

JOB DESCRIPTION

JOB TITLE: Health Care Support Worker

BAND: 3

SALARY: £22,816 - £24,336

HOURS: 22.5

TYPE OF CONTRACT: Permanent

DEPARTMENT: The Riverside Clinic (Contraception and Sexual Health)

SPECIALITY / DIVISION: Family & Specialist Services

RESPONSIBLE TO: Band 7 Nurse

JOB SUMMARY:

To support the medical and nursing teams in providing a comprehensive patient focused service within the integrated sexual health setting.

MAIN DUTIES AND RESPONSIBILITIES:

1. Under the supervision and direction of a registered nurse or medical practitioner:

- a) Support the qualified nurse in implementing an agreed plan of care in association with the patient and in accordance with instructions and training received.
- b) Contribute to the legibility and accuracy of the patients care plan/and or other reports and the effectiveness of the established communication/reporting system.
- c) Ensure confidentiality is maintained at all times.
- d) Prepare rooms and set up trolleys prior to the commencement of clinics.
- e) Ensure all rooms are appropriately stocked and inform nursing staff when stock levels are low.
- f) Treat all patients equally and in a non-judgemental manner.
- g) Use effective communication skills to make patients feel at ease and to support them during their visit to the clinic.
- h) Assist nursing and medical staff when performing examinations on female patients and male patients as required.
- i) Ensure specimens and forms are labelled correctly.
- j) Perform venepuncture as required after appropriate training.

- k) Perform pregnancy tests as requested by nursing or medical staff.
- l) After training and ensuring use of protective clothing/items, stain slides using appropriate chemicals, as required.
- m) After appropriate training and the use of the correct protective clothing/items fill hand held canisters with liquid nitrogen as required.
- n) After appropriate training, perform microscopy inhouse.

2. General Duties

- a) To assist with clerical and general duties appropriate to the clinic.
- b) Participate in regular clinic meetings.
- c) To assist in the development and training of other member of the team.
- d) To assist in keeping patient information leaflets and health promotion displays up to date.
- e) Input diagnostic codes into the computer database for audit and statistical data.
- f) To attend Trust/local orientation programmes and mandatory training sessions.
- g) To contribute to annual appraisal and be responsible for own Personal Development Programme.

POLICIES AND EXPECTED STANDARDS

The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. The Code of Expectations of Employees in particular set out what you as a post holder are required to follow at all times and you should study this carefully. Failure to comply with any of the Trust's policies may result in disciplinary action up to and including dismissal.

All staff must have an understanding of their responsibilities in relation to being accountable for knowing who is in and has access to their area of work. Staff must recognise the need to challenge appropriately and understand their duty of care relevant to their position within the organisation. Staff must be familiar with and understand the correct reporting process where there has been a potential breach.

OUR VALUES & BEHAVIOURS

All staff are required to adopt and follow the Trust values and behaviours at all times. Our values and behaviours are:



New staff will be presented with a leaflet outlining the values and behaviours expected of them at trust induction.

CONFIDENTIALITY & INFORMATION GOVERNANCE

All post holders must comply with all relevant legislation & Trust Policy with regards to Confidentiality & Information Governance, including the Data Protection Act (2018) ensuring that no information obtained through work is communicated to any persons other than those requiring it to complete their duties.

SAFEGUARDING ADULTS & CHILDREN

All Trust staff have a responsibility to safeguard adults & children which includes an understanding of the relevant Trust & Local Safeguarding Adults & Children's Board Policies.

HEALTH AND SAFETY

Employees must act at all times in line with relevant Trust Policies & the Health and Safety at Work Act (1974) to ensure a safe environment for patients, visitors and staff.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

All Employees are responsible for ensuring that:

- your practice so far as is reasonably practicable, protects patients, staff and other persons against risks of acquiring HCAIs;
- where patients present with an infection or acquire an infection during treatment, that they are identified promptly and managed according to good clinical practice to treat the infection and reduce the risk of transmission.
- you follow all Trust policies, procedures and processes to meet the duties set out in the NHS Hygiene Code and assist in their full compliance by all staff within your department.

HEALTH & WELLBEING

The Royal United Hospital is committed to promoting the Health & Wellbeing of its staff. The Trust is a smoke free site; smoking is not permitted anywhere in the grounds. The Trust has a Stress Management Policy, which staff should familiarise themselves with to ensure that they have adequate support for the management of their own, and their colleagues stress. The Trust has an onsite Employee Assistance Programme (EAP) which is available to all staff, offering support to staff & their families.

EQUALITY & DIVERSITY

The Trust values Diversity and actively works towards promoting Equality both in terms of its healthcare provision and within its current and potential workforce.

PATIENT AND CARER EXPERIENCE

The Trust continuously aims to improve the experience of patients and carers using the RUH. All staff are expected to follow the guidance contained in the Patient Experience Strategy for the RUH;

The 3 main points to remember are:

- 1) Communicate clearly with people;
- 2) Involve patients and carers in their care and with the hospital;
- 3) Seek out and use patient and carer feedback in all services.

Also refer to the Carer Policy, Respect behaviours and references to improving experience contained in policy and guidance; all staff will be aware of Equality and Diversity and will assist with accommodating people with special needs. Your individual behaviour can make a significant difference to patient and carer experience.

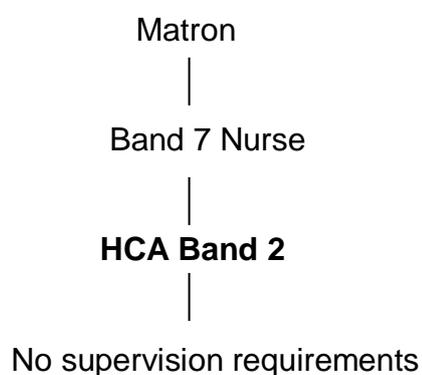
FLEXIBILITY

This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

DIMENSIONS

[Put in here information about the size / number of staff and / or finance / budgets that the post has direct responsibility for managing. With budgets this should indicate the level of budget-holder (Executive-level, Division / Business Unit-level, Speciality-level, Cost-centre-level). Put in any training responsibilities]

STRUCTURE CHART



ANNUAL LEAVE ENTITLEMENTS:

| Length of Service | Annual leave and public holidays |
|---------------------------|---|
| On appointment | 202.5 hours plus 60 hours (27 days + 8 days) pro rata for part time staff |
| After five years' service | 217.5 hours plus 60 hours (29 days + 8 days) pro rata for part time staff |
| After 10 years' service | 247.5 hours plus 60 hours (33 days + 8 days) pro rata for part time staff |

NOTICE PERIODS:

| Band | Notice Period |
|-------------|----------------------|
| Band 1 – 3 | 4 weeks |
| Band 4 | 6 weeks |
| Band 5 – 6 | 8 weeks |
| Band 7 – 9 | 12 weeks |

PERSON SPECIFICATION

| CRITERIA REQUIRED | ESSENTIAL | DESIRABLE |
|--------------------------------------|---|---|
| Qualifications & Training | Basic school education with GCSE passes or equivalent. | Working towards NVQ level 2 |
| Knowledge & Experience | Understand the need for strict confidentiality. Experience of dealing with the public. | Experience of working as a Health Care Assistant within a hospital or healthcare setting. |
| Values | <p>Values and respects others, treats everyone as an individual, is non-judgemental</p> <p>Motivated to be genuinely kind and caring</p> <p>Helps and co-operates with colleagues</p> <p>Pro-active and takes responsibility</p> <p>Willing to learn, open to change</p> <p>Motivated to make a difference in whatever way they can</p> <p>Takes pride in themselves, their appearance, their role and where they work.</p> | |
| Specific Skills | <p>Good written and verbal communication skills.</p> <p>Able to work effectively as part of a multidisciplinary team.</p> <p>Self-motivated and able to use initiative.</p> <p>Aware of own limitations, realism in own abilities.</p> <p>Aware of cultural and social influences on health and importance of respecting diversity and differences.</p> <p>Basic IT skills.</p> | Venepuncture |

| | | |
|--|--|--|
| | Good organisational skills | |
| Physical Skills & Effort Emotional Effort | <p>Physical Skills Manual dexterity to take blood and use a keyboard</p> <p>Physical effort Move stock around the clinic and files to reception</p> <p>Emotional effort & Key stressors Deal with sensitive issues and information. Support distressed patients on occasions. Rarely, assist with difficult patients.</p> | |
| Requirements due to Working Environment | Requirements of the job to deal with blood, lab chemicals and liquid nitrogen on a daily basis. | |