

Job profile

Organisation name: Wrightington Wigan and Leigh Teaching Hospitals NHS Foundation Trust (WWL)

Job Title: Healthcare Support Worker

Band: Band 3

Your role as a Healthcare Support Worker is to support our Nursing teams deliver the best care possible to our patients and contribute to the smooth running of our wards and departments.

Meet three of our hundreds of Healthcare Support Workers, seen here proudly wearing their uniforms.



Ian was asked what it means for him to be a Healthcare Support Worker. He says "I wanted to become a Healthcare Support Worker as I get great satisfaction from taking care of people, especially those who are vulnerable. Being part of a team that gives amazing care and is able to get people well and home to their loved ones is very rewarding."



Tracey loves the satisfaction in caring and nursing patients back to health. She is very proud in how she cares for our patients and how she makes a difference in how they feel and in their wellbeing. Tracey says she "loves being part of a team and making a difference."



Brian loves coming into work and knowing he is making a difference. He says "the way I look at it is if my family were here I would want someone to be patient and listen to them so I try my hardest to treat my patients the same way. Each patient has a different story and Brian finds it interesting to listen to them and have a good talk with them."

Duties of a Healthcare Support Worker

We know that no two days are the same and it's hard to fit everything on one page, however, the following are an example of the duties our Healthcare Support Workers do every day in their role.

1. Assist patients with the provision of washing, dressing, personal care, beverages and/or meals.
2. Assist qualified nursing and medical staff where requested.
3. Communicate with all members of the team to maintain a good service provision.
4. Ensure that all patients are able to meet their hygiene needs, providing a level of assistance appropriate to the individual.
5. Prepare and support the patient appropriately during any activity that is to be undertaken.
6. Alert the registered nurse where you notice any changes in the patient's health and well-being or any possible risks.
7. Undertake observations/tasks such as patient temperature, weighing, fluid checks as directed
8. Ensure effective use of material resources/supplies within the ward/unit in consultation with senior staff.
9. Assist with the general cleaning and re-stocking of resources where appropriate as well as cleaning and preparing patients beds.
10. Contribute to own personal development and take an active part in learning opportunities.

Benefits to working with us:

We feel we are a great place to work and below are some of the key benefits:

- Amazing colleagues from all backgrounds and levels of experience
- Fantastic development opportunities and career
- 27 days paid holidays per year (rising to 33 days), pro rata for part time staff in addition to 8 bank holiday
- Plus an extra day's leave for your Birthday!
- Enhanced rates of pay for weekend and bank holidays working
- The opportunity to join the NHS Pension scheme
- Uniform provided

You can read more about WWL here on our [website](#).

Essential criteria:

To be a Healthcare Support Worker – these are some of the essential things you need to have and be able to demonstrate throughout the recruitment process from the application form to the interview and assessments themselves:

- NVQ Level 2 in Health and Social Care / BTEC Level 3 Extended Diploma / Care Certificate
- Effective level of numeracy and literacy skills
- Proven ability to remain calm under pressure
- Proven ability to demonstrate compassion/empathy/help others
- Effective team player

- Demonstrable ability to follow instructions
- Effective customer service skills
- Effective understanding of confidentiality
- Proven ability to be flexible in your approach
- Ability to deal with people from all backgrounds
- You must be able to work flexibly, 7 days a week, covering multiple sites.

Interested in applying:

We would love to receive an application form from you – please use our e-learning guide to ensure you make your application form as effective as possible: [Make your Healthcare Support Worker application the best it can be - Overview \(lthtr.nhs.uk\)](#)

Our Behaviours

As an organisation, we have five key behaviours and ensuring the colleagues we recruit fit with these values is really important to us. They will be used in the interview and selection process. The behaviours are being compassionate, respectful, accountable, working collaboratively and be forward thinking.

