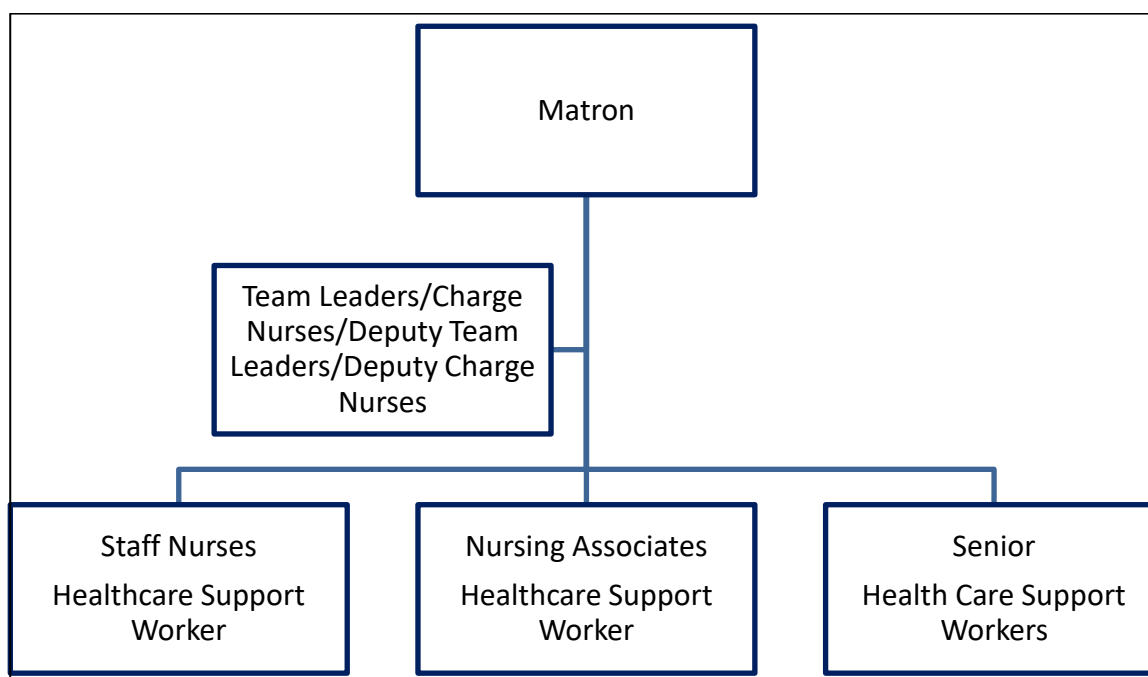




JOB DESCRIPTION

Job Title:	Senior Healthcare Support Worker
Department:	Emergency Department (ED)
Division:	Urgent and Emergency Care
Band:	Band 3
Hours:	37.5 Hours per week
Responsible to:	Matron
Accountable to:	Divisional Chief Nurse
Responsible for:	
Base:	Main base St Peter's Hospital with requirement to work at any other Trust site as required to fulfil role.
Disclosure and Barring Service Required:	Yes Enhanced
Job Summary:	<p>Working as a Senior Healthcare Support Worker in ED within the hospital setting.</p> <p>Carry out assigned tasks involved with direct patient care whilst maintaining the privacy and dignity of patients. This will be whilst demonstrating excellent care, compassion, and communication, and in support of and supervised by a Registered Nurse/Midwife or Nursing Associate, incorporating:</p> <ul style="list-style-type: none"> • Continence Management • Nutrition & Hydration • Undertaking and recording of Vital Signs • Moving & Handling of patients to support independence. • Infection Prevention and Control • Safeguarding of adults and children.
Key working relationships	<p>Internally the Senior Healthcare Support Worker will develop effective working relationships with:</p> <ul style="list-style-type: none"> • Multi Professional Teams, Registered Nurses/Midwives and Nursing Associates including those in training. <p>Externally this includes.</p> <ul style="list-style-type: none"> • Colleagues in other Departments (clinical and/or non-clinical)
Key Result Areas:	<ol style="list-style-type: none"> 1. To have made an effective contribution to reaching the Trust's vision whilst maintaining the Trust's Values and Behaviours, and strategic objectives. 2. To assist in the provision of high-quality fundamental care to patients 3. Supervise, support and help Registered Nurses/Midwives/Nursing Associates in the development and orientation of other Healthcare Support Workers.
Date of last review:	July 2022

1. DEPARTMENT ORGNISATION STRUCTURE CHART



2. MAIN DUTIES AND RESPONSIBILITIES OF THE POST:

Patient Care

1. Assist patients with personal care and hygiene needs.
2. Promote patients' privacy and dignity both in the ward/department and across the Trust.
3. Assist patients with their continence needs.
4. Assist in the meeting of patients' nutritional needs. Ensure that assistance is provided to patients who require it at mealtimes and patients who are of nutritional risk have a red tray.
5. Where identified in the plan of care, ensure food and fluid intake and output are accurately documented on appropriate charts.
6. Assist in skin and pressure area care. Under the supervision of registered nurses/nursing associates, ensure patients are helped to mobilise and/or move position to promote comfort and protect skin integrity.
7. Assist patients with safe mobilisation according to their plan of care and where appropriate seek help from other members of the ward/department team.
8. Utilise appropriate moving and handling aids to reduce the risk of injury to the patients, others and themselves.
9. Assist in supporting therapeutic recreational activities for patients as appropriate.
10. Assist registered staff in the taking and recording of vital signs as per the patients' plan of care, including urinalysis and blood glucose testing.

11. Communicate to the nurse/midwife in charge changes observed in a patient's condition, whether physical or overall health and well-being.
12. Escort patients from the ward/department to other areas within the hospital, as required, in accordance with the Healthcare Support Worker Code of Conduct, maintaining their privacy and dignity at all times.
13. Be aware of and contribute to the protection of individuals from abuse and report any suspicions of abuse to nurse/midwife in charge or appropriate other (Matron, safeguarding team).
14. Assist a Registered Nurse/Midwife/Nursing Associate with patients' End of Life care as required. This would include following their individualised care plan for the dying, and also performing the Last Offices (care of the deceased patient).
15. Recognise and respect all aspects of diversity in a non-discriminatory, inclusive manner.
16. Attend annual updates on fire and take appropriate action on discovering/suspecting a fire.
17. Attend annual updates on basic life support procedures and take appropriate action in the event of a deteriorating patient or cardiac arrest.
18. Where required, undertake the additional skills of venepuncture and cannulation duties under senior supervision following completion of training and evidence of competency
19. As required, accurately record ECG's on completion of training, reporting back to Registered Nurse/Midwife/Nursing Associate.

Communication

1. Answer the telephone in accordance with the Trust's guidelines and refer calls to appropriate others.
2. Communicate effectively with patients and relatives in a kind, courteous, sensitive and appropriate manner and refer to the nurse in charge as required.
3. Report any incidents, accidents, concerns, near misses or complaints to the appropriate person and complete a Datix form, if required.
4. Be sensitive to the patient and their environment, ensuring communication of a personal and or private nature is discreet, and patient confidentiality is maintained.
5. Record all care provided in patients' electronic record system in real time, using accurate and professional language and personalised login.

Other Duties

1. Assist with the tidiness and promoting cleanliness of all patient areas, including equipment rooms and storerooms, and take appropriate care of furniture and equipment. Ensure beds and equipment are properly cleaned between patient use as per IPC guidelines.
2. Adhere to infection control policy and procedures, demonstrating an understanding of universal precautions and good hand hygiene.
3. Adhere to all current Covid IPC guidelines.

4. Adhere to the patient property policy and ensure the utmost care is taken to ensure belongings do not become misplaced or lost.
5. Undertake clinical skills in which they have received training and have been deemed competent by an authorised Registered Nurse/Midwife/Nursing Associate as per Trust guidelines.
6. Work in a manner to reduce waste and take responsibility for safe and prudent use of equipment and clinical consumables.
7. Undertake mandatory and statutory training.
8. Supervise, support and help Registered Nurses/Midwives/Nursing Associates in the development and orientation of all new staff, including being a Buddy for new starter Healthcare Support Workers.
9. Be of clean, smart appearance and wear the correct uniform in accordance with the Trust dress code policy.

PERSON SPECIFICATION

POST TITLE: Health Care Support Worker

Factors	Essential	Desirable
Attitude, Behaviour and Values	<ul style="list-style-type: none"> • Always puts patients first • Customer service focus • Willing and able to take personal responsibility. • Demonstrates passion for excellence • Seeks out and takes opportunities for improving the service offered • Takes pride in their work and their team • Flexible in their attitudes and behaviours to support team working and delivery of objectives • Respects, values and cares for others • Supports learning and development of self and others • Supports and promotes equality, diversity and inclusion 	
Qualifications and Further Training	Functional level of English and Math Care Certificate	Health and Social Care Level 3
Experience	6-12 months experience as a Healthcare Support Worker in the NHS Team working	Healthcare Support Worker Buddy Link Healthcare Support Worker
Knowledge	<ul style="list-style-type: none"> • Trust vision, values and behaviours and strategic objectives • Understanding of the role of the Healthcare Support Worker in the hospital setting. 	Basic knowledge of how the NHS works
Skills and Personal Attributes	<p>Must be able to demonstrate, in relation to patients, visitors, colleagues and other individuals connected with the Trust and NHS:</p> <ul style="list-style-type: none"> • Effective communication • Required IT skills • Caring and Compassionate • Empathy and understanding • Ability to provide excellent patient centred care • Inclusivity • Excellent time management • Team worker • Ability to prioritise appropriately • Ability to advocate for others as required • Venepuncture • Cannulation • ECG monitoring 	
Other requirements	<ul style="list-style-type: none"> • Able to demonstrate that you are honest, reliable and trustworthy • Treat patients, visitors, colleagues with respect • Ability to travel between Trust sites • Ability to be flexible to meet the needs of the patients, the team, the service and the Trust. This could include shift work during a 7 day working pattern. 	

Values and Behaviours

Ashford and St. Peter's Hospitals **NHS**
NHS Foundation Trust

Patients First

	Exemplary 4= acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
Care	Always finding ways to make a difference for the benefit of others	Ensuring that basic needs are always met	Ignoring patients who need help – the standard you walk past is the standard you accept
Compassion	Making everyone feel special – knowing your patients well and treating them as individuals	Putting yourself in others' shoes – you could be the only word of kindness that person receives all day	Not being aware of others' needs or feelings
Communication	Adjusting your communication style to fit the person or the purpose	Introducing yourself, listening, explaining clearly what is happening and making sure that you have been understood	Making little effort to explain situations, creating anxiety and confusion
Humility	Using what our patients and others tell us to make our care the best it can be	Apologising and being open when things have gone wrong	Arrogance – assuming we have all the answers and not listening to our patients

Passion for Excellence

	Exemplary 4=acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
Positivity	Sharing good news and positive stories, seeing and inspiring the best in others	Striving to be the best you can	Spreading negativity, or having a "can't do" attitude
Insight	Stopping, looking and listening – being mindful of your environment	Having an in depth understanding of your day to day practices and the impact they have on others	Not being aware of impact on others
Initiative	Finding and seizing opportunities to go the extra mile without being asked	Taking a proactive approach, and prioritising	Being passive and demonstrating a lack of attention to detail
Innovation	Being bold, ambitious and creative and challenging the norm	Seeking out new ideas and finding ways to put them into practice	Accepting average standards or refusing to move from the status quo



Developed by staff through the Trust Wall and through conversation in Autumn 2013

Personal Responsibility

	Exemplary 4= acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1 = does not demonstrate
Commitment	Equipping yourself with the skills, knowledge and wellbeing required to deliver your best	Performing your duties to the best of your ability and always being punctual and prepared	Taking little interest in doing a good job
Self-awareness	Leading by example and taking responsibility for your actions	Treating people as you would like to be treated, remembering that the little things often make the biggest difference	Looking for excuses or undermining others
Open-mindedness	Being objective and providing, seeking and valuing regular constructive feedback	Continuously listening, learning and improving	Showing little interest in improvement or being dismissive of others' ideas or feedback
Courage	Not being afraid to challenge poor behaviour and inspiring courage in others	Believing in yourself and your contribution, and having the confidence to speak up and speak the truth	Not being willing to trust others, or avoiding difficult issues

Pride in our Team

	Exemplary 4=acts as a role model	Essential 3 = always demonstrates 2 = sometimes demonstrates	Unacceptable 1= does not demonstrate
Constructiveness	Supporting, inspiring, mentoring, coaching, celebrating, championing and motivating	Treating one another with dignity, intelligence and respect	Shouting, taking an aggressive tone, or finger-pointing
Selflessness	Taking on tasks, beyond expectation, to achieve team or organisational goals	In your work, prioritising the needs of your patients, teams and organisation ahead of your own	Showing evident self-interest to the detriment of the team or organisation, or lack of flexibility
Collaboration	Helping others to see that they can achieve more together than can be achieved alone	Building positive relationships based on listening and sharing information, knowledge, skills, as well as workload, to further team and organisational goals	Refusing to work with others effectively – withholding information, or failing to listen to or acknowledge others' views
Integrity	Always being open and honest, setting realistic expectations, and consistently demonstrating your values	Being honest and delivering what you promise or making others aware if you are unable to deliver	Being dishonest or biased, or actions not matching words

VALUES BASED BEHAVIOURS

The Values Based Behaviours above describe the standards of behaviour the Trust supports and expects from all staff, and these are used to assess and develop staff through all aspects of their career with the Trust, from recruitment, through induction, appraisal and development.

WORKING FOR THE TRUST GENERAL RESPONSIBILITIES FOR ALL STAFF IN THE TRUST

Policies are only available internally via [Policies \(asph.nhs.uk\)](http://asph.nhs.uk/Policies)

COMMUNICATION AND CONFIDENTIALITY (INFORMATION GOVERNANCE)

You must communicate clearly by actively listening and responding to what people are saying:

- a) check information from other people and check its accuracy
- b) establish any help people require and act on this appropriately
- c) ensure confidentiality at all times

Employees of the Trust must not without prior permission disclose any information regarding patients or staff obtained during the course of employment except to authorised bodies or individuals acting in an official capacity. The Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information. See Confidentiality Policy <http://trustnet/documents/menu113.htm> and Information Governance Policy <http://trustnet/documents/menu1107.htm>

All employees must be aware of their responsibilities under the Freedom of Information Act 2000. See Trust Freedom of Information Policy at [Freedom of Information Policy – Policies \(asph.nhs.uk\)](http://asph.nhs.uk/Freedom%20of%20Information%20Policy)

Employees who use a computer, must abide by the terms of the Trust's Information and Technology Policies at: <http://trustnet/documents/menu11.htm>

DEVELOPMENT, MODERNISATION AND CHANGE

The Department of Health, the Trust, and Directorate/Departments have targets to achieve in respect of service delivery and improving and progressing patient care. We ask that you are aware of these targets and contribute and work to achieve them.

All staff are to be familiar with the Trust's policies and procedures, which are available on the Trust Intranet <http://trustnet/documents/menu.html>

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to undertake other duties that are consistent with your role / band. Details and emphasis of your role may change but this would be in consultation with you and in line with the needs of your work area.

INCLUSION DIVERSITY AND RIGHTS

All staff have a duty promote people's equality, diversity and rights, and treat others with respect and dignity and to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristics and persons who do not share

The Trust is unreservedly opposed to any form of discrimination being practiced against its employees whether on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity.

MONITORING AND MAINTAINING GOOD HEALTH AND SAFETY

The safety of patients, staff and visitors is paramount. All staff have a duty to recognise safety as a fundamental element of their role and to comply with Trust policies, procedures, protocols and guidelines related to safety and well- being.

Under the Health and Safety at Work Act 1974, all employees have a duty:

- a) to take reasonable care of ourselves and others at work
 - b) to co-operate in meeting the requirements of the law
 - c) not intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare
- You are required to familiarise yourself with the details of the Trust's Health and Safety Policies posted on the Intranet at [Health and Safety Policy – Policies \(asph.nhs.uk\)](https://asph.nhs.uk/Health-and-Safety-Policy-Policies). A department policy which will cover your usual place of work is available through your head of department. There are a number of health and safety training sessions which will be mandatory for you to attend depending on your type of work.

MANDATORY TRAINING

All staff have a responsibility to ensure that they are up to date on essential knowledge and skills related to their sphere of work. Some areas of training are common to all staff, such as Health & Safety, Safeguarding and Information Governance. Staff must ensure that they attend Mandatory Training sessions as required.

NHS VALUES

The NHS commits:

- To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.
- To provide support and opportunities for staff to maintain their health, well-being and safety.
- To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements. All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.

Staff responsibilities:

- **You have a duty** to accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body applicable to your profession or role.
- **You have a duty** to take reasonable care of health and safety at work for you, your team and others, and to co-operate with employers to ensure compliance with health and safety requirements.
- **You have a duty** to act in accordance with the express and implied terms of your contract of employment.
- **You have a duty** not to discriminate against patients or staff and to adhere to equal opportunities and equality and human rights legislation.
- **You have a duty** to protect the confidentiality of personal information that you hold unless to do so would put anyone at risk of significant harm.
- **You have a duty** to be honest and truthful in applying for a job and in carrying out that job.

QUALITY AND RISK MANAGEMENT

The Trust, as a public organisation is committed to acting with honesty, with integrity and in an open way. We are working together to achieve the highest levels of compliance with risk management via the NHS Litigation Authority (NHS LA) and Clinical Negligence Scheme for Trusts (CNST) for maternity services. You are expected to become familiar with these standards as they relate to your work and further details are available from your manager.

You must ensure your actions help to maintain quality and reduce risk. This involves accepting individual responsibility for meeting required standards, and for following quality and safety processes and procedures. These include national requirements set out by the Healthcare Commission, Trust policies, the Trust's Values and Behaviours, local Codes of Practice and local service or departmental standards.

It is expected that you understand and comply with current emergency resuscitation techniques (where appropriate), infection control procedures, and fire regulation procedures.

- Risk & health & safety policies are available at: [Health and Safety Policy – Policies \(asph.nhs.uk\)](http://asph.nhs.uk/Health-and-Safety-Policy-Policies)
- Patient care policies are available at: [Patient Care Policies – Policies \(asph.nhs.uk\)](http://asph.nhs.uk/Patient-Care-Policies-Policies)
- Fire policy is available at: [Fire Safety Policy – Policies \(asph.nhs.uk\)](http://asph.nhs.uk/Fire-Safety-Policy-Policies)
- Control of infection policies is available at: [Control of Infection Policies – Policies \(asph.nhs.uk\)](http://asph.nhs.uk/Control-of-Infection-Policies-Policies)
- All other relevant policies can be found at: [Policies \(asph.nhs.uk\)](http://asph.nhs.uk/Policies)

WHISTLE-BLOWING (FREEDOM TO SPEAK UP)

All employees working in the NHS have a contractual right, and a responsibility, to raise genuine concerns they have with their employer about malpractice, patient safety, financial impropriety or any other serious risks they consider to be in the public interest. Details of when and how concerns may properly be raised within or outside the Trust are available in the Trust's Whistle-blowing Policy which you can access on the intranet at: [Freedom to Speak Up: Raising Concerns \(Whistleblowing\) Policy – Policies \(asph.nhs.uk\)](http://asph.nhs.uk/Freedom-to-Speak-Up-Raising-Concerns-Whistleblowing-Policy-Policies)

The Trust's policy on whistle-blowing enables everyone to raise any concerns they have about any malpractice at an early stage and in the right way.

The Trust welcomes your genuine concerns and is committed to dealing responsibly, openly and professionally with them. It is only with the help of our staff that the Trust can deliver a safe service and protect the interests of patients and staff. If you are worried, we would rather you raised the matter when it is just a concern, rather than wait for proof.

We hope that you will be able to raise concerns with your manager or Head of Service. However, we recognise that this may be difficult at times and the policy enables you to raise a matter directly with the Trust Freedom to Speak Up Guardian and the designated Non-Executive Director. But you can approach any member of the Trust Board.


Your concerns will be taken seriously and investigated. We also give you a guarantee that if you raise concerns responsibly, we will endeavour to protect you against victimisation.

Further information is available on the Trust Intranet at: <http://trustnet/departments/speakup/>

REQUIREMENT FOR FLEXIBILITY IN AN EMERGENCY SITUATION

In the event that the Trust is affected by an emergency situation (including but not limited to a flu pandemic or a pandemic of any other disease or illness), whether relating to its staff and/or patients, you agree that the Trust may require you to:

- (a) Carry out additional and/or alternative duties to those contained in your job description; and/or



(b) Without prejudice to the other terms of your employment, perform duties (including any additional and/or alternative duties as mentioned above) at any other location where NHS services are provided

SAFEGUARDING

All Trust employees have a responsibility to take appropriate action if they believe that a child or vulnerable adult is in need of services or in need of protection and they must be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Everyone is responsible for accessing the relevant level of training and following the Trusts local and SSCB's Child Protection and Safeguarding procedures.

Information on Child Protection is available at: [Safeguarding Children Policy – Policies \(asph.nhs.uk\)](#)

and

Information on the Abuse or Suspected Abuse of Vulnerable Adults is at: [Safeguarding Adults at Risk Policy – Policies \(asph.nhs.uk\)](#)

The Trust complies with the requirements of the Disclosure and Barring Service (DBS) and the requirement to report safeguarding issues to the Disclosure and Barring Service. All staff required to have a DBS disclosure for their post will undergo a recheck every three years. Employees must cooperate with the renewal process and submit their DBS applications promptly when requested.

July 2022