

Band 3 Senior 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 – Senior Health care Support worker

Division – Trust wide

Department – Trust wide

Band – 3

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 Senior Health Care Support Worker (SHCSW) is a core member of the team delivering direct care to patients and supporting registered practitioners to deliver high quality, compassionate health care to people in accordance with assessed needs and a care plan.

You will carry out a range of clinical and non-clinical healthcare, or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner, in accordance with the Trust values.

There will be opportunities to develop your knowledge and skills, specific to your 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 indirect supervision, once deemed competent)

1. Obtain consent prior to giving care in accordance with Trust policies.
2. Duties are delegated to you in line with care plans
3. Not all duties are routine, and you will need to use your knowledge, experience and understanding to take decisions within your area of responsibility
4. To carry out a range of clinical duties with minimal / no supervision, including for example, blood pressure monitoring, oxygen saturation levels, body temperature, pulse rate and respiration rate, glucose monitoring, collection and testing of urine samples / faecal samples / sputum samples and wound swabs ensuring delivery of high-quality patient care at all times. NB: this list is not exhaustive and will vary depending on area of work.
5. Participate in patient assessment providing high quality holistic patient care and escalating concerns about patients to other clinical staff
6. 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.
7. Provide clinical care in accordance with the infection prevention and health and safety policies and procedures.
8. Maintain the work environment in line with Trust infection control and patient safety policies
9. Develop the skills to actively facilitate self-care and independence with patients.
10. Promote health education specific to the clinical area and in line with national and local policies.
11. Maintain accurate records relating to communication with patients, relatives, and members of the Multidisciplinary team regarding all aspects of care demonstrating a range of appropriate communication skills.
12. Ensuring equipment and stores are well maintained, taking appropriate action if the equipment is faulty
13. 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
2. Complete mandatory training. This will vary depending on area of work.
3. Attend In-service Training
4. Successful completion of the Care Certificate if applicable

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. Responsible for maintaining own skills, knowledge, and competence for the role.
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.
8. You are accountable for your work and for reviewing the effectiveness of care provided. Adapting, or escalating as required.
9. To support or guide the healthcare support worker.

Administration

1. Competent in the use of IT systems within the workplace environment.
2. 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	Essential
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	
One of the following <ul style="list-style-type: none"> • Level 3 (SCQF – 6): - City and Guilds 3 • NVQ 3 • BTEC National Diploma • Experience equivalent to the above qualifications 	Essential
Level 2 Functional skills in English and Math's, or equivalent	Essential
<ul style="list-style-type: none"> • Completion of Level 3 Diploma in Healthcare Support (that maps to the Apprenticeship Standard for Senior Health Care Support Worker) • Equivalent experience 	Essential

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	Essential
Committed to providing high quality patient care	Essential
Ability to work with minimum supervision to a high standard	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.