



Imperial College Healthcare

NHS Trust

JOB DESCRIPTION

TITLE OF POST:	Healthcare Support Worker
SALARY BAND:	Band 2
LOCATION:	
RESPONSIBLE TO:	Charge Nurse
PROFESSIONALLY ACCOUNTABLE TO:	Directorate General Manager
HOURS PER WEEK:	37.5

Imperial College Healthcare NHS Trust Values

We are absolutely committed to ensuring that our patients have the best possible experience within our hospitals. We are looking for people who are committed to delivering excellent patient care, whatever their role, and who take pride in what they do. We place a high value on treating all patients, customers and colleagues with respect and dignity, and seek people who strive for excellence and innovation in all that they do.

We value all of our staff and aim to provide rewarding careers and benefits, fulfilling work environments and exciting opportunities.

- ☐ **Kind** - We are considerate and thoughtful, so you feel respected and included.
- ☐ **Collaborative** - We actively seek others' views and ideas, so we achieve more together.
- ☐ **Expert** - We draw on our diverse skills, knowledge and experience, so we provide the best possible care.
- ☐ **Aspirational** - We are receptive and responsive to new thinking, so we never stop learning, discovering and improving.

AIM OF THE ROLE:

- To assist and support the registered nurse, under supervision, with the delivery of direct patient care, with the needs of the patient at the centre of care delivery
- To improve the patient experience

KEY WORKING RELATIONSHIPS:

- Medical and multi-disciplinary teams
- Patients and visitors
- Support staff
- Hotel and catering staff
- Transport (London Ambulance Service)
- NHS Supplies

KEY RESULT AREAS:

- Patient care
- Maintenance of a safe working environment
- Communication and organisational
- Ward supplies
- Personal development

MAIN TASKS AND RESPONSIBILITIES:

1. Clinical Responsibilities

- 1.1 Assist patients with activities of daily living when required maintaining their privacy and dignity at all times
- 1.2 Patients' hygiene needs including: hair washing, washing/bathing, oral hygiene, nail cutting, dressing, toileting, care of urinary catheters
- 1.3 Promote continence and manage incontinence for patients where appropriate

- 1.4 Measure and record routine observations of weight, blood pressure, temperature, pulse, respiratory rate. Report any abnormalities and concerns to a Registered Nurse
- 1.5 Provide pressure area relief and mobilisation of patients
- 1.6 Recognise when patients are in pain and discomfort and report to nurse in charge
- 1.7 Assist with fluid and dietary needs of patients including completion of menu cards and recording intake and output of fluids and solids
- 1.8 Preparation and assisting with clinical procedures including removal of cannulas
- 1.9 Escort patients who are in a stable condition to other departments in the hospital for tests, investigations and treatments
- 1.10 Be sensitive and supportive to the needs of bereaved relatives and friends in the event of a patient death. Assist in carrying out last offices with a Registered Nurse
- 1.11 After appropriate training and assessment, measure and record routine observations of weight, blood pressure, temperature, pulse, respiratory rate and pain scores. Report any abnormalities and concerns to a Registered Nurse. If using the 'Early Warning Chart' documentation, to report all triggers to a Registered Nurse

2. Maintenance of a safe working environment

- 2.1 Contribute towards the provision of a safe environment for patients, staff and visitors
- 2.2 Understand and adhere to all Trust policies, guidelines and procedures in particular, Health and Safety, Fire Safety, Waste Management and Resuscitation policies
- 2.3 Apply universal precautions at all times to minimise the risks of cross infection on the ward
- 2.4 Ensure that all equipment is stored correctly and that the ward and storage areas are kept clean and tidy
- 2.5 Report any breakage's or malfunction of equipment to the RN

3. Communication and organisational

- 3.1 Ensure effective and appropriate communication with staff, patients, relatives and visitors, maintaining confidentiality at all times.
- 3.2 Receive and contribute to reports on the progress of patients on the ward
- 3.3 Greet and orientate patients and visitors to the ward environment
- 3.4 Attend staff meetings and contribute constructively towards the smooth running of the clinical area
- 3.5 Ensure that patient details are entered and updated in an accurate and timely manner on the electronic information system (ICHIS).
- 3.6 Assist with clerical duties on the ward when required including arranging patient transport services and outpatient appointments
- 3.7 Answer the telephone, respond to queries, take messages and deal with enquires referring to the RN when appropriate

- 3.8 Be able to receive and redirect incoming calls and access the bleep system

4. Ward Supplies

- 4.1 Assist with stock control and the safe storage of ward supplies, receiving and checking deliveries to the ward
- 4.2 Collect medication from the pharmacy when required

5. Personal Development

- 5.1 Participate in appraisal and the development of a personal development plan in agreement with the RN
- 5.2 Where agreed by post-holder and line manager, undertake a programme of training leading to a relevant QCF Level 3 award (e.g. NVQ3, L3 Diploma, or Advanced Apprenticeship) in accordance with a Learning Agreement
- 5.3 Ensure that knowledge and skills are updated to maintain safe standards of care and treatment for patients

General Responsibilities

This might include, for example, responsibility towards NHS policy development, team leadership, research support or leadership, project management.

Scope and Purpose of Job Description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

ADDITIONAL INFORMATION

Medical Examinations

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract

Equal Opportunities

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

Professional Registration

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

Work Visa/ Permits/Leave To Remain

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

NHS Constitution

The NHS Constitution establishes the principles and values of the NHS in England. You should aim to maintain the highest standards of care and service, treat every individual with compassion and respect, take responsibility for the care you provide and your wider contribution, take up training and development opportunities provided, raise any genuine concern you may have about a risk, malpractice or wrongdoing at work, involve patients, their families and carers fully in decisions, be open if anything goes wrong and contribute to a climate where the reporting of, and learning from, errors is encouraged. You should view the services you provide from a patient's standpoint and contribute to providing fair and equitable services for all. The above is a brief summary; you are encouraged to access the full document at: <https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

Dignity & Respect

The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of race, colour, sex, age, disabilities, religious beliefs or sexual orientation.

Confidentiality/Information Quality Assurance/Freedom of Information

The post-holder must maintain confidentiality of information about staff, patients and health service business and be aware of the Data Protection Act (1984) and Access to Health Records Act (1990). As an employee of the Trust it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Trust requirements and instructions. Nonetheless the post-holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Trust complies with the Act when handling or dealing with any information relating to Trust activity.

Risk Management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

Health, Safety and Security

The post holder must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974, take reasonable care of themselves and others, and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors. The Trust has adopted a Security Policy in order to help protect patients, visitors and staff and to safeguard their property; all employees have a responsibility to ensure that those persons using the Trust and its services are as secure as possible. The Trust operates a strict Non-Smoking Policy.

Conflict of Interests

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

Clinical staff – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staffs are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

Non clinical staff and sub-contracted staff – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Staffs have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

Clinical Governance and Risk management

The Trust believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the Trust you are expected to take a proactive role in supporting the Trust's clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following Trust policies, guidelines and procedures
- Maintaining your professional development

All Clinical staff making entries into patient health records are required to follow the Trust standards of record keeping

No Smoking

The Trust operates a smoke free policy.

Professional Association/Trade Union Membership

The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.

IMPERIAL COLLEGE HEALTHCARE NHS TRUST

PERSON SPECIFICATION

POST: Healthcare Support Worker

LINE MANAGER: Charge Nurse

ATTRIBUTE/SKILLS	MEASUREMENT	ESSENTIAL	DESIRABLE
EDUCATION	<i>Application form/CV:</i>	Numeracy, spoken and written English to an appropriate standard to fulfil the job requirements (Adult Basic Skills Literacy L2, Numeracy L1)	
SKILLS/ABILITIES	<i>Application form/CV:</i>	Good communication skills both oral and written. Good team working and interpersonal skills. Demonstrate ability to work on own initiative.	
	<i>Assessment/Interview:</i>	Assertiveness skills.	
EXPERIENCE	<i>Application form/CV:</i>	Demonstrate a clear insight into the role.	
COMMUNICATION SKILLS	<i>Application form/CV:</i>	Good communication skills both oral and written.	
	<i>Assessment/Interview:</i>		
PHYSICAL QUALITIES		Such as to meet the requirements of the role with any reasonable adjustments	
VALUES	<i>Assessment/Interview:</i>	Approachable, caring, kind and honest.	
		Punctual and enthusiastic. Calm under reasonable pressure. Good customer care skills. Demonstrable ability to meet Trust values	

CLINICAL DIVISION/CORPORATE DIRECTORATE INFORMATION

(Insert Information about your Clinical Division or Corporate Directorate)

INFORMATION ABOUT IMPERIAL COLLEGE HEALTHCARE TRUST

Imperial College Healthcare NHS Trust provides acute and specialist healthcare for a population of nearly two million people in North West London, and more beyond. We have five hospitals – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and The Western Eye – as well as a growing number of community services.

With our academic partner, Imperial College London, we are one of the UK's seven academic health science centres, working to ensure the rapid translation of research for better patient care and excellence in education. We are also part of Imperial College Health Partners – the academic health science network for North West London – spreading innovation and best practice in healthcare more widely across our region.

Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community services across North West London:

Charing Cross Hospital, Hammersmith.

Charing Cross Hospital provides a range of acute and specialist services, a 24/7 accident and emergency department and hosts the hyper acute stroke unit for the region. It is also a growing hub for integrated care in partnership with local GPs and community providers.

Hammersmith Hospital, Acton

Hammersmith Hospital is a specialist hospital renowned for its strong research connections. It offers a range of services, including renal, haematology, cancer and cardiology care, and provides the regional specialist heart attack centre. As well as being a major base for Imperial College, the Acton site also hosts the clinical sciences centre of the Medical Research Council.

Queen Charlotte's & Chelsea Hospital, Acton

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital, also with strong research links. It has a midwife-led birth centre as well as specialist services for complicated pregnancies, foetal and neonatal care.

St Mary's Hospital, Paddington

St Mary's Hospital is the major acute hospital for North West London as well as a maternity centre with consultant and midwife-led services. The hospital provides care across a wide range of specialties and runs one of four major trauma centres in London in addition to its 24/7 A&E department.

Western Eye Hospital, Marylebone

Western Eye Hospital is a specialist eye hospital with a 24/7 A&E department. Facilities include outpatients, inpatients, day case and inpatient surgery, and a 24-hour eye accident and emergency service.