

## Health Care Support Worker Job Description

**Title:** Healthcare Support Worker – Higher Level

**Band:** Band 3

**Staff Group:** Nursing and Midwifery

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

### Job Summary:

The Healthcare Support Worker is part of the multidisciplinary team delivering care to patients.

The Health Care Support Worker carries out a range of care activities and tasks in support of and supervised by a Registered Nurse, or another registered practitioner.

A Health Care Support Worker – Higher level -

1. Undertakes a range of delegated clinical care duties in hospital
2. Records patient observations and changes to patient clinical conditions
3. Carries out limited clinical care duties
4. Undertakes and provides support to patients with toileting, bathing, dressing and meals

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### Responsibilities

#### Communication and Relationships

- Will communicate on a regular basis with the patients, their relatives and colleagues in a caring, compassionate and professional manner
- Provide and receive routine information using tact or persuasive skills
- Use a range of skills to address barriers to understanding eg. a patient has a physical impairment, mental health condition to 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

#### Knowledge, Training and Experience

- Will complete a range of routine work procedures and practices that require a base level of theoretical knowledge
- Knowledge of care and related procedures, clinical observations, relevant legislation
- Attend short courses to undertake patient and clinical care duties
- Completion of competencies with equivalent relevant experience to vocational qualification at level 3

#### Analytic and Judgement skills

- To be involved in judgements involving facts or situations that require some analysis
- Assess a patient's condition through observation/test results
- Assess comfort of patients
- Instigate emergency procedures

- Is able to correctly judge when it is appropriate to escalate concerns to a registered nurse/practitioner

### **Planning and Organisational Skills**

- Able to organise own day to day work tasks or activities
- Able to plan own work activities
- Able to manage competing demands on time

### **Physical skills**

- Gains physical skills through practice and has developed physical skills required to carry out the role
- Able to manipulate objects, fine tools and materials
- Works with a narrow margin of error recognising the importance of accuracy
- Have good hand-eye coordination when using test equipment, for example, blood glucose monitors, manipulating wheelchairs

### **Responsibility for Patient**

- Able to implement clinical care plans
- Undertakes a limited range of delegated clinical care duties relevant to the work area and provide feedback to a registered nurse/professional
- Able to record patient observations, for example,
  - taking blood pressure
  - blood glucose monitoring
  - observing patients for signs of agitation or distress
  - wound observations and simple wound dressings
  - removal of peripheral cannula
  - urinalysis and pregnancy testing
  - removal of a urinary catheter
  - changing stoma bag

### **Responsibility for policy/Service Development**

- Follow policies in own 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)
- Responsibility to follow Infection Prevention and Control policy and local guidance
- May be asked to participate in discussions on proposed changes to procedures
- Safely use a range of manual handling equipment e.g. patient hoists, pat slides and wheelchairs, and therapeutic pressure reducing/relieving mattresses and electric beds

### **Responsibility for Financial and Physical resources**

- Shows a personal duty of care in relation to equipment, resources, valuables
- Careful use of equipment
- Handles patient's property and valuables with care
- Ensures equipment used by others, e.g. a hoist is safe and properly used
- 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

**Responsibility for Information resources**

- Contributes to updating patients records, for example, intentional rounding, position charts, food and fluid charts, observation records
- Use of information technology to benefit personal development and patient care

**Responsibility for Research and Development**

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

**Freedom to Act**

- Follows standard operating procedures with someone available for reference
- Acts on own initiative when delivering patient care with supervision accessible

**Physical effort**

- Frequently required to exert moderate effort for several short periods or several long periods. May occasionally need to exert intense effort for several short periods. This may be manoeuvres patients for toileting, bathing using aids, toileting, bathing without mechanical aids
- To perform moving and handling tasks related to supplies, equipment, beds and patient trolleys

**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 emotions circumstances to occasional highly distressing or emotional circumstances
- Care of patients who have chronic illnesses/conditions
- Care of patients who are terminally ill, end of life, during their death
- Communicating with and supporting distressed/anxious/worried patients/relatives
- Dealing with verbally abusive patients and members of the public

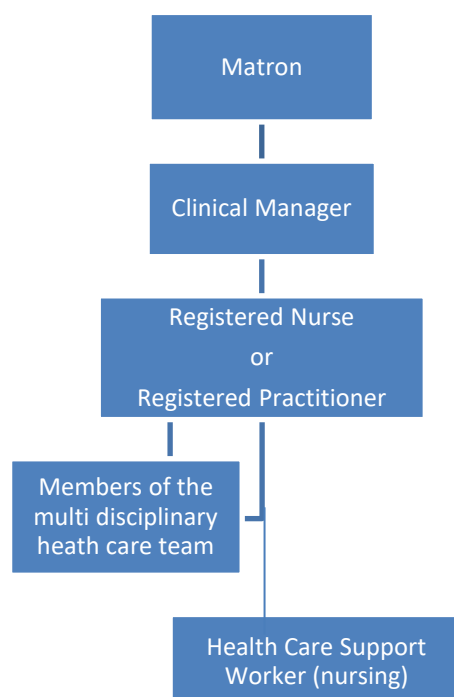
**Working conditions**

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

**Diabetes and Endocrine specific activities**

- Support registered nurses undertaking dynamic function endocrine tests
- Support registered nurses delivering education
- Independently support patients attending clinic with the downloading of technical devices such as insulin pumps
- Support RNs in providing Inpatient care with specific activities such as teaching patients how to use a glucometer or inject insulin

## Organisational Chart



### Management Essentials

We are proud to offer a comprehensive development programme, Management Essentials, designed to equip staff with the skills and knowledge to become effective managers.

This post has been identified as a role that will benefit from this training, and you will be able to enrol in both mandatory and, relevant, optional modules upon commencement with the Trust.

Please click [here](#) for further information on the Management Essentials programme.



### Leadership Insights

Additionally, our new leadership development programme, Leadership Insights, aims to help all newly promoted, existing and aspiring leaders, at every level at the Trust, to recognise, reflect and role model the core principles of people-centred leadership.

If, this is of interest to you, you will be able to enrol upon commencement with the Trust.

Please click [here](#) for further information on the Leadership Insights programme.

## Person Specification

Training is provided to enable the HCSW to comply with the Mandatory Induction Standards 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*

- Completed care certificate or ability to complete within 3 months of appointment
- English and maths qualification at GCSE 1-3 (D-G)/Function skills at level 1 (or an internationally recognised equivalent)
- NVQ Level 2 qualification or equivalent in a relevant area gained through experience, on the job training, short courses and completion of work based competencies
- Compliance with Mandatory updates annually (or as required) on an ongoing basis

## **Skills and Knowledge**

### *Essential*

- Ability to carry out assigned tasks effectively in a busy environment.
- Understands and complies with HCSW mandatory induction standards and code of conduct.
- Completion and maintenance of statutory & mandatory learning activities.
- Awareness, understanding and compliance of policies and practices e.g. Escort Policy, Prevention and control of infection 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.
- 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
- Good observation skills and recognition of the importance of reporting

## **Training and personal development**

- Completion of in house training programme as required.
- 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

## **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)

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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:**