

JOB DESCRIPTION



**Hull University
Teaching Hospitals**
NHS Trust

Apprentice Healthcare Support Worker

(Level 3 Senior Healthcare Support Worker Apprenticeship Standard – 2021 onwards)

TITLE:	Apprentice Healthcare Support Worker
DEPARTMENT:	Trust Wide
BAND:	Apprenticeship rate plus set expenses rate
RESPONSIBLE TO:	Line Manager
ACCOUNTABLE TO:	Practice Development Matron (Apprenticeships) and Trust Apprenticeship Team
APPRENTICE STATUS:	This is an apprentice post which requires post holders to complete the (Level 3) Senior Healthcare Support Worker Standard (info here) and the Care Certificate , including an End Point Assessment. This is a fixed-term contract opportunity for eighteen months.
BASE:	Castle Hill Hospital / Hull Royal Infirmary
REPORTS TO:	Ward Manager/Team Leader

JOB SUMMARY:

Here at Hull University Teaching Hospitals NHS Trust we are passionate about our values of Care, Honesty, and Accountability. This apprenticeship role provides the springboard for the successful candidate to be part of our Trust, and to share our values as they build a career in nursing. Following an 18-month advanced (Level 3) apprenticeship, candidates will develop the core health and caring skills required in the NHS today included completion of the Care Certificate.

This is a career development role where the Trust aims to aspire and develop our future workforce. Upon completion of this 18 month programme the Trust would encourage successful candidates to apply for a further, higher apprenticeship/study opportunity (pending availability) such as the Trainee Nursing Associate Apprenticeship (foundation degree) or Registered Nurse Degree Apprenticeship.

DUTIES AND RESPONSIBILITIES

The following are examples of the duties the apprentices may undertake. Training and support will be provided;

- Deliver high quality, compassionate care under the direction of a Registered Nurse (or other care professional dependent on setting) with a focus on promoting health and independence
- Have proficient attitudes and behaviours compatible with NHS Values
- Work as part of a clinical and care team delivering care that focuses on the direct needs of the individual
- Maintains professionalism at all times
- Complies with data protection legislation

Knowledge, training and experience

- See person specification for qualifications/equivalent experience
- Develop knowledge of the role and responsibilities of the Apprentice Healthcare Support Worker role within a hospital setting
- Develop and improve practical and theoretical knowledge, competence and skills throughout the apprenticeship programme
- Maintain evidence of competence and skills for learning and professional portfolios
- Progress and achieve on the Level 3 Senior Healthcare Support Worker Apprenticeship Standard
- Progress and achieve on the Care Certificate
- Maintain all statutory and mandatory learning requirements

Communication & Relationships

- Communicate successfully using a variety of methods (including spoken and written) with a wide range of individuals including patients, the public, health and social care professionals, tutors and educators
- Demonstrate inter-personal skills that promote clarity, compassion, empathy, respect and trust
- Communicate with individuals, carers and other visitors in a courteous and helpful manner, whilst being mindful that there may be barriers to understanding
- Report to appropriate care professional information received from individuals, carers and members of the team
- Ensure all patient related information is treated sensitively and adhere to the principals of confidentiality at all times
- Report any accidents or incidents and raise any concerns as per organisational policy, utilising the organisations' incident management system.
- Ensure clear, concise, accurate and legible records and all communication is maintained in relation to care delivered adhering to local and national guidance
- Ensure ability to manage electronic records system taking cognisance of need to protect access (ID, passwords, swipe cards)

Analytical & Judgement

- Exercise personal responsibility and work independently within defined limits of practice and responsibility
- Prioritises own workload under the guidance of the Line Manager/Team Leader/Supervisor, including ability to identify and action urgent tasks

Physical Skills

- Use frequent moderate effort when undertaking carrying out the manual handling of individuals and equipment in line with organisational guidelines
- Use skills of manual dexterity and manipulation of clinical instruments and equipment
- Use a combination of standing, walking bending and stretching throughout the shift

Policy & Service Development

- Conform with all relevant Trust policies guidelines and procedures
- Participate in change / development of the work practices that support service improvement

Finance & Physical Resource

- Exercise personal duty of care in the safe use and storage of equipment
- Be environmentally aware and prudent in use of resources and energy

Human Resources & Learning and Development

- Act in ways which support equality and value diversity
- Be proactive in seeking opportunities to develop own knowledge and skills. Seeks support / guidance in timely manner if any difficulties are encountered
- Take responsibility for organising and attending statutory / mandatory learning in accordance with the Trusts requirements
- Participate in an Appraisal, objective setting and personal development
- Be aware of, and follow, the Trust values and behaviours
- Undertake the Level 3 Senior Healthcare Support Worker apprenticeship standard; meeting regularly with your tutor, attending classes (either online or face to face), completing assignments/portfolio (including work in own time) and attending any scheduled examinations/tests

Effort & Environment

- Frequently use concentration and experience work patterns which are unpredictable with regular interruptions, some requiring immediate response
- Maintain a professional approach while working in challenging, distressing situations or dealing with challenging behaviour

- Dependent on care setting, have frequent exposure to highly unpleasant working conditions e.g. dealing with uncontained body fluids and difficult aggressive behaviour.
- Have exposure to VDU screen
- Travel and work between sites (Hull Royal Infirmary, and Castle Hill Hospital, Cottingham) as the post requires

SAFEGUARDING

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children's Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

HEALTH AND SAFETY

- In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the work place. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.
- As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.
- You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.
- You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.
- You are required to review all risk assessments periodically and particularly when staff and/or equipment changes, monitoring the effectiveness of any control measure implemented.
- You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.
- Maintain and use Trust personal protective equipment provided responsibly

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the Apprentice Healthcare Support Worker. It may be subject to change in the

light of developing organisational and service needs, and wherever possible will follow consultation with the post holder.

HULL UNIVERSITY TEACHING HOSPITALS NHS TRUST

PERSON SPECIFICATION

APPRENTICE HEALTHCARE SUPPORT WORKER (LEVEL 3)

REQUIREMENTS	ESSENTIAL <i>The minimum requirements we will be shortlisting you against</i>	DESIRABLE	HOW ASSESSED
Education/Qualifications	A minimum of Level 2 in Numeracy and Literacy (e.g Functional Skills Level 2, Grade C/4 or above in GCSE Maths and English) Must not hold a qualification that accredits similar skills or knowledge at the same level or above (i.e. previous healthcare apprenticeship or higher)	IT Certificate or Qualification (ECDL, BTEC etc)	Application Form Certificates
Knowledge, Training & Experience	No formal experience in a work environment in an employed capacity is required, however; Experience of working as part of a team Ability to work on own initiative when/where appropriate Basic working knowledge of Microsoft Word, Excel, and Outlook	Work experience in an care or customer facing role Customer service experience; working with people face to face, on the telephone etc.	Application Form Interview/References Assessment Centre
Skills	Can demonstrate a calm, caring and compassionate nature Demonstrates positive and professional behaviours Ability to problem solve Must maintain confidentiality at all times	Able to make simple decisions, in line with policies and procedures, e.g., prioritisation of work	Application Form Interview/References Assessment Centre
Other Requirements	Commit to undertake and achieve the Senior Healthcare Support Worker apprenticeship (Level 3) Commit to complete the Care Certificate Expresses a desire to progress in a nursing career (for example, as a trainee nursing associate or registered nurse) Good standard of hygiene and hygiene awareness Able to work across Trust sites to meet the requirement of the post		Application Form Interview/References Assessment Centre

Handy Hints and Tips: Candidate Checklist

When applying for this apprenticeship you may find the following checklist helpful

Before you apply	
Have you read the Job Description and Person Specification carefully?	
Do you wish to develop a career in nursing, progressing with further study in the future?	
Do you feel Hull University Teaching Hospitals the right place for you – can you see yourself working with us?	
Have you any questions about the apprenticeship (please get in touch with us via email: hyp-tr.apprentices@nhs.net)	

Wish to apply for the apprenticeship, then have you included the following in your application?	
Qualifications: all your achievements so far (GCSEs, Btec etc) and included dates?	
Maths and English: your results (or expected results), including dates?	
Why you want to be considered for one of the Apprentice Healthcare Support Worker places?	
How you will commit to the learning required for the apprenticeship (the Level 3 and Care Certificate)	
What you can bring to Hull University Teaching Hospitals NHS Trust	
What the Trust's values mean to you (Care, Honesty, Accountability)	
Any examples of team working ? (in any situation; school, college, work etc)	
Any experience or examples of caring or showing compassion/empathy to others?	
Any examples of where you have been calm under pressure?	
What good standard of hygiene and hygiene awareness means to you?	
Any examples where you have demonstrated a positive and professional attitude	
Examples of when you use IT (and where this will come in helpful as an apprentice)	
Finally, how you would like to see your career progressing in nursing after the apprenticeship	

Good luck with your application!