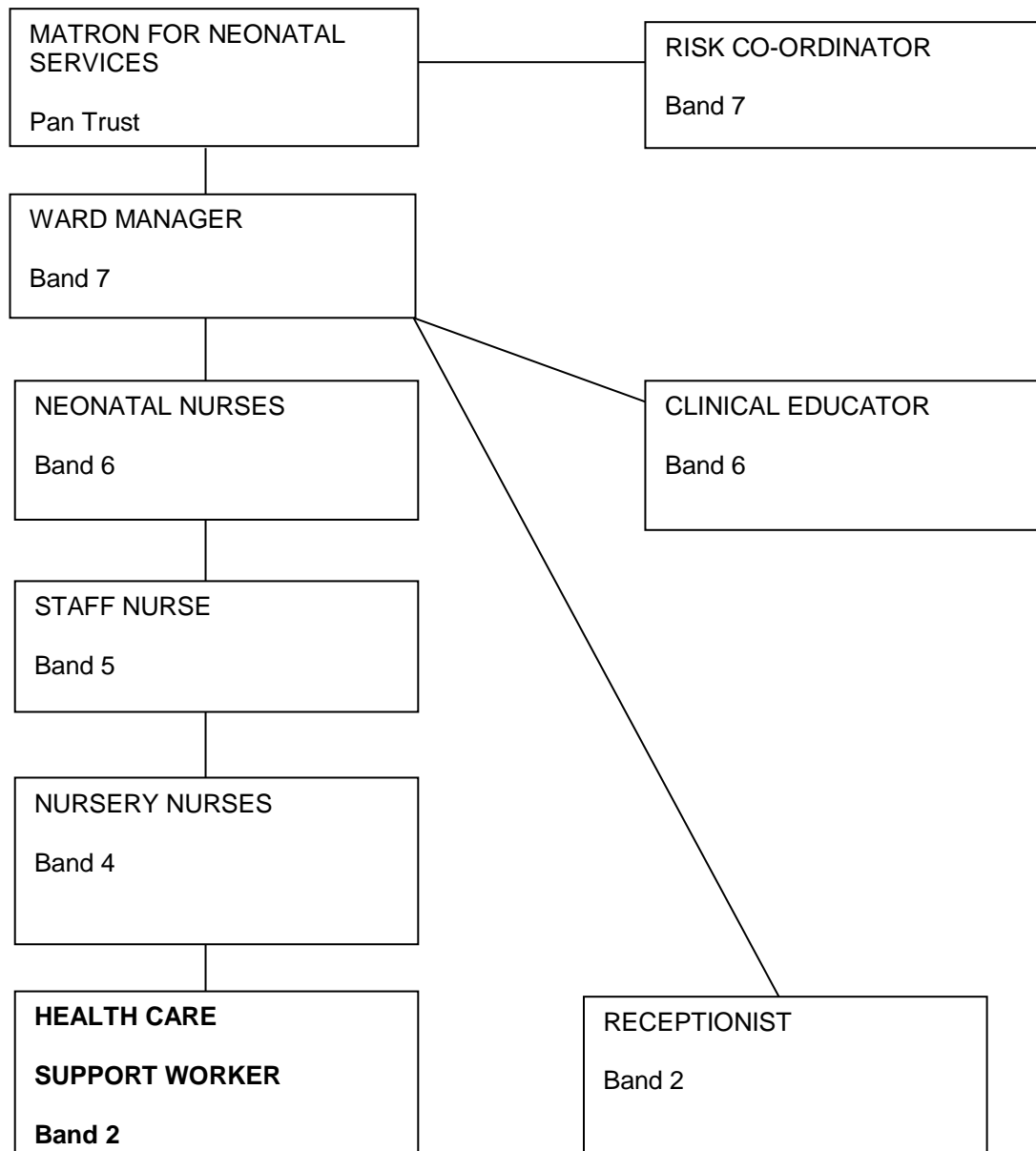


## Job Description

1. Job Details	
Job Title:	Health Care Support Worker
Current Job Grade:	Band 2
Reports to (Title):	Ward Manager Nurse
CMT:	Women and Childrens
Department/Ward:	Neonatal Unit
Location Site:	Lincoln County Hospital

2. Job Purpose
<p>The Health Care assistant is a member of the ward or department team who carries out assigned tasks, that may include essential baby care under the direction and supervision of a qualified nurse in accordance with Trust policy and practice.</p> <p>To perform non-clinical duties as requested by the Ward Manager/Senior Staff Nurses.</p>

### 3. Organisation Chart



#### 4. Duties

1. **Assisting qualified nursing staff in the provision of high standards of baby care, recognising the needs of the individual patient.**
2. **Preparation of equipment / clinical areas as requested by nursing staff.**

3. Demonstrate an understanding of the basic requirements for normal health.
4. Have awareness of the effect of hospitalisation on patients and family members. Maintain patient confidentiality.
5. Supporting qualified staff through taking on non-clinical duties to include housekeeping and clerical duties as designated.
6. Ensuring stock rotation and re-stocking clinical areas as necessary.
7. Monitor and manage the ward stock levels referring to the ward sister when appropriate e.g. liaise with finance regarding inaccurate invoices, do a yearly stock review with RDC and adjust stock requisitions accordingly.
8. Dealing with telephone enquiries and communicating effectively with the ward team, patients and their visitors, whilst maintaining patient confidentiality. These may be complex in nature.
9. Record any care or interventions you are responsible for in the nursing record.
10. Contribute to continuance of Infection Control by assisting in maintaining a clean environment, and equipment.
11. Using computer technology as appropriate.
12. Reporting untoward incidents appropriately. Reporting faulty equipment.
13. Cleaning of equipment as necessary.
14. Participate in appraisal and ongoing performance assessment, to include attendance at training days to meet individual and service requirements.
15. Be aware of and follow Local and Area child protection procedures.

#### **5. Physical and Mental Skills**

1. The ability to move and handle patients and equipment in a safe manner.
2. Use of technical equipment.
3. Communication with staff carrying out instruction exchanging information with a wide and varied group of staff, assessing the need for confidentiality.
  - Patients Relatives and Carers
  - Ward nursing team
  - Matron
  - Members of the medical staff
  - Specialist nurses, as appropriate
  - Allied Health professionals
  - Other agencies / support services within the hospital
  - Student nurses and other staff on placement to the ward

## 6. Responsibilities of the post holder

1. To give a high quality of nursing care under direct supervision as an integral part of the ward nursing team.
2. To have an awareness of the effects of ill health on the babies and carers.
3. To have an understanding of the basic requirements for normal health.
4. To assist with the general functioning of the ward.
5. Respect the right of the patients' confidentiality.
6. At all times to work within the Trust's policies and procedures.
7. 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 postholder, 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.
8. The postholder 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 which promote, supports and respects 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

<b>Patient centred</b>	I am fully committed to providing the very highest standards of care to our patients
<b>Safety</b>	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
<b>Compassion</b>	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
<b>Respect</b>	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
<b>Excellence</b>	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

<b>7. Freedom to act</b>
<ol style="list-style-type: none"><li>1. Will work under the supervision of a trained member of staff. Expected to work independently following policies and procedures and to a routine.</li><li>2. Able to take own initiative to sustain the general running of the ward e.g. in stock management.</li></ol>



<b>8. Physical, Mental and emotional Effort Required</b>
<ol style="list-style-type: none"><li>1. Frequent physical effort for short and long periods, moving, handling and positioning equipment.</li><li>2. Occasional contact with difficult and emotional issues such as dealing with dying patients and their relatives and carers.</li></ol>



<b>9. Outline of working Conditions</b>
<ol style="list-style-type: none"><li>1. Works in an area, which complies with the trust health and safety policy.</li><li>2. Limited exposure to hazardous substances but these are controlled.</li><li>3. May be exposed to violent and aggressive patients and members of the public.</li><li>4. Frequent exposure to highly unpleasant working conditions.</li><li>5. Occasional exposure to blood and bodily fluids.</li></ol>

**Person Specification**  
**Post of Health Care Support Worker**

<b>Job Related Criteria</b>	<b>Essential</b>	<b>How identified</b>	<b>Desirable</b>	<b>How identified</b>
<b>Qualifications</b> (Academic, Professional & Vocational)	<ul style="list-style-type: none"> <li>• Basic general secondary education</li> </ul>	<ul style="list-style-type: none"> <li>• School academic record</li> <li>• Interview</li> <li>• Certificates</li> </ul>	NVQ Level II (or equivalent)	<ul style="list-style-type: none"> <li>• School academic record / Application form / Interview / Certificates</li> </ul>
<b>Previous Experience</b> (Nature & Level)	<ul style="list-style-type: none"> <li>• Insight into own strengths and weaknesses, seeking advice where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Interview</li> </ul>	Previous health care experience Work in a neonatal environment	<ul style="list-style-type: none"> <li>• Application form / Interview / Certificates / References</li> </ul>
<b>Evidence of Particular:</b> - Knowledge - Skills - Aptitudes	<ul style="list-style-type: none"> <li>• Good written and verbal communication skills</li> <li>• Willing to undertake training</li> <li>• Awareness &amp; Knowledge of the dignity in care agenda</li> <li>• Able to work in a demanding busy environment</li> <li>• Flexible and adaptable</li> </ul>	<ul style="list-style-type: none"> <li>• Application form / Interview / References</li> <li>• Interview</li> <li>• Interview</li> <li>• Application form / Interview</li> <li>• Interview</li> </ul>	Computer skills	<ul style="list-style-type: none"> <li>• Application form / Interview</li> </ul>
<b>Specific Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative and as part of a team</li> <li>• Flexible in approach to work – must be able to undertake shift work when</li> </ul>	<ul style="list-style-type: none"> <li>• Application form / Interview</li> <li>• Interview / References</li> </ul>	Neonatal resuscitation training	<ul style="list-style-type: none"> <li>• Application form / Interview / References</li> </ul>

	<div>required</div> <div>• Willing to undertake further education, training and development relevant to the post</div>	<div>• Interview</div>		
--	--	------------------------	--	--

### **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:**