
- Adhere to Trust health, safety and security policies and procedures
- Actively participate in prevention and control of infection practices
- Manage and dispose of waste and spillages in accordance with local health and safety policies
- Work in a way that minimises risks with regard to moving and handling people and/or goods, using equipment as appropriate
- Summon immediate help for any emergency and take appropriate action to contain it
- Ensure the most effective and economical use of all supplies and equipment
- Ensure the safe custody of patients' valuables and property
- Attend core learning and other training, as required by the Trust

6. Exhibit professional behaviour and attitude at all times. This includes the ability to:

- Demonstrate awareness of own values and beliefs and how these might impact on behaviour and practice
- Work in accordance with equality and diversity frameworks at all times
- Be familiar with and adhere to Trust policies and procedures to ensure optimum patient care and safety of patients and staff.
- Adhere to Trust uniform policy at all times.
- Take personal responsibility for keeping up to date with new developments and participate in research/ clinical audit when appropriate and within remit of role.

5. Physical and Mental Skills

1. Ability to undertake a range of clinical skills relevant to area of work.
2. Good written and verbal communication skills, report writing.
3. Clerical and IT skills
4. Ability to use medical equipment such as, for example, sphygmomanometer, glucose meter and other equipment to undertake clinical skills such as recording of physiological observations
5. Able to undertake patient assessments within agreed protocols
6. Able to develop good working relationships with colleagues, carrying out delegated duties and exchanging information with a wide and varied group of staff including:
 - Patients, relatives and carers.
 - Ward / department nursing team
 - Directorate nurses / practitioners
 - Other multi-disciplinary team members, including allied health professionals, specialist nurses, medical staff
 - Student nurses and other learners on placement to the ward or department

6. Responsibilities of the Post Holder

1. Is responsible for provision of and contributing to delivery of high quality, safe, effective care to patients as an integral part of the multi-disciplinary team and within the limits of own knowledge, skills and competence.
2. To share knowledge and skills with others
3. To respect the right of patient confidentiality
4. At all times to work within the Trust's policies and procedures.
5. To supervise less experienced members of the team including learners
6. United Lincolnshire Hospitals Trust is committed to safeguarding and promoting the welfare of children, young people and adults, both as service users and visitors to Trust premises. All staff have a responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities and that they are aware of and work within the safeguarding policies of the Trust
7. The post holder is expected to treat patients, service users and carers with courtesy, care and compassion at all times, treating each person as an individual by offering a personalised service. Trust staff will adopt behaviours and attitudes that promote, support and respect privacy and dignity in accordance with the Trust Dignity policies and dignity in care pledges. Staff are expected to challenge poor practice in relation to dignity and treat each other with respect.
8. United Lincolnshire Hospitals Trust is committed to providing consistently excellent and safe

patient-centred care for the people of Lincolnshire, through highly skilled, committed and compassionate staff working together. We do this by putting our patients at the centre of all that we do and providing the best quality care with passion and pride. We have a set of values that inform every action we take and every decision we make. They are the foundation of what United Lincolnshire Hospitals NHS Trust stands for, and encompass a desire in all of us to provide the highest quality of care to patients and each other.

All staff are required to advocate, champion and demonstrate the below values and behaviours

Patient centred	I am fully committed to providing the very highest standards of care to our patients
Safety	I do everything I can to keep my patients and my colleagues safe
	I keep my environment clean and tidy
	I recognise when something is going wrong and I have the courage to do something about it
Compassion	I show a genuine concern for my patients and my colleagues
	I communicate well with others, listening and showing an interest in what they have to say
	I am positive, approachable and friendly
Respect	I treat my patients and my colleagues with dignity and respect
	I work openly and honestly as part of an effective team
	I keep my promises and do what I say I will, when I said I will, or I will provide an explanation if I can't
Excellence	I will always go the extra mile and improve things for my patients and my colleagues
	I am competent to carry out my role and committed to my personal and professional development
	I will share good ideas and best practice and encourage my team members to do so too

7. Freedom to Act

The Health Care Support Worker will work under the direct and indirect supervision of a registered practitioner. The Health Care Support Worker will work independently within Trust policies and procedures, within limits of competence and ability.

8. Physical, Mental and Emotional Effort Required

1. The role may require frequent exposure to distressing emotional circumstances.
2. Moderate physical effort for short and long periods, moving and handling and positioning patients and equipment
3. Assisting with difficult and emotional issues such as with dying patients and their relatives and carers.
4. Communicating with patients, relatives and carers.

9. Outline of Working Conditions

- Works in an area, which complies with the Trust's Health & Safety Policy
- Limited exposure to hazardous substances but these are controlled
- May be exposed to violent and aggressive patients and members of the public
- Frequent exposure to highly unpleasant working conditions i.e. dealing with bodily fluids.
- Occasional exposure to extremes of temperature due to poor heating / ventilation in some clinical areas.
- Any other duties which may be required from time to time, which will be discussed and agreed with the Ward / Department lead.

Person Specification

Post of Health Care Support Worker (substantive post)

Job Related Criteria	Essential	How Identified	Desirable	How Identified
Qualifications (Academic, Professional & Vocational)	<ul style="list-style-type: none"> Literacy and numeracy qualifications equivalent to Functional Skills level 1 or above (e.g. GCSE grade C or above) 	<p>Application Form/Certificate</p> <p>Application Form/Certificate</p>	<ul style="list-style-type: none"> Literacy and numeracy qualification equivalent to Functional Skills level 2 (e.g. GCSE grade C or above) Completed apprenticeship in relevant field of practice Successful completion of the Care Certificate NVQ Level 2/3 in a Health Related area or equivalent experience ECDL qualification or equivalent 	<p>Application Form/Certificate</p> <p>Application Form/Certificate</p>
Previous Experience (Nature & Level)	<ul style="list-style-type: none"> Experience of working in a customer focused environment Experience of using computer systems for data entry and retrieval 	<p>Application Form/Interview</p> <p>Application Form/Interview</p>	<p>Previous experience of working in a health / care setting</p>	<p>Application Form/Interview</p>
Evidence of Particular: - Knowledge - Skills - Aptitudes	<ul style="list-style-type: none"> Understanding the role of the Health Care Support Worker Ability to manage time effectively Ability to work effectively on an individual basis and as part of a multi-disciplinary 	<p>Interview</p> <p>Interview</p> <p>Interview</p>	<p>Working knowledge of Health and Safety, Infection Prevention and Manual Handling</p>	<p>Interview</p>

	<p>team</p> <ul style="list-style-type: none"> • Ability to work in a demanding and busy environment • Good customer care skills • Good written and verbal communication skills • Ability to forge effective working relationships with both patients, their relatives and colleagues • Knowledge of confidentiality, infection prevention and dignity in care within the workplace • Ability to prioritise and manage daily workload • Awareness and Knowledge of the dignity in care agenda. • Ability to evidence/demonstrate key values and behaviours in line with both the Trust framework: <ul style="list-style-type: none"> ➤ Patient Centred ➤ Safety ➤ Compassion ➤ Respect and ➤ Excellence 	<p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application form/ Interview</p>		
Specific Requirements	<ul style="list-style-type: none"> • Flexible in approach to work – must be able to undertake shift work where required • Ability to use own initiative • Committed to on-going personal development • Willing to undertake further education, training and development relevant to the post. 	<p>Interview</p> <p>Application Form/ Interview</p> <p>Interview</p>		

Job Description Agreement

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

Signature

Date

Job Holder:

Line Manager: