

## JOB DESCRIPTION

### 1. JOB DETAILS

Job Title:	Healthcare Support Worker
Band:	2
Care Group:	Urgent Emergency & Eldercare
Location:	Royal Cornwall Hospitals NHS Trust

### 2. JOB PURPOSE

The Healthcare Support Worker works as part of the ward/department team under the supervision of registered nurses and midwives and:-

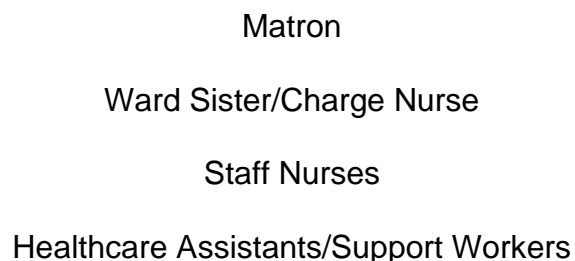
- Participates in the delivery of patient care
- Contributes towards ward/department organisation
- Supports registered nurses in the provision of a safe and caring environment

***A Band 2 HCSW will be expected to perform the following activities and achieve the required level of competence within a time frame agreed with their manager and with reference to RCHT HCSW Development Strategy; attendance at the HCSW Induction Programme, Development study days and annual HCSW update day along with completion of the appropriate QCF training.***

### 3. DIMENSIONS

Key working relationships with all members of the multi-professional team, including nursing and medical staff, allied health professionals and support workers

### 4. ORGANISATION CHART



## **5. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED**

### **Communication**

- Demonstrate throughout all interventions and tasks the RCHT Nursing and Midwifery 5 key elements and Trust values
- Communicate clearly, effectively and appropriately with the multidisciplinary team, patients and their family/visitors/carers
- Respond appropriately to queries, take phone messages and pass on written and verbal information to patients
- Provide basic information to patients, family/visitors/carers and colleagues
- Aware of the importance of accurate documentation and contribute to reports of patients' activity and progress
- Accept constructive feedback.
- Give constructive feedback to colleagues.
- Participate in discussions about patient care and ward/departmental development, including handover and team meetings
- Maintain patient confidentiality
- Maintain professional boundaries and working relationships with patients and colleagues

### **Personal and People Development**

- Understand own level of responsibility and accountability in relation to trained staff
- Identify own learning needs and produce a personal development plan in conjunction with the ward sister/charge nurse
- Participate in annual staff appraisal, staff development and in-service training activities in line with the Knowledge and Skills Framework
- Attend Trust/local orientation programmes, mandatory training sessions and annual updates
- Take part in reflection and appropriate learning from practice, in order to maintain and develop competence and performance
- Be prepared to undertake a vocational programme

### **Health, Safety and Security**

- Assist in maintaining a clean environment that is conducive to safe practice
- Report any issues at work that may put health, safety and security at risk
- Summon immediate help for any emergency and take appropriate action to contain it
- Understand the principles and practice of Infection Control
- Work within own personal/professional limitations and seek help of others to maintain safe practice.
- Identify potential risks for all staff, patients and visitors and assist with relevant incident reporting procedures
- Clean patient equipment as required
- Handle and dispose of all body fluids in accordance with universal precautions

### **Service Improvement**

- Undertake administrative and clerical tasks associated with patient care to facilitate the smooth running of the ward/department
- Maintain adequate levels of stock, equipment and materials and facilitate the efficient, effective use of resources; report when availability falls below an acceptable standard or level
- Pass on constructive views and ideas for improving services to ward sister/charge nurse

### **Quality**

- Ensure a welcoming, caring and safe environment is provided for the patient and their family/visitors/carers
- Aware of and maintains required standard of care
- Ensure that patient areas are kept clean and tidy
- Comply with Trust/local policies and procedures

### **Equality and Diversity**

- Carry out duties and responsibilities with regard to the Trust's Equal Opportunity policy
- Recognise the importance of people's rights and act in accordance with legislation, policies and procedures
- Act in ways that acknowledge and recognise peoples' expressed beliefs, preferences and choices; respecting diversity and valuing people as individuals
- Take account of own behaviour and its effect on others

### **Enablement to address health and wellbeing needs**

- Maintain and improve the patient's mobility using appropriate equipment and handling techniques
- Assist the patient to be as comfortable as possible, i.e. help with moving and positioning the patient using appropriate equipment
- Assist with checking pain levels and requesting pain relieving medication on patient's behalf
- Involve the patient in shared decision-making and obtain their consent before undertaking nursing procedures
- Prepare appropriately for the activity to be undertaken
- Support and encourage the patient to meet their own health and wellbeing need

### **Provision of care to meet health and wellbeing needs**

- Work co-operatively as part of the multi-disciplinary team, helping nursing, midwifery and other clinical staff in routine work associated with patient care
- Support qualified nurses in the implementation of programmes of care within the limits of the HCSW's knowledge and competence
- Provide comfort, reassurance and support to patients and/or their carers if anxious or distressed
- Assist with essential patient care, e.g. making beds, sorting clean linen, distributing menu cards etc.

- Assist patients to become as independent as possible by giving the appropriate level of support as delegated and under supervision
- Maintain patients' personal and oral hygiene, e.g. help with dressing/ undressing, giving bed baths, mouth and skin care, assisting with pressure area care
- Escort patients to other departments
- Have a basic understanding of special dietary needs and implications for the patient's condition
- Ensure adequate hydration and nutritional intake – including feeding patients
- Record intake and output and understand the need for accuracy
- Assist patients to access and use appropriate toilet facilities, ensuring privacy and dignity are maintained
- Record routine observations as designated by the nurse in charge (following training and having been assessed as competent, e.g. TPR & BP, urine tests, ECG)
- Alert trained staff promptly of changes in the patient's condition or any possible risks

### **Information Processing**

- Able to use RCHT nursing documentation at a basic level to input and retrieve information as required

## **6. GENERAL**

- Adhere to the RCHT commitment to the CARE Challenge and adopt a professional approach to customer care at all times
- Comply with the Trust's Equal Opportunities Policy and treat staff, patients, colleagues and potential employees with dignity and respect at all times
- Take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure
- Take personal responsibility for ensuring that RCHT resources are used efficiently and with minimum wastage, and to comply with the Trust's Standing Financial Instructions (SFIs)
- Comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps
- In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic
- Be aware of and adhere to all Trust policies and procedures, the Health and Safety at Work Act and the Data Protection Act
- Maintain confidentiality at all times

## 7. OTHER

These guidelines are provided to assist in the performance of the contract but are not a condition of the contract. The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

All staff will be regularly assessed on their knowledge, skills and behaviour, and application of all aspects of the job description, in line with the Trust's Personal Development Review (PDR) process.

Staff will also be expected to abide by the relevant code of professional practice relating to their discipline.

**THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER**

## 8. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of  
Department Signature:

Date:

Title:

Please note:  
Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

**The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.**

**Person Specification for the Post of: Healthcare Support Worker Band 2**

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

<b><u>ATTRIBUTES</u></b>	<b>REQUIREMENTS</b>		<b>METHOD OF ASSESSMENT</b>
	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	
<b>QUALIFICATIONS</b>	Basic literacy and numeracy skills.	GCSE or equivalent in English and Mathematics.  Willingness and ability to gain NVQ level 2 in "Direct Care" or "Health" or "Health and Social Care".	Qualification Certificates  Application form
<b>EXPERIENCE</b>		Working in a team.	Application form  Interview  References
<b>COMMUNICATION</b>	<p>Able to communicate accurately and effectively with patients and colleagues, verbally and in writing.</p> <p>Able to follow instructions and complete assigned tasks.</p> <p>Able to deal with the public in person and on the phone.</p> <p>Able to support and reassure patients/carers in distress.</p> <p>Understands importance of maintaining confidentiality.</p>	Good IT skills.	Application form  Interview  References

	Able to demonstrate a good standard of written English.		
<b>PERSONAL AND PEOPLE DEVELOPMENT</b>	<p>Demonstrates understanding of own role within the team.</p> <p>Willing to produce a personal development plan with manager.</p> <p>Willing to undertake a vocational programme.</p> <p>Willing to undertake in-house study.</p>		<p>Application form</p> <p>Interview</p> <p>References</p>
<b>EQUALITY AND DIVERSITY</b>	<p>Experience of giving care in a multi-cultural environment.</p> <p>Knowledge and understanding of the importance of equal opportunities.</p> <p>Demonstrates understanding of importance of maintaining privacy and dignity.</p>		<p>Application form</p> <p>Interview</p> <p>References</p>
<b>PERSONAL ATTRIBUTES</b>	<p>Presents self in a professional manner.</p> <p>Demonstrates the Trust values.</p>	Willingness to undertake career progression.	<p>Application form</p> <p>Interview</p> <p>References</p>
<b>TRAINING</b>	Mandatory Training.		Mandatory Training
<b>ADDITIONAL CIRCUMSTANCES</b>	<p>A Disclosure and Barring Service check satisfactory to the organisation.</p> <p>Occupational Health Clearance.</p> <p>Ability to undertake duties.</p> <p>Post-holder must comply with professional code of conduct and / or code</p>		<p>DBS Clearance</p> <p>OH Clearance</p>

	of conduct for NHS managers where applicable.		
<b>SPECIFIC REQUIREMENTS</b>	Flexible approach to shift patterns.		