

## Health Care Support Worker Job Description

**Title:** Healthcare Support Worker

**Band:** Band 2

**Staff Group:** Nursing and Midwifery

**Reports to:** Registered General Nurse / Nurse Manger

### Job Summary:

- Under the supervision of registered health care professionals assist the healthcare team with the provision of clinical care for a defined group of patients.
- Ensure patient safety is maintained and patient experience is positive by treating all patients, relatives and colleagues with respect, dignity and courtesy in accordance with Trust values.
- Ensuring that always you act within your sphere of competence.

### Key Responsibilities:

#### *Patient Safety, Patient Experience and Use of Resources*

- Ensure all possible steps are taken to safeguard the welfare, safety and security of patients, visitors and staff in accordance with Trust policies.
- Meet the needs of a specified group of patients under the direction of a registered health care professional. Acting within your sphere of competence always as determined by the minimum skill set for HCSW's.
- Provide care to patients to maintain their personal hygiene and physical comfort ensuring that their privacy and dignity is always maintained. Work in partnership with patients to respect their rights and choices.
- Recognise patient's needs and changing condition and respond appropriately and effectively.
- Assist in the emergency resuscitation of patients as per Portsmouth Hospitals Resuscitation Policy.
- Assist with patient admissions and discharges.
- Maintain dignity, comfort and sensitivity of patients and their relatives during end of life care.
- Maintain a clean and safe environment for patients and ensure follow Trust Policy regarding Infection Control and Prevention.
- Report adverse incidents in accordance with Trust policy
- Record and report information onto patient administration systems in written and electronic format, including assisting generic admin duties to assist the team.
- Always promote and demonstrate effective verbal and non-verbal communication with patients, relatives and colleagues recognising the need for tact, consideration and confidentiality.
- Requirement to work in environment with unpleasant working conditions e.g. bodily fluids.

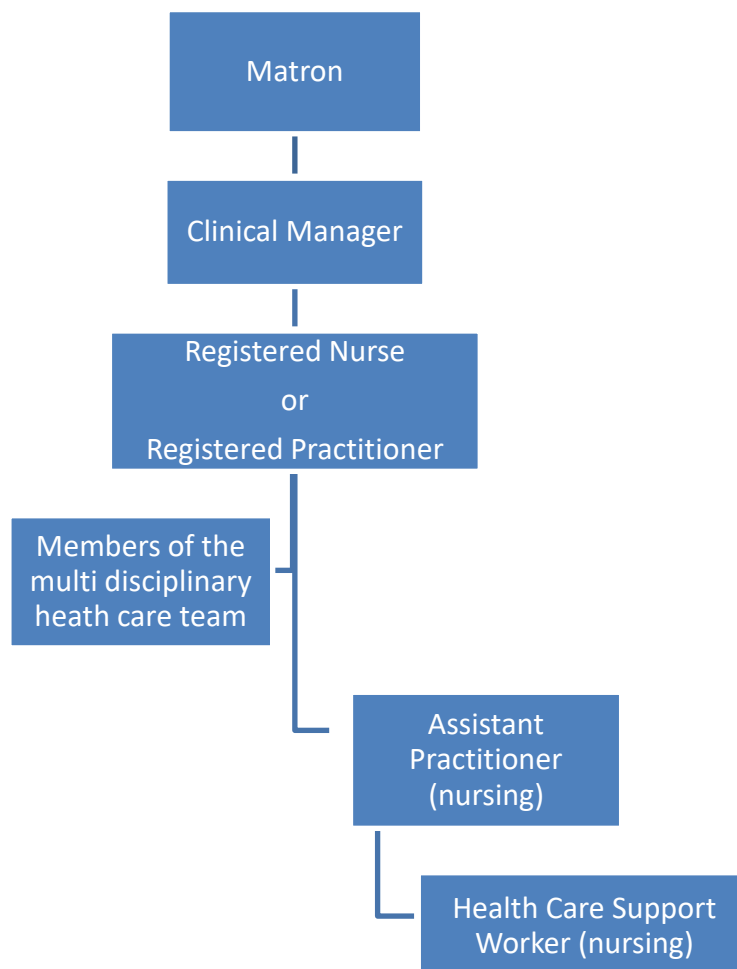
#### *Team working*

- Undertake specific organisational and administrative duties as required.
- Assist other clinical areas within the Trust as the clinical situation and staffing levels require
- Participate in innovation and quality of healthcare by attending ward or department meetings, participate in projects, including audit and quality initiatives pertinent to the role.
- Act as a link or associate link for a specific area of practice, e.g. health and safety, infection control
- Take part in the orientation/induction of new HCSW's and provide support and development to enable them to develop the skills and knowledge required for their role.
- Treat all patients and colleagues with respect in accordance with Trust values and Equality and Diversity Policy.

### **Professional Education and Development Role**

- Complete the Trust Competency Framework for HCSW's and achieve the minimum skill set (list of competencies as defined in generic competency framework).
  - Maintaining own learning record of evidence.
  - Develop skills relevant to role in clinical speciality as identified by ward/department leader and in accordance with Trust Policies.
  - Recognise the need to participate in ongoing personal development by attending essential training for the role. Participate fully in the Appraisal and Development Review Process.
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### **Organisational Chart**



## Person Specification

### Qualifications and Experience

#### *Essential*

- Completed care certificate or ability to complete within 3 months of appointment.
- English and Maths qualification GCSE / Functional Skills at Level 1 or equivalent
- Desire to deliver compassionate hands-on care in the hospital environment
- Can demonstrate understanding of and share the Trust values of Working Together for Patients, with Compassion, as One Team, Always Improving

#### *Desirable*

- Level 2 qualification in Health and Social Care/Clinical Health or equivalent relevant experience.
- Interested in undertaking further training.
- QCF Level 3 (or equivalent) in care or modules relevant to the area.
- Level 2 English and Maths.
- Experience of working with people in a care home or within a hospital setting

### Skills and Knowledge

#### *Essential*

- Ability to work as part of a team
- Compassionate towards patient care and demonstrate Trust values
- Excellent verbal and written communication skills.
- Able to meet the minimum skill set within first twelve months of appointment with support and development where required (list of skills as defined in generic competency framework).

#### *Desirable*

- IT skills
- European Computer Driving Licence (ECDL)

### Other

- Motivation to meet the patients' needs for self and others.
- Ability to demonstrate confidentiality and trustworthiness.
- A willingness to be flexible and part of a team.
- Ability to juggle many priorities at one time, whilst remaining calm

### 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, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, 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)

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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:**