

HUMBER TEACHING NHS FOUNDATION TRUST
JOB DESCRIPTION

Job Title: Healthcare Support Worker

Band: Band 3

Job Role Summary

To provide physical and psychological support to patients and their carers within standard operation procedures and contribute to the care planning process as a member of the nursing team.

The Health Care Support worker roles play a vital role in delivering high standards of care to patients at the Trust. Working in a busy clinical environment, you will work closely with multi-disciplinary teams to ensure all patients are cared for and treated with dignity and respect and receive the highest quality of care.

Duties will be varied and will include:

- Demonstrate what it means in practice to promote and provide person centred care treatment
- Support by obtaining valid consent, and carrying out risk assessments
- Work in partnership with the individual, their carer, families and the wider healthcare team
- Promote clinical effectiveness, safety and a good experience for the individual
- Making patients comfortable
- Talking and listening to patients
- Involved in patient activities and support them to use ward facilities
- You will also gain experience in gaining a number of key clinical skills throughout the programme.

Successful candidates will have options to work within one of our amazing teams within our organisation:

Mental Health Unplanned

- 'Peripatetic MH Inpatient Team – work across all the inpatient wards; would suit applicants who wish to expand their experience and skills across the whole service'.

These services include:

- Specialist Treatment and Recovery Service (STaRS) - inpatient facility (a five bedded, mixed ward) based at Townend Court and in the community (client's homes and third sector providers) for complex rehabilitation needs.
- Westlands – working age adult female Inpatient Treatment Unit in West Hull
- Mill View Court – inpatient Treatment unit for working age adults, mixed males and females at Castle Hill Hospital site, East Yorkshire
- Mill View Lodge - inpatient Treatment unit for women over the age of 65 at Castle Hill Hospital site, East Yorkshire
- Maister Court - inpatient Treatment unit for male patients over 65's experiencing acute mental health problems, based in east Hull
- Psychiatric Intensive Care Unit (PICU) short term treatment for acutely unwell patients, for males and females at Miranda House

Learning Disability

- Townend Court is a specialist inpatient service for adults with Learning Disabilities, Autism and/or with additional mental health needs. Townend Court offers a safe environment for assessment and treatment to take place when this is unable to be carried out in a community setting.

Communication and Relationships Skills

- To provide and receive routine information requiring tact, reassurance, empathy and persuasive skills where there are barriers to understanding
- To demonstrate a safe level of inter-personal skills when managing individuals with complex needs, accounting for any communication difficulties facing the patient.
- To accurately record patient information
- To contribute to clinical meetings

Analytical and Judgemental Skills

- To make judgements around what may or may not be significant changes in a patient's condition, involving observation and engagement skills and whether or not to report any changes to a registered healthcare professional
- To recognise emergency situations and respond accordingly
- To undertake basic physical or psychological tests recognising and reporting significant findings to a registered healthcare professional



Planning and Organisational Responsibilities

- To plan and organise own day to day tasks within the parameters set out by supervising staff
- With the support of the registered healthcare professional; plan, organise and implement straightforward tasks, activities and care programmes for identified patients

Physical Skills

- Maintain up to date training and knowledge of violence and aggression and basic life support skills
- Ability to move and handle patients in a safe and effective manner
- Ability to demonstrate developed skills to carry out agreed procedures e.g. taking blood samples, venepuncture, administering injections if required.
- Advanced Keyboard Skills

Responsibilities for Patient Care

- To implement clinical tasks in care packages/care plans, document observations and actions as directed by a registered healthcare professional
- To provide direct personal care to patients using initiative in response to patient need
- To contribute and assist in the process of ensuring carer support is offered and implemented
- Escort patients or small groups of patients in the community
- Undertake relevant delegated clinical care duties relevant to the work area/services provided

Responsibilities for Policy and Service Development Implementation

- Be aware of and follow relevant Trust policies and procedures e.g. control of infection policies and procedures; Clinical Governance Framework

Responsibilities for Financial and Physical Resources

- Handles patient's property and valuables
- Safe use of equipment other than equipment personally used

Responsibilities for Human Resources

- Assists in the induction of new or less experienced staff or agency staff by demonstrating their own role
- Provides support and direction to less experienced staff

Responsibilities for Information Resources



- Responsible for the recording of personally generated clinical observations and information relating to patients and their care, ensuring all entries are counter-signed by a registered healthcare professional

Responsibilities for Research and Development

- To contribute to research projects/audits/surveys within the clinical speciality under the supervision of a registered healthcare professional
- To maintain up to date knowledge and skills relevant to the field of practice
- Work with other colleagues within the relevant area of care
- To further develop a knowledge and understanding of relevant legislation and policy e.g. Mental Health Act, Vulnerable Adult Policy, The Children's Act, Valuing People and implications of these to patients and their care

Freedom to Act

- Guided by Trust policies and procedures
- Acts on own initiative, guided by a registered healthcare professional

Standard Paragraphs

- **Trust's Values:** Promote and demonstrate the Trust's 3 values Caring, Learning and Growing. Caring for people while ensuring they are always at the heart of everything we do. Learning and using proven research as a basis for delivering safe, effective, integrated care. Growing our reputation for being a provider of high-quality services and a great place to work.
- **Confidentiality:** Confidentiality/data protection regarding all personal information and Trust activity must be maintained at all times (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust Information Governance policies and procedures. Any breach of confidentiality will be taken seriously and appropriate disciplinary action may be taken.
- **Equal Opportunities:** Promote the concepts of equality of opportunity and managing diversity Trust wide.
- **Health and Safety:** Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors and employees.
- **Infection Prevention and Control:** Employees must be aware of their responsibilities to protect service users, visitors and employees against the risks of acquiring health care associated infections, in accordance with Trust policy.

- Professional standards and performance review: Maintain consistent high professional standards and act in accordance with the NMC code of professional conduct. Employees are expected to participate in the performance review process.
- Service/Departmental standards: Support the development of performance standards within the Service/Department to ensure the service is responsive to and meeting the needs of its customers.
- Finance: All Trust staff will comply with financial processes and procedures
- Safeguarding Children: Employees must be aware of the responsibilities placed on them under the Children Act 1989, 2004.

Summary

This job Description is an outline of the key tasks and responsibilities of the post and the post holder may be required to undertake additional duties appropriate to the pay band. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder

Confirmation of Job Evaluation Process

Job Reference Number:	JE2192
Date of Job Evaluation:	06.10.22

Person Specification

	Essential	Desirable	How assessed
Qualifications and Knowledge	<ul style="list-style-type: none"> • Level 3 qualification in Health and Social Care or equivalent experience • Working knowledge of physical or mental health issues including: mental health legislation, medication management • Standard IT skills • Committed to undertake the Care Certificate course within the first 12 weeks of commencing 	<ul style="list-style-type: none"> • Willingness to undertake further academic development 	<ul style="list-style-type: none"> • Application form • Interview • Qualifications/ certificates
Experience	<ul style="list-style-type: none"> • Demonstrable experience of working within physical or mental health services • Competency in taking physical observations 		<ul style="list-style-type: none"> • Interview • Application Form
Skills and Competencies	<ul style="list-style-type: none"> • Evidence of effective inter-personal communication skills • Ability to motivate others • Good organisational skills • A team player • Ability to carry out instructions given by qualified colleagues • Ability to work without direct supervision 	<ul style="list-style-type: none"> • Mandatory training for the management of violence and aggression 	<ul style="list-style-type: none"> • Application form • Interview



Job Risk Profile – Effort Factors

This role involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting Weights / objects between 6 – 15 kilos	✓				X	
Lifting weights / objects above 15 kilos	✓			X		
Using equipment to lift, push or pull patients / objects	✓				X	
Lifting heavy containers or equipment		✓				
Running in an emergency						
Driving alone / with passengers / with goods		✓				
Invasive surgical procedures		✓				
Working at height		✓				
Concentration to assess patients / analyse information	✓				X	Requirement of frequent concentration e.g. assessments, care plans: Occasionally the work pattern will be unpredictable
Response to emergency situations	✓		X			
To change plans and appointments / meetings depending on the needs of the role	✓				X	
Clinical Interventions	✓					
Informing patients / family / carers of unwelcome news		✓				
Caring for terminally ill patients		✓				
Dealing with difficult family situations	✓				X	Frequent exposure to emotional or distressing circumstances
Caring for / working with patients with severely challenging behaviour	✓			X		
Typing up of minutes / case conferences		✓				
Clinical / hands on patient / client care	✓					
Contacts with blood / bodily fluids	✓			X		Occasional exposure to highly unpleasant working conditions
Exposure to verbal aggression	✓			X		



Exposure to physical aggression	✓			X		
Exposure to unpleasant working conditions dust / dirt / fleas	✓			X		
Exposure to harmful chemicals / radiation		✓				
Attending the scene of an emergency		✓				
Food preparation and handling		✓				
Working on a computer for majority of work		✓				
Use of road transport		✓				

Caring, Learning & Growing

