

North Bristol NHS Trust

Job Description

Job Details

Job Title: HCSW Practice Facilitator

Grade: Band 4

Directorate: ASCR

Location/Base: Brunel Building, Southmead

Job Summary

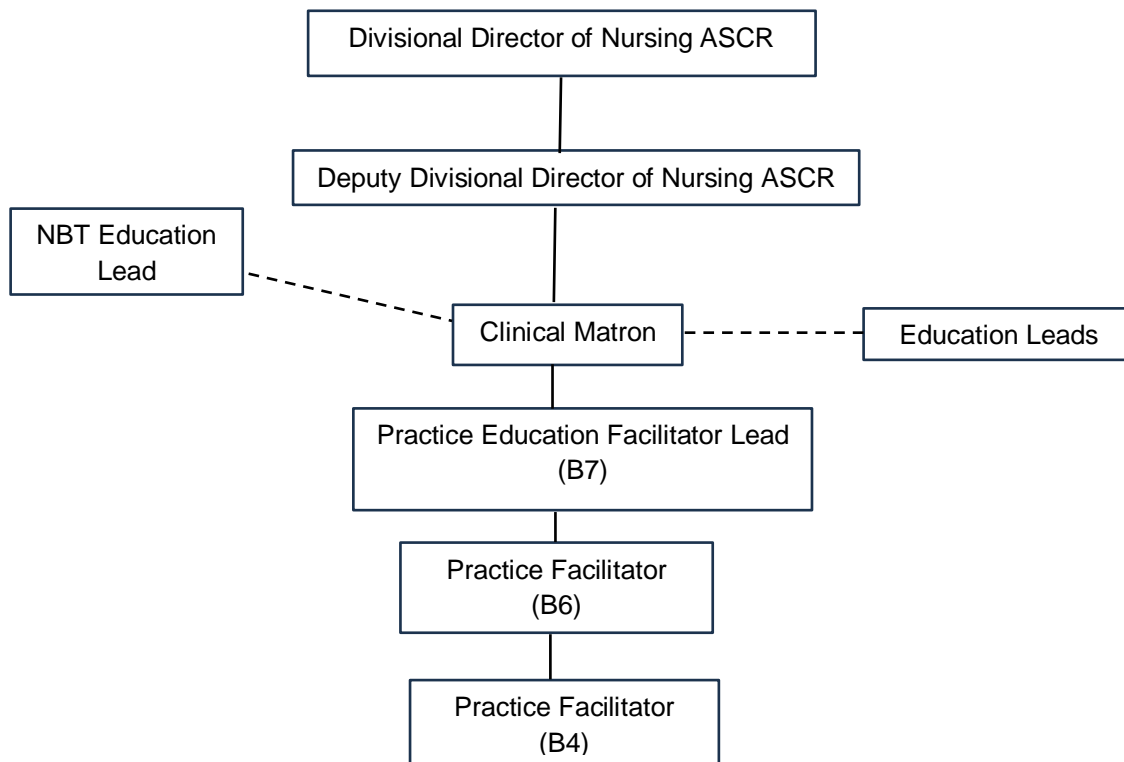
As a HCSW Practice Facilitator, you will be a member of the ASCR Recruitment, Retention, Education and Wellbeing Team (RREWTE).

You will be responsible for:

- Facilitating Education Pathways for Healthcare Support Worker (HCSW) (level 2 and 3 of varying ages & abilities within ASCR wards).
- Facilitating Education and guidance involve providing one to one support and supporting their assessors with the assessment of the competencies in practice.
- Identifying the development and assessment needs of learners for their chosen qualification route.
- Working within policies and procedures and providing information for internal quality assurance as required

You will also work alongside others in a similar role in practice and with the Learning and Development Team to help develop a workforce with the skills, knowledge, and competence necessary to deliver effective patient care and to enhance the quality-of-service delivery.

Organisation Chart/Accountability



Knowledge, Training, Experience & Skills Required

Knowledge, Training & Experience

- Completion of a Foundation degree
- Recent experience of working as a B4 in an acute setting
- Supporting Students in Practice (SSIP) course and a working knowledge of Apprenticeships/Vocational qualifications (or commitment to undertake)
- Confidence in working with IT based products and systems including data bases and LEARN. Plan and organise complex activities or programmes, requiring formulation, adjustment.
- Evidence of continuing professional/personal growth in a clinical capacity and a wide-ranging knowledge/ experience of nursing and healthcare
- Experience of supporting learners in the workplace and the facilitation of learning/teaching/assessing within the clinical environment
- Understanding of Level 2 and L3 HCSW pathways and apprenticeships

Skills

- Excellent interpersonal and effective communication skills. Communicate sensitive information with empathy to HCSWs, assessors, and managers.
- Able to assess competencies of Health care support workers in the clinical environment according to required standards and to escalate any concerns.

- Ability to work to deadlines agreed by Education leads, Practice education facilitators and prioritise own workload and manage time effectively and problem solve.
- With guidance from the Practice education team, work autonomously and be accountable for a cohort of HCSWs.
- Work well independently and as part of a team.
- Motivated.

Main Duties & Responsibilities of the Post

HCSW Practice Facilitator Responsibilities include, but are not limited to:

Facilitate HCSWs within ASCR wards, support assessors and carry out best practice regarding assessments. In conjunction with the Learning and Development Team and contribute to the quality assurance of assessment.

- Identify HCSWs who are failing to meet targets and initiate action plan with SMART targets to address any issues.
- Report any concerns to the line manager identifying those issues that may be outside their level of competence.
- Planning, preparing, and teaching, demonstrating positive behaviour and ensure math's, English, ICT and Safeguarding is embedded.

CPD

- Prioritise areas for development, identify current performance requirements relevant to own practice and stay up to date with current practice.
- Seek feedback, collect information, and continually reflect on own performance and keep records of own actions, development plans and progress.
- Ensure required mandatory training is undertaken in line with Trust policy.
- Undertake the relevant teaching courses and complete within set timeframe.
- Follow policies in own role, may be required to comment/Implement policies and propose changes to practices, procedures for own area.

Professional

- Be familiar and comply with all Trust Policies and Procedures and exhibit professional behaviours and attitudes.
- Demonstrate excellent customer care skills and ensure actions support equality, diversity, and inclusion of the staff members.
- Act within limits of own competence, ensuring actions support care, protection, and wellbeing of others.
- Work across all areas of the Trust and possibly local Community Partner Organisations, this could include travel to local health partners.

Environment Support

- Ensure teaching area is prepared and maintained to facilitate learning and meet individual apprentice's needs.
- Identify and take appropriate action when equipment malfunctions.
- Identify potential risk issues which could affect the apprentice's health or social care need.

Administration

- Update LEARN accounts.
- Update relevant records and data bases.
- Effectively utilise resources within departmental budgetary requirements.
- Ensure that correct procedures are followed in the event of an incident or accident involving patients, staff or visitors.

- Participate in ward/department meetings.
- Participate in the orientation of newly appointed staff and other visitors to the ward/dept.

Working Conditions / Effort

The post holder will be working in a busy clinical environment and will be expected to cope with the pressure of high throughput and physically demanding tasks as follows:

Every shift	Frequency
Maintain concentration during assessment activities, supporting the apprentice but ensuring patient care is delivered effectively	Every shift
Manual handling using appropriate aids	Every Shift
Pushing trolleys, commodes and beds	Every shift
Contact with blood and body fluids	Every shift
Impart unwelcome news to HCSWs e.g. failure to meet learning targets, competency issues	Every shift
Walking and standing	Most of the shift
Providing care to acutely ill patients	On occasions
Providing care to vulnerable/potentially violent/aggressive/challenging patients	On occasions

NBTCARES



NBT CARES is an acronym, standing for caring, ambitious, respectful and supportive
 NBT CARES. Is a simple statement, which epitomises how everybody across our organisation goes the extra mile to ensure our patients get the best possible care.
 NBT CARES - organisational values are underpinned by our positive behaviours framework. A framework that provides clear guidance on how colleagues can work with one another in a constructive and supportive way.

Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day-to-day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work.

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work.

Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on LINK the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying

Health and Safety/Security

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)

No-Smoking Policy

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

Equal Opportunities

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly, all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

Harassment and Bullying

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

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Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

Job Description Agreement

Completed by.....

Authorised by..... Date.....

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made