

Job Description

Job title:	Health Care Support Worker
Division:	Various
Board/corporate function:	Various
Salary band:	Band 2
Responsible to:	Ward Sister/Charge Nurse or Department Manager
Accountable to:	Chief Nurse
Hours per week:	37.5
Location:	Various

University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population.

We provide academically-led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across eight sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing)
- National Hospital for Neurology and Neurosurgery
- Royal National Throat, Nose and Ear Hospital
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases
- University College Hospitals at Westmoreland Street

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

CLINICAL BOARD

Various

DIVISION/DIRECTORATE

Various

Job Purpose

The HealthCare Support Worker (HCSW) works as part of the ward/department team under the supervision of registered nurses and midwives and:

- Participates in the delivery of patient care
- Contributes towards ward/department organisation
- Supports registered nurses in the provision of a safe and caring environment

The Band 2 HCSW will adhere to Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England (2013), and Compassion in Practice

This job description outlines the key contributions of the role of a Band 2 Healthcare Support Worker .

Key Working Relationships

Key working relationships with all members of the multi-professional team, including nursing and medical staff, allied health professionals and support workers

Key Results Areas

The primary responsibilities of the post holder. The focus should be on results rather than activities. There should be between 3 and 6 key result areas or perhaps more if the job is very senior.

Main Duties And Responsibilities

Communication

- Communicate clearly, effectively and appropriately with the multidisciplinary team, patients and their family/visitors/carers
- Respond appropriately to queries, take phone messages and pass on written and verbal information to patients
- Provide basic information to patients, family/visitors/carers and colleagues
- Aware of the importance of accurate documentation and contribute to reports of patients' activity and progress
- Accept constructive feedback.
- Give constructive feedback to colleagues.
- Participate in discussions about patient care and ward/departmental development, including handover and team meetings

- Maintain patient confidentiality
- Maintain professional boundaries and working relationships with patients and colleagues

Personal and People Development

- Understand own level of responsibility and accountability in relation to trained staff
- Identify own learning needs and produce a personal development plan in conjunction with the ward sister/charge nurse
- Participate in annual staff appraisal, staff development and in-service training activities in line with the Knowledge and Skills Framework
- Attend Trust/local orientation programmes, mandatory training sessions and annual updates
- Take part in reflection and appropriate learning from practice, in order to maintain and develop competence and performance
- Completion of the Health Education England, Care Certificate, within three months of new employ (where not yet achieved): Or as an appraisal objective, to be completed within three months for existing staff.

Health, Safety and Security

- Assist in maintaining a clean environment that is conducive to safe practice
- Report any issues at work that may put health, safety and security at risk
- Summon immediate help for any emergency and take appropriate action to contain it
- Understand the principles and practice of Infection Control
- Work within own personal/professional limitations and seek help of others to maintain safe practice.
- Identify potential risks for all staff, patients and visitors and assist with relevant incident reporting procedures
- Clean patient equipment as required
- Handle and dispose of all body fluids in accordance with universal precautions

Service Improvement

- Undertake administrative and clerical tasks associated with patient care to facilitate the smooth running of the ward/department
- Maintain adequate levels of stock, equipment and materials and facilitate the efficient, effective use of resources; report when availability falls below an acceptable standard or level
- Pass on constructive views and ideas for improving services to ward sister/charge nurse

Quality

- Ensure a welcoming, caring and safe environment is provided for the patient and their family/visitors/carers
- Aware of and maintains required standard of care
- Ensure that patient areas are kept clean and tidy
- Comply with Trust/local policies and procedures

Equality and Diversity

- Carry out duties and responsibilities with regard to the Trust's Equal Opportunity

Policy

- Recognise the importance of people's rights and act in accordance with legislation, policies and procedures

- Act in ways that acknowledge and recognise peoples' expressed beliefs, preferences and choices; respecting diversity and valuing people as individuals
- Take account of own behaviour and its effect on others

Enablement to address health and wellbeing needs

- Maintain and improve the patient's mobility using appropriate equipment and handling techniques
- Assist the patient to be as comfortable as possible, i.e. help with moving and positioning the patient using appropriate equipment
- Assist with checking pain levels and requesting pain relieving medication on patient's behalf
- Involve the patient in shared decision-making and obtain their consent before undertaking nursing procedures
- Prepare appropriately for the activity to be undertaken
- Support and encourage the patient to meet their own health and wellbeing needs

Provision of care to meet health and wellbeing needs

- Work co-operatively as part of the multi-disciplinary team, helping nursing, midwifery and other clinical staff in routine work associated with patient care
- Support qualified nurses in the implementation of programmes of care within the limits of the NA's knowledge and competence
- Provide comfort, reassurance and support to patients and/or their carers if anxious or distressed
- Assist with essential patient care, e.g. making beds, sorting clean linen, distributing menu cards etc.
- Assist patients to become as independent as possible by giving the appropriate level of support as delegated and under supervision
- Maintain patients' personal and oral hygiene, e.g. help with dressing / undressing, giving bed baths, mouth and skin care, assisting with pressure area care / SSKIN bundle
- Escort patients to other departments
- Have a basic understanding of special dietary needs and implications for the patient's condition
- Ensure adequate hydration and nutritional intake – including feeding patients
- Record intake and output and understand the need for accuracy
- Assist patients to access and use appropriate toilet facilities, ensuring privacy and dignity are maintained
- Carry out clinical procedures as required and under supervision, e.g. venepuncture, removal of intravenous cannula, bladder scan, simple wound dressings
- Record routine observations as designated by the nurse in charge (following training and having been assessed as competent, e.g. TPR & BP, AVPU, oxygen saturation, NEWS and urine tests, ECG)
- Alert trained staff promptly of changes in the patient's condition or any possible risks

Information Processing

- Able to use EPR at a basic level to input and retrieve information

General

- Adhere to the UCLH Service Commitment "Putting Patients First" and adopt a professional approach to customer care at all times
- Comply with the Trust's Equal Opportunities Policy and treat staff, patients, colleagues and potential employees with dignity and respect at all times

- Take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure
- Take personal responsibility for ensuring that UCLH resources are used efficiently and with minimum wastage, and to comply with the Trust's Standing Financial Instructions (SFIs)
- Comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps
- In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic

Be aware of and adhere to all Trust policies and procedures, the Health and Safety at Work Act and the Data Protection Act

- Maintain confidentiality at all times

Our Vision and Values

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through [values](#) to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

We put your **safety** and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility
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We offer you the **kindness** we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity
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We achieve through **teamwork**

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time
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We strive to keep **improving**

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research
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KSF Outline for Band 2 (HCSW)

	KSF Dimension, Level and Indicator					
	Dimension Number	Dimension	Foundation Gateway (Subset Outline)		Second Gateway (Full Outline)	
			Level	Indicators	Level	Indicators
Core Dimension	1	Communication	1	All	2	All
	2	Personal and People Development	1	a), b), c) & d)	1	All
	3	Health, Safety and Security	1	All	1	All
	4	Service Improvement	1	a) and d)	1	All
	5	Quality	1	All	1	All
	6	Equality and Diversity	1	All	2	All
Specific Dimension		HEALTH AND WELLBEING				
	HWB4	Enablement to address health and wellbeing needs	1	All	1	All
	HWB5	Provision of care to meet health and wellbeing needs	1	b), c), d) & f)	1	All
		INFORMATION AND KNOWLEDGE				
	IK1	Information processing	1	a), c), d) & e)	1	All

Band 2 HCSW Person Specification

*Essential / Desirable – E/D

HOW WILL CRITERIA BE ASSESSED?

(A) APPLICATION / (T) *TEST / (I) INTERVIEW / (R) REFERENCES

*Test to be conducted at interview in accordance with HCSW Recruitment and Selection guidelines & interview questions

REQUIREMENTS	*E / D	How assessed	Met	Not Met	EVIDENCE TO SUPPORT ASSESSMENT
<u>1. Knowledge & Qualifications</u> a. Willing to work towards NVQ Level 2 / HSC Diploma level 2 / Intermediate apprenticeship level 2	E	A			
<u>2. Experience</u> a. Experience in carrying out assigned duties after training b. Working in a team c. Working in a Health Care or related setting d. Good standard of written and spoken English	E D D E	A/I A/I A A/I/T			
<u>3. Communication</u> a. Able to communicate accurately and effectively with patients and colleagues, verbally and in writing b. Able to follow instructions and complete assigned tasks. c. Able to deal with the public in person and on the phone d. Able to support and reassure patients/carers in distress e. Understands importance of maintaining confidentiality	E E E E E	I/T I/T A/T A/I A/I			
<u>4. Personal And People Development</u> a. Demonstrates understanding of own role within the team b. Willing to produce a personal development plan with manager c. Willing to develop self & undertake in-house study	E E E	A/I I I			
<u>5. Health, Safety And Security</u> a. Able to summon help in an emergency b. Able to report risk issues to manager	E E	I I			
<u>6. Service Improvement</u> a. Ability to carry out administrative and clerical duties appropriate to the work area b. Able to pass on ideas to manager on improvement of services	E D	A/I I			
<u>7. Quality</u> a. Able to maintain resources efficiently and effectively b. Able to reports problems as they arise and solve them where possible	E E	A/I I			

8. Equality and Diversity					
a. Experience of giving care in a multi-cultural environment	D	A/I			
b. Knowledge and understanding of the importance of equal opportunities	E	A/I			
c. Demonstrates understanding of importance of maintaining privacy and dignity	E	A/I			
9. Enablement to address health and wellbeing needs					
a. Understands importance of Health Promotion	E	A/I			
b. Able to alert trained staff of change in patient's condition	E	I			
10. Provision of care to meet health and wellbeing needs					
a. Able to provide essential care for patients as directed	E	A/I			
b. Able to carry out assigned tasks after training	E	I			
c. Able to record routine observations after training	E	I/T			
11. Information processing					
a. Prepared to use a computer/ learn how to use a computer to record information	E	A/I			
b. Able to input and retrieve data/information safely and correctly(EPR)	E	I			
12. Specific requirements (E.g. Relevant qualifications/experience for specialist areas)					
a. Flexible approach to shift patterns	E	I			

