

Job description and specification



Healthcare/Social Care Support Worker Band 3



JOB DESCRIPTION

JOB TITLE: Healthcare/Social Care Support Worker

BAND: 3

RESPONSIBLE TO: Band 5 Registered Nurse/Band 4 Senior Support Time Recovery Worker

KEY RELATIONSHIPS:

Internal	External
Own Team Line Manager Practice Improvement Team Safeguarding Team Infection Control Pharmacy Patient Experience	GP Doctors Social Care Voluntary Sector Acute Care Patient/Service Users

CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

As a Healthcare/Social Care Support Worker the post holder will follow the Code of Conduct for Healthcare Support Workers in England:

1. Be accountable by making sure you can answer for your actions or omissions.
2. Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use health and care services and their carers at all times.
3. Work in collaboration with your colleagues to ensure the delivery of high quality, safe and compassionate healthcare, care and support.



4. Communicate in an open, and effective way to promote the health, safety and wellbeing of people who use health and care services and their carers.
5. Respect a person's right to confidentiality.
6. Strive to improve the quality of healthcare, care and support through continuing professional development.
7. Uphold and promote equality, diversity and inclusion.

Key Responsibilities:

The post holder will be responsible for managing a defined group of patients with complex needs, including a wide range of physical disabilities as well as cognitive, perceptual and mental health problems. They may have acute or chronic conditions and will be treated individually or in group settings using evidence based practice as defined below:

- Work as part of the relevant team to provide care to patients in the community setting either in their own home, clinics or inpatient units.
- Responsible for own work and that of others within a broad framework.
- Carrying out and monitoring treatment programmes as directed.
- Forming part of an interdependent multi-disciplinary team helping to ensure that their input is integrated in to the patients overall care & treatment plans.
- Promoting the recovery of patients and maintain their independence in the community.

Leadership

- Be responsible for a delegated patient group following initial assessment by the registered nurse/Senior STR Worker, carrying out interventions, including goal setting, outcomes, risk assessment and discharge.
- Undertake duties identified in each client's individual care plan which the post holder is trained, competent and confident to perform.
- Monitor patient's progress, taking account of their environment and adjust own clinical interventions accordingly.
- Follow the treatment plan and feedback on the patient's progress and highlight need for re-assessment when needed.
- Implement, evaluate and modify nursing interventions as directed.

Clinical Skills

- Work alone at times in the clinical environment and in the community, under the direction of the registered nurse/Senior STR worker and always with access to support and supervision.
- Modify intervention as needed depending on risk assessment, the situation and own skills and knowledge. Refer back to the registered nurse/Senior STR Worker for support and advice ensuring that they are aware of any modifications made.
- Support patients by identifying early signs of relapse and alert appropriate staff involved in the patients care.
- Provide support with regards to daily living, including self-care.
- Inform patients of facts using empathy, understanding and reassurance, adjusting communication style to the needs of the patient. This includes promoting and upholding the rights and diversity of individuals.
- Deal calmly and professionally with direct/indirect exposure to angry or distressed patients or highly distressing or emotional information (e.g. complaints and serious incidents) about services and staff performance.
- Demonstrate an understanding of nursing and apply this using specific knowledge and skills.



- Develop knowledge of nursing techniques and clinical skills, using competency frameworks as appropriate to the setting, and to patients with a wide range of conditions.
- Understand and deliver care in line with NELFT Safeguarding Policies (Adults and Children) and the Whistle Blowing Policy. Discuss issues of safeguarding with staff and ensure appropriate advice is sought and received when required.
- Work collaboratively with other services, which may include children's services. Ensure robust communication and liaisons where relevant information, relating to a child or young person (0-19), is obtained during the course of their work.
- Order equipment & resources as agreed or directed by the registered nurse/Senior STR Worker.
- Understand and apply the eligibility criteria for services and adhere to organisational standards of practice.
- Reflect on and evaluate your own values, priorities, interests and effectiveness.
- Promote health, safety and security in the work setting.
- Understand how to enable, move and position individuals in accordance with their plan of care.
- Demonstrate, and instruct, on the use of equipment to ensure safety.
- Advise family on prevention of accidents.
- Report any incident/untoward incidents/near misses to self, patients or carers to the manager.
- Minimise the risk of spreading infection by cleaning, disinfecting and maintaining environments. Perform hand hygiene and use personal protective equipment to prevent the spread of infection.
- Recognise the need for further advice, guidance and support as appropriate.

Computer/Administration

- Organise own day to day activity in liaison with the registered nurse/Senior STR Worker, including co-ordinating patient appointments, organising home visits, liaising with patients, carers and transport services.
- Exercise good personal time management, punctuality and consistent reliable attendance.
- Manage frequent interruptions to respond to requests from other staff.
- Analyse basic patient information to make informed decisions.
- Maintain accurate and complete patient records.
- Keep up to date with relevant Health and Social Care developments.
- Participate in the planning, reviewing and development of services.
- Contribute to research and development being carried out, collect information and evidence as requested. This includes maintenance and dissemination of information (written and electronic).
- Undertake and assess risk assessments providing feedback to the team as necessary e.g. in relation to lone working. Manage risk effectively within various settings.
- Maintain stocks of equipment and ensure safe, competent and efficient use of equipment which is well maintained. Report any defects.

Communication

- Form professional relationships with patients and carers and communicate with them in a way that respects their views, autonomy and culture.
- Communicate with other staff and agencies as appropriate in written and oral format to report on patient performance and progress.
- Contribute to multi-disciplinary meetings and case conferences, helping to ensure that there is an integrated approach, which benefits the patient's overall care and discharge plans.



- Ensure that service users engage effectively with the agreed care plan and access appropriate services.
- Constructively manage barriers to effective communication.
- Assist in obtaining valid patient consent and work within a legal framework with patients who lack capacity to consent to treatment.
- Instruct and guide individuals/groups of patients in therapeutic programmes and activities. This includes, where appropriate, facilitate in the orientation of newly transferred clients in the ward/community recording their property and supporting them as they settle in (when working in in-patient settings).
- Report effectively to the relevant team on patients' performance and progress.
- Attend meetings and feedback relevant information.

Training

- Participate in the Trusts Performance Appraisal scheme and be responsible for own personal CPD (continuous personal development) by identifying own areas of development, and undertaking relevant activities to meet objectives.
- Keep a record of own training and development.
- Share knowledge and experiences both formally and informally.
- Take a flexible approach in supporting colleagues during times of workload pressures.
- Participate in the training, induction and teaching of related skills and techniques to other support staff.
- Actively participate in clinical supervision.
- Actively participate in management supervision.

Specific Tasks directly related to the post:

Please note that this job description is not exhaustive. The post holder may have specific skills which mean that they may work outside of the competency boundaries for this role.



For HR Use Only:

Date of template: 1 January 2015

Version: 1

For Manager Use Only:

Date last reviewed: 23 October 2014

Date to be reviewed: Insert date job description to be reviewed by manager

Signed: **Dated:**
(Manager)

Signed: **Dated:**.....
(Employee)



Additional Information

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

Safeguarding Children and vulnerable adults

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

Standards of Business Conduct & Conflict of Interest

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

Sustainability

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.



Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

Codes of Conduct

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.



Equality and Diversity

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

Key Performance Indicators (KPI)

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.



Person Specification

	Essential	Desirable	Measurement
Demonstration of Trust Values			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
Qualifications			
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Assessment
Relevant NVQ level 3 or equivalent	✓		Application Form Interview
Demonstrates a commitment to further learning and development		✓	Application Form Interview
Experience			
Relevant experience in a healthcare setting and base level of theoretic knowledge	✓		Application Form Interview Assessment
Working with the public	✓		Application Form Interview Assessment
Ability to work as part of a team	✓		Application Form Interview Assessment
Knowledge			
Knowledge and understanding of equipment for independence	✓		Application Form Interview Assessment
Awareness of relevant nursing techniques	✓		Application Form Interview Assessment
Knowledge of patient/client conditions relevant to the community setting	✓		Application Form Interview Assessment



Understand the need for professional conduct	✓		Application Form Interview Assessment
Health, safety and risk awareness in care settings	✓		Application Form Interview Assessment
An awareness of NHS Plan, NSF and clinical governance priorities	✓		Application Form Interview Assessment
Skills			
Ability to work under own direction	✓		Application Form Interview Assessment
Ability to work under pressure and with flexibility	✓		Application Form Interview Assessment
Basic awareness of IT and IT skills including knowledge of Microsoft Word and Excel	✓		Application Form Interview Assessment
Competent listening and observation skills	✓		Application Form Interview Assessment
Good level of communication skills (written and verbal)	✓		Application Form Interview Assessment
Positive interpersonal skills	✓		Application Form Interview Assessment
Ability to teach technical skills and life skills to patients	✓		Application Form Interview Assessment
Able to contribute to the training of other staff/students	✓		Application Form Interview Assessment
Understand need for patient confidentiality	✓		Application Form Interview Assessment
Awareness of the needs of elderly people	✓		Application Form Interview Assessment
Awareness of community issues	✓		Application Form Interview Assessment
Empathy for different client groups	✓		Application Form Interview Assessment
Other			
Able to travel efficiently throughout the area	✓		Application Form Interview Assessment

