

Band 2 Health Care Support Worker Job Description & Person Specification –

A summary of the role responsibilities and person specification



University Hospitals
Bristol and Weston

NHS Foundation Trust

Terms and conditions

Post – Health care Support worker

Division – Trust wide

Department – Trust wide

Band – 2

Location – Trust wide

Annual leave – Up to 33 days dependant on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

Job Purpose

A Health Care Support Worker (HCSW) is a core member of the team delivering personal care to patients and supporting registered practitioners to deliver high quality, compassionate care.

You will carry out a range of non-clinical healthcare tasks, under the direct supervision of the registered healthcare practitioner. Your role is to provide compassionate care, to agreed quality standards and in accordance with Trust values.

There will be opportunities to develop your knowledge and skills, specific to your individual needs. Training will be provided to ensure you have the required core skills and skills set specific to your area of work. You will also be supported to obtain your care certificate if you do not have this qualification.

About us Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

What you'll love about working here UHBW has been rated by the CQC as 'Good' - our staff are proud to deliver excellent care. As a forward thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

A digital exemplar- Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust - Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

Diversity & Inclusion A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values. 'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy. The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010

Main Duties and Responsibilities

Nursing Care (under direct supervision)

1. Develop the skills to obtain consent prior to giving care in accordance with Trust policies.
2. Under supervision follow individual patient care plans and report any changes immediately to the Registered Nurse/Assistant Practitioner.
3. Participate in basic patient assessment whilst providing personal care and feeding back to the registered nurse to ensure high standards of care, in particular relating to skin integrity and the alertness of the patient
4. Practice safe standards of care to patients following Trust guidelines and policies and be able to concentrate for periods throughout the day with occasional interruptions.
5. Ensure care is given in accordance with the infection prevention and health and safety policies and procedures.
6. Ensure that the patients bed space is clean, tidy, and accessible and that the person has what they need within easy reach.
7. Develop the skills to actively facilitate self-care and independence with patients.
8. Promote health education specific to the clinical area and in line with national and local policies
9. Develop the skills to maintain effective record keeping and communication with patients, relatives, and members of the Multidisciplinary team regarding all aspects of care demonstrating a range of appropriate communication skills.
10. Ensuring equipment and stores are well maintained, taking appropriate action if the equipment is faulty
11. Work effectively as part of a team.

Training

1. Undertake the Trust's corporate and local induction, and maintain your learning and compliance with training requirements for your role
2. Complete mandatory training. This will vary depending on area of work.
3. Attend In-service training.
4. Successful completion of the 15 Care certificate modules and practical competency assessment, within required timescales.
5. Complete and return on time; all written work, reflective logs and assignments as required, if undertaking additional training eg: Maths/English GCSE.

Professional

1. Demonstrate ability to access Trust policies and procedures and comply with those relevant to role.
2. Act, at all times, in a manner which demonstrates respect for privacy, dignity and confidentiality.
3. Embrace the Trust values and work in an inclusive way.
4. Act within limits of competence, ensuring actions support care, protection, and wellbeing.
5. Develop and maintain skills, knowledge, and competence for the role, with support from supervisor.
6. Ensure all mandatory training is undertaken in line with Trust policy.
7. Participate in team discussions / meetings as an integral member of the team.

Administration

1. Participate in team discussions / meetings as an integral member of the team.
2. Develop competent in the use of IT systems within the workplace environment. Participate in the induction and orientation of newly appointed staff, learners and other visitors to the department.
3. Comply with Trust policy regarding information governance and the care of patient property.

Working conditions

1. Dependent on work setting you may have frequent exposure to bodily fluids, distressed, or confused patients.

Person Specification

Knowledge and Experience	
Experience of providing care in a healthcare or social setting	Desirable
Be able to work as a member of a team	Essential
Experience of time management and prioritising work	Essential
Understands and committed to a caring approach to patients & relatives	Essential

Qualifications and Training	
Level 2 QCF Diploma in Clinical Healthcare support or Level 2 NVQ in Healthcare Health & Social Care Or Level 2 in Health & Social Care (NVQ, QCF, RQF)	Desirable
GCSE A* - D in English Language, or equivalent (e.g. Certificate in Adult Literacy at Level 1)	Desirable
GCSE A* - D, or equivalent in Mathematics (e.g. Certificate in Adult Numeracy at Level 1)	Desirable

As part of quality, diversity, and inclusion policy the Trust can support you to obtain qualifications to support you in the role, if required.

Skills and Abilities	
Effective and appropriate communication skills both written and verbal	Essential
Able to complete appropriate documentation accurately	Essential
Demonstrate an awareness of healthcare work and policies and procedures	Desirable
Committed to providing high quality patient care	Essential
IT skills, basic word, Email, keyboard skills	Essential
Ability and willingness to undertake appropriate training within given time frames	Essential
Flexible and adaptable to change, able to work a range of shifts and moving across wards/unit dependant on clinical need	Essential
Able to demonstrate calm, caring patient manner / attitude	Essential
Enthusiasm and commitment to working within the healthcare setting.	Essential
Able to meet the physical and developmental demands of the role *	Essential

*The role is physically demanding and can include standing for prolonged periods, moving and handling patients and equipment and other healthcare related tasks. We welcome applications from all candidates and will make reasonable adjustments to accommodate your working life experience with the organisation.