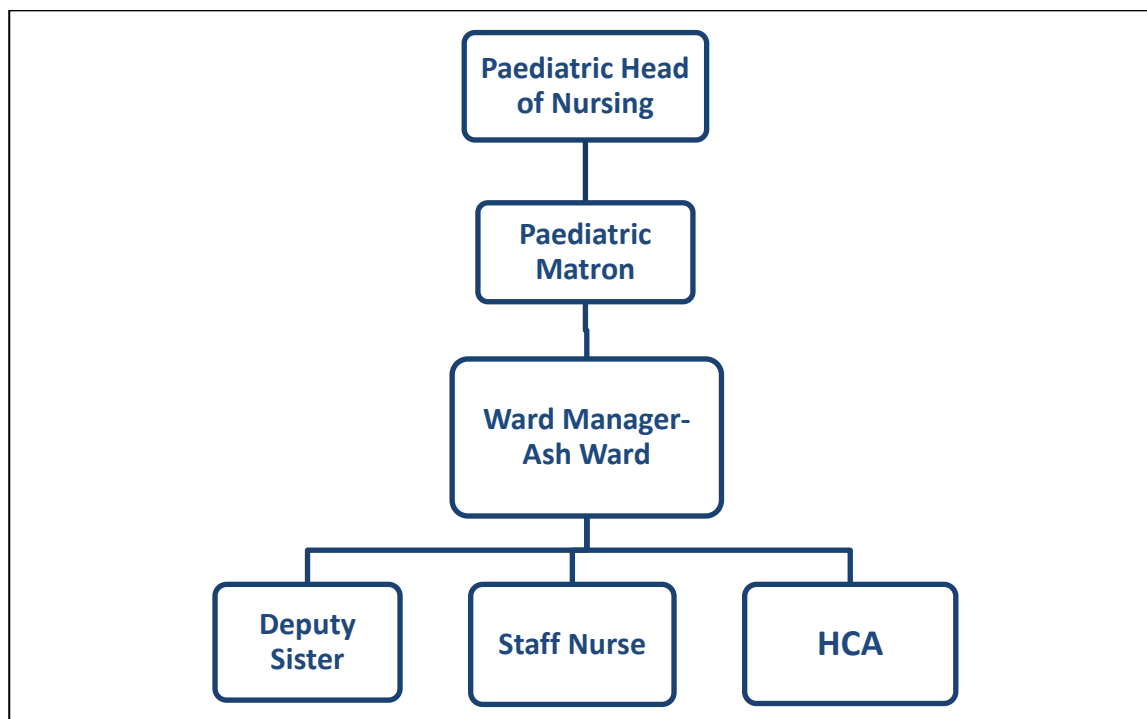




JOB DESCRIPTION

Job Title:	Healthcare Support Worker
Department:	Paediatrics
Division:	Women's Health and Paediatrics
Band:	2
Hours:	37.5 hours per week
Responsible to:	Ward Manager/ department Matron
Accountable to:	Associate Director of Nursing – Paediatrics
Responsible for:	
Base:	Main base St Peter's Hospital, with requirement to work across both St Peter's and Ashford Hospital sites to fulfil role and working at any other Trust site as required.
Disclosure and Barring Service Required:	YES - Enhanced
Job Summary:	<p>The postholder will;</p> <ul style="list-style-type: none"> • Work as a Health Care Assistant within the Paediatric department • Provide direct patient care under the supervision and support of the registered nurses • Provide support to the children, young people and their families on the ward • Ensure the environment is clean and tidy at all times.
Key working relationships	<p>Internally the postholder will develop effective working relationships with:</p> <ul style="list-style-type: none"> • Registered nurse, HCAs, Medical team, members of other specialities, domestic and catering teams. <p>Externally this includes</p> <ul style="list-style-type: none"> • Colleagues in other Departments (clinical and/or non-clinical)
Key Result Areas:	<ul style="list-style-type: none"> • To have made an effective contribution to reaching the Trust's vision whilst maintaining the Trust's Values and Behaviours, and strategic objectives. • To work as part of the Multi professional team in caring for the children and young people admitted to the ward and supporting their parents/guardians. • Work effectively as part of the Multi professional team to provide high quality, family focused care.
Date of last review:	April 2024

1. DEPARTMENT ORGNISATION STRUCTURE CHART



2. MAIN DUTIES AND RESPONSIBILITIES OF THE POST:

Patient Care

- To be responsible for maintaining and conducting oneself in a professional manner towards children and their families, carers, colleagues and other agencies, at all times with in one of our Paediatric areas- Paediatric Emergency Department, Ash Ward (Inpatient Ward) or Oak Ward (Day case ward).
- To participate in working collaboratively with other Trust services and external agencies to provide seamless care for babies, children and young people.
- To support parents/carers to provide babies, children and young people with personal care, where and when required, and demonstrate empathy, dignity, respect and compassion at all times.
- To promote and support registered staff with the physical health, comfort and wellbeing of babies/children/young people, including recording vital signs once competency completed.
- Support registered staff with implementation in all aspects of the patients plan of care
- To provide support and supervision for patients admitted with Eating disorders and Mental Health needs, working alongside the registered staff to care for these patients recognising their individual needs.
- Escort patients from the ward to other departments within the hospital, in accordance with Standards of Practice and Care, maintaining their privacy and dignity at all times.
- To maintain the highest possible standards of compassionate and profession family centred care
- To ensure good working relationships with colleagues by contributing to the effective running of the ward/department.
- Empower children and their families by ensuring that they receive relevant information about their treatment, medication, available services, advocacy services, ward routines and safety procedures under the guidance of a registered nurse.

- To promote a positive experience for children and families through proactive listening, being responsive to issues raised/concerns raised by patient family with colleagues and senior members of the team.
- To observe and report to a registered member of the team, any changes which may indicate an alteration in the general well-being and safety of a patient/family member. This would include observations around the patient's presentation, behaviour, mood and verbal content.
- Ensure that the environment is clean and tidy at all times. To liaise with the cleaning team regarding cleanliness

Communication

- Answer the telephone in accordance to the Trust's Standards for Practice and Care and refers calls to the nurse in charge as appropriate.
- Communicate with children and relatives in a courteous, caring, sensitive, appropriate manner and refer to the nurse in charge as required.
- Report any incidents, accidents, concerns, near misses or complaints to the nurse in charge.
- Be sensitive to the patient and their environment, ensuring communication of a personal and or private nature is discreet and patient confidentiality is maintained.
- Ensure that all care is documented, that all entries made by the post holder in the nursing notes are current, relevant and accurate, and the content will then be reported & counter signed by the registered nurse.

Personal Responsibilities

- Attend all relevant mandatory training and remain up to date
- Undertake an annual staff worker appraisal
- Within six months of commencing with the Trust complete the HCA competencies in order to achieve the Care Certificate as standard for all health care assistants
- Ensure that the uniform policy is adhered to at all times including displaying your photo ID badge/card

General Responsibilities

- 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.
- Adhere to infection control policy and procedures, demonstrating an understanding of universal precautions and good hand hygiene.
- Work in a manner to reduce waste and take responsibility for safe and prudent use of equipment and clinical consumables.

PERSON SPECIFICATION

POST TITLE:

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, including willingness to be redeployed to another department depending on the needs of the service Respects, values and cares for others Supports learning and development of self and others Supports and promotes equality and diversity 	
Qualifications and Further Training	<ul style="list-style-type: none"> Educated to GCSE level or equivalent in English and Maths 	<ul style="list-style-type: none"> NVQ level 2 or equivalent
Experience	<ul style="list-style-type: none"> Relevant experience of caring for others 	<ul style="list-style-type: none"> Previous NHS experience Previous experience working with Children and young people.
Knowledge	<ul style="list-style-type: none"> NHS Constitution Trust vision, values and strategic objectives An understanding of the Health Care Assistant Role 	
Skills	<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"> You have knowledge & awareness of diversity and human rights as appropriate to your role You are able to communicate effectively both verbally and written to ensure high standards of care, treatment, service or support as appropriate to your role, You are able to understand an individual's communication, physical & emotional needs; recognise their needs and preferences Able to provide a customer focussed service Able to learn new skills and adapt to change 	
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 team, the service and the Trust 	

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

ALL TRUST EMPLOYMENT POLICIES CAN BE ACCESSED EXTERNALLY THROUGH THE TRUST WEBSITE AT: <http://www.ashfordstpeters.org.uk/employment>. ALL OTHER TRUST POLICIES CAN BE ACCESSED EXTERNALLY VIA: <http://www.ashfordstpeters.org.uk/organisational>

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 http://www.ashfordstpeters.org.uk/attachments/799_Freedom%20of%20Information%20Policy.pdf

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> or externally via <http://www.ashfordstpeters.org.uk/organisational>

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.

EQUALITY, 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.

The Trust Annual Equality and Diversity report and information is available on the Trust Intranet site:

<http://www.asph.nhs.uk/annual-equality-and-diversity-report>

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 <http://trustnet/documents/menu3.htm> .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 CONSTITUTION

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.

Details at: <http://www.dh.gov.uk/en/Healthcare/NHSConstitution>

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 Standards for Practice and Care, local Codes of Practice and local service or departmental standards. (<http://trustnet/documents/Standards%20for%20Practice%20and%20Care.doc>)

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 <http://trustnet/documents/menu3.htm>;

- Patient care policies are available at <http://trustnet/documentss/menu8.htm>;
- Fire policy is available at <http://trustnet.asph.nhs.uk/documents/document306.htm>;
- Control of infection policies is available at <http://trustnet/documents/menu7.htm>.
- All other relevant policies can be found at <http://trustnet/documents/menu.html>

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: http://www.ashfordstpeters.org.uk/attachments/1276_Whistle%20Blowing%20Policy.pdf

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 adult at risk (with care and support needs) is in need of services or in need of protection. Staff must



be committed to safeguarding and promoting the welfare of children, young people and adults at risk, recognising that looked after children, patients with a learning disability or other cognitive impairment may not be able to keep themselves safe from harm or abuse. All staff will understand and adhere to the principles laid out in the [Mental Capacity Act \(MCA\)](#) as appropriate to their role within the Trust.

Everyone is responsible for accessing the relevant level of training for their role and for following the Trusts local Safeguarding procedures; completion of training and understanding of safeguarding arrangements should be discussed in annual appraisals and/or form part of re-validation requirements. The Trust works collaboratively with partner agencies in regard to safeguarding and staff must be aware of multi-agency partnership arrangements as relevant to their role; follow links to [Surrey Adult multi-agency procedures](#) & [Surrey Children's Services](#) for further information.

Information on Child Protection is available on the Trust website: [Safeguarding Children](#)
Information on the Abuse or Suspected Abuse of Adults is available on the Trust website: [Safeguarding Adults](#)

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 who require a DBS will have been checked on joining the Trust and for staff who are part of the children's workforce they will have a three yearly repeat check.

SUSTAINABILITY

The Trust places great importance on sustainable development, reducing their carbon footprint and maximising the positive social, economic and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling / redistribution facilities, minimising travel and saving water when possible. If your role involves purchasing / ordering supplies you must consider the environmental / sustainable impacts and purchase optimal environmental / sustainable products / services.

August 2022