

Healthcare Support Worker Job Description

Title: Healthcare Support Worker

Band: Band 2-3 Development.

Staff Group: Nursing and Midwifery

Reports to: Registered General Nurse / Nurse Manager

Job Summary:

The Healthcare Support Worker (HCSW) is part of the multidisciplinary team delivering care to patients. To achieve this, the HCSW will assist in the provision of high standard individualised care, under the supervision of the registered nurse/ practitioner and another registered practitioner.

A Healthcare Support Worker –

1. Undertakes personal care duties and provides support to patients with toileting, bathing, dressing, eating and drinking.
2. Undertakes a range of delegated clinical care duties in the hospital, contributing to the assessment of care needs while providing emotional and practical support to patients and their relatives as appropriate.
3. Undertakes, records and reports patient observations and changes to patient clinical conditions when delegated.
4. Supervises, trains, and assesses junior HCSW in same area.

Responsibilities

Communication and Relationships

- Will communicate on a regular basis with the patients, their relatives and colleagues in a caring, compassionate and professional manner.
- Use a range of skills to ensure patient understanding e.g., if a patient has a physical impairment, mental health condition or learning disabilities.
- Promote and develop good relationships with patients, staff and visitors.
- Promote good relations between the departments and services.
- Respect confidential information obtained in the course of duty.
- Always respect and maintain the patient's privacy and dignity, whilst acknowledging personal beliefs and wishes of patients.
- To help with the induction of any new staff to the clinical area e.g., HCSWs, patient administrators, and students.

Knowledge, Training and Experience

- Will achieve the Care Certificate, Knowledge and Behaviour Framework (KBF) and a range of routine work procedures and competencies.
- Knowledge of legislation related to practice.
- Attend short courses to undertake patient and clinical care duties.
- Completion of Core Competencies with equivalent relevant experience as required by your work area.

Assessment skills

- Assess and escalates concerns regarding a patient's condition identified through observations or test results, to determine when it is appropriate to refer these concerns to a registered nurse or practitioner.
- Assess comfort of patients
- Commence emergency procedures when required as per the Trust training.
- Performs routine checks on gas cylinders and suction apparatus, replacing them when necessary and escalating any identified issues appropriately.

Planning and Organisational Skills

- Able to organise own day to day work tasks or activities under delegation and supervision of Registered Practitioner.
- Able to manage competing demands on time
- Share responsibility for key aspects of housekeeping and stock control.
- Demonstrating a good awareness of cost efficiency and ensure that the ward/unit environment remains a safe, clean and tidy area for both staff and patients.
- Complete relevant documentation as required.

Physical skills

- Has Physical ability to undertake the demands of the role
- Able to operate objects, fine tools and materials
- Have good hand-eye coordination when using test equipment, for example, blood glucose monitors

Responsibilities to the Patient

- Follow Clinical care plans and work under Registered Practitioner.
- Assist patients with activities of daily living, this includes fundamentals of care including the feeding, bathing, toileting and repositioning of the patients.
- Assist with bed making, cleaning tasks, errands or general duties appropriate to the clinical area as required.
- Undertakes a limited range of delegated clinical care duties relevant to the work area and provide feedback to a registered nurse/professional
- observing patients for signs of agitation or distress
- Record information such as weight, fluid balance (intake and output) and nutrition
- Where requested collect any specimens, label correctly and send to the appropriate department
- Collect Blood products after having the appropriate training and access.
- Record patient's personal property, clothing and valuables.
- Once progressed to Band-3, able to undertake additional skills including recording of patient observations for example,
 - taking blood pressure
 - blood glucose monitoring
 - wound observations and escalation of Tissue Viability concerns
 - removal of peripheral cannula
 - urinalysis and pregnancy testing
 - Emptying stoma bag and escalate concerns

Responsibility for Policy/Service Development

- Follow policies relevant to own role.
- Wear correct uniform according to Trust policy and specific to role.

- Will ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors, and employees (Health and Safety at Work Act 1974) including safely using a range of manual handling equipment e.g. patient hoists, pat slides and wheelchairs, and therapeutic pressure reducing/relieving mattresses and electric beds.
- Follow Infection Prevention and Control policy and local guidance.
- Participates in discussions on proposed changes to procedures when required.

Responsibility for Financial and Physical Resources

- Shows a personal duty of care in relation to equipment, resources, patient property.
- Responsible for the safe and appropriate use of equipment, for example, a range of hoist and other manual handling equipment e.g. patient hoists, pat slides, and wheelchairs, therapeutic pressure reducing / relieving mattresses, static and electrical beds.
- Maintain stock control and supports with ordering supplies if required.

Responsibility for Human Resources

- Will demonstrate own duties to new starters or less experienced colleagues and role model best practice.
- Support optimal staffing levels Trust wide by working in different areas when required.

Responsibility for Information Resources

- Contributes to updating patients' records, for example, intentional rounding, position charts, food and fluid charts, observation records and record of care.
- Appropriate use of information technology to benefit patient care.
- Use of information technology for training and personal development.
- Responsible for the handover of the care of patients both formally and informally.
- To escalate observed changes in the patients' physical/psychological needs to the registered nurse/practitioner.
- Awareness and appropriate escalation of safeguarding issues.
- Maintains confidentiality in patient's information and documents.

Responsibility for Research and Development

- Occasionally participates in audits, surveys, research and development activities.

Freedom to Act

- Follows standard operating procedures within own scope of competence under supervision of a registered nurse/practitioner.
- Acts on own initiative when delivering patient care and asks for support when required.
- Escalates concerns through correct chain of command.

Physical effort

- Frequently required to exert moderate effort for short or long periods. This may be manoeuvring patients for toileting, bathing, with or without mechanical aids.
- To perform moving and handling tasks related to supplies, equipment, beds and patient trolleys.
- Able to work day shifts and night shifts.

Mental effort

- Able to concentrate while completing clinical and personal care procedures.

- Able to work in predictable and unpredictable situations when responding to emergency situations.

Emotional Effort

- Work in situations where there may be frequent distressing or emotional circumstances.
- Care for patients who have chronic illnesses, are terminally ill, end of life, and after their death.
- Communicating with and supporting distressed/anxious/worried patients/relatives/colleagues.
- Appropriately deal and seek support with verbally and physically abusive patients and members of the public.

Working conditions

- May frequently be required to handle soiled linen and body fluids eg. Emptying bed pans/urinals and commodes.
- Exposure to aggression, verbal or physical. In specific areas this may be on a frequent basis.

Organisational Chart



Person Specification

Training is provided to enable the HCSW to comply with the mandatory induction for Healthcare Support Workers; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time.

Qualifications and Experience

Essential

- English and Maths qualification at GCSE/Functional Skills at level 1 (or an internationally recognised equivalent).
- Completed Care Certificate or ability to complete within 3 months of appointment (Pro rata for part time employee).
- Complete Knowledge and Behaviour Framework within 6 months of appointment.
- Compliance with mandatory updates annually (or as required) on an ongoing basis.

Desirable

- Level 2 qualification in a Health-related subject or equivalent in a relevant area gained through experience, on the job training, short courses and completion of work-based competencies.
- Experience in acute hospital setting, community setting or nursing home.

Skills and Knowledge

Essential

- Ability to carry out assigned tasks effectively in a busy environment.
- Understands and complies with HCSW mandatory induction and code of conduct.
- Completion and maintenance of statutory & mandatory learning activities.
- Ability to deal with a range of difficult situations.
- Awareness, understanding and compliance of policies and practices e.g. Escort Policy, Infection Prevention and Control and Health and Safety. This post holder is therefore able to work within the scope of their practice under direct and indirect supervision by a registered nurse (training will be provided).
- Can demonstrate knowledge of equipment used within the department to support the registered nurse and ensure that they are compatible and in good working order. Will escalate any concerns to registered nurse or appropriate professional.
- Can demonstrate a range of core skills to competently undertake personal care for patients and related tasks and activities.
- Effective written and verbal communication skills/literacy/numeracy skills, including basic computer literacy, record keeping and time management.
- Teamwork, taking the initiative, multitasking, adaptability, organisational skills and emotional intelligence.
- Good observation skills and recognition of the importance of reporting.

Training and personal development

- Completion of Trust based training programmes as required. Complete and maintain core HCSW competencies and additional specific competencies related to area of work.
- Continues to develop knowledge and practice through a combination of instruction, on the job learning, attending teaching sessions and study days, where appropriate.

Personal qualities and behaviour

- Ability to work with people and as part of a multidisciplinary team.

- Caring disposition, preferably with experience working in a caring environment/role

Trust Values

Working Together for Patients with Compassion as One Team Always Improving

Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, courage, resilience, confidence, role model, challenge bad behaviour, , act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, act, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff, respect diversity)

Job holders are always required to act in such a way that the health and wellbeing of children and vulnerable adults is safeguarded. **Familiarisation with and adherence to the Safeguarding Policies** of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

Print Name:

Date:

Signature: