

# Job Description

<b>Section 1 Post Details</b>	
<b>Job Title:</b>	Senior Health Care Support Worker (SHCSW)
<b>Pay Band:</b>	Band 3
<b>Section 2 Post Details</b>	
<b>Division:</b>	Acute/Network/Radiation
<b>Department:</b>	CBU .....
<b>Accountable to:</b>	Matron/xxx
<b>Reports to:</b>	Ward Manager/Department Manager
<b>Job Summary:</b>	<p>The post holder will work under the direct supervision of a Registered Nurse and be responsible for providing personal care for patients and a range of clinical duties/ tasks, always ensuring that actions are undertaken by the individual following appropriate training and within their sphere of competence. Provide training, direction, and supervision to junior staff. Ensuring the team provide the highest possible standard of care for patients and their families/carers.</p>

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## Section 3 Key Responsibilities

### 1. Key Responsibilities

#### Main Duties and Responsibilities

- Work within the ward/department setting, providing high quality, caring, compassionate and personal care to patients and their families/carers
  - Work under the direction of the Registered Nurse and senior colleagues, both independently and as part of the multi- disciplinary team.
  - Under the direction of a Registered Nurse ensure a high standard of service provision within ward/department, by practicing effective clinical and administrative preparation, effective communication and care delivery, prioritising workload appropriately and contributing to service improvements
  - Participate in giving compassionate high quality personal care to patients prioritising appropriately and developing competencies that safeguard practice
- Develop competencies appropriate to the role.
- Act always in a manner, which illustrates respect for privacy, dignity, equality, diversity, and confidentiality.
  - Exhibit professional attitude and behaviour and always demonstrate excellent customer care skills.
  - Contribute to effective team working by being fully involved, committed, and participating, to achieving own and others full potential.

#### Communications

- Maintain accurate and timely records.
- Develop positive relationships with patients, families, and carers.
- Communicate effectively with patients, relatives, and healthcare practitioners.
- Welcome and orientate patients and visitors to the ward/department.
- Undertake administrative tasks including answering the telephone when required and taking of messages and passing on relevant information.

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	<ul style="list-style-type: none"> <li>• Use communication tools (verbal/ nonverbal) to gain informed consent with patients where there will often be barriers to effective communication e.g., loss of hearing, altered perception, expressive and receptive dysphasia, pain, fear etc.</li> <li>• Report information concerning the patients, including relevant information for their care delivery, and well-being to other members of the team, including Registered Nurse, in a timely manner.</li> <li>• Ask for, listen, and value the views of patients and their relatives/carers on their experience, including complaints, and discuss this with the Registered Nurse in a timely manner.</li> <li>• Communicate effectively with dignity and respect to all patients, relatives and others considering potential barriers to understanding.</li> <li>• Recognise and report any situations, behaviours or errors that could result in poor care outcomes.</li> <li>• Maintain effective working relationships with ward colleagues particularly those highlighted within the organisation chart</li> <li>• Assist in preparing any relevant charts/documentation.</li> <li>• Attend ward /departmental meetings as required.</li> <li>• Welcome and orientate new staff, patients, and visitors to the ward/department.</li> </ul> <p><b>Responsibility for Patient Care</b></p> <p>Be responsible for participating and assisting in the delivery of delegated personal care to patients within the ward/department team according to their individual needs with specific concern for their religious, cultural, and personal preference.</p> <ul style="list-style-type: none"> <li>• Use a range of techniques for infection prevention and control including waste management, hand washing and the use of Personal Protective Equipment (PPE).</li> <li>• Assist patients with toileting and use of continence aids. Measure and record body waste/fluid balance accurately.</li> <li>• Assist in preparing relevant charts/documentation and ensure identity name bands are in place on admission.</li> <li>• Undertake clerical duties as directed by the registered Nurse in relation to all verbal and written communications, ensuring messages and</li> </ul>
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	<p>communications are passed to other team members, in a timely and accurate manner as required.</p> <ul style="list-style-type: none"> <li>• Ensure patients nutritional needs are met through assisting in the preparation of patients prior to meals and beverages, meal delivery, providing help and assistance in feeding/drinking as necessary.</li> <li>• Appropriately record and monitor dietary intake of patients, informing relevant staff of progress and/or any difficulties relating to dietary/fluid intake.</li> <li>• Assist patients in their mobility requirements, help move and position appropriately to maximise their physical comfort, utilising equipment as directed by the multi professional team.</li> <li>• Prepare individual patients and the environment to ensure effective movement and/or handling procedures.</li> <li>• Assist in the care of patient's skin integrity by observing pressure areas and undertaking actions as appropriate to prevent pressure ulcers, escalating concerns to the Registered nurse a timely manner, recording and maintaining relevant documentation.</li> <li>• Demonstrate a good understanding of consent and ensure appropriate consent is obtained prior to the undertaking of care procedures.</li> <li>• Demonstrate a good understanding of the Mental Capacity Act / Deprivation of Liberty Safeguards and apply the principles to everyday practice seeking advice / guidance from the Registered Nurse as required.</li> <li>• Assist in the correct procedure of duties relating to last offices for deceased person.</li> <li>• At the delegation of the registered nurse, transfer the patient from one care area to another, i.e. to another ward.</li> <li>• Chaperone the patient as required ensuring appropriate support.</li> <li>• Ensure that all religious and cultural wishes, obligations are adhered with.</li> <li>• When necessary, initiate and assist with basic cardio-pulmonary resuscitation procedures.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Perform additional clinical skills as directed by the Registered Nurse (that have been agreed within the Trust nursing competency framework) where trained and competent to do so and within the scope of the role and specialty. <ul style="list-style-type: none"> <li>• Urine testing / urine analysis</li> <li>• ECG recording,</li> <li>• Stoma Care</li> <li>• Catheter care/Catheter specimen Urine (CSU)/Removal</li> <li>• Simple wound care/Swabbing</li> <li>• Management of radiotherapy reactions/Radiotherapy (RTOG)</li> <li>• Cool cap application</li> <li>• Measurement and application of Anti-embolic stockings (AES)</li> <li>• Routine IPC swabs</li> <li>• Suture removal</li> <li>• Endoscopy equipment cleaning</li> <li>• Setting up equipment for clinical procedures (i.e. drains)</li> <li>• Height and weight recording</li> <li>• Venepuncture</li> <li>• Cannulation</li> <li>• Line care ( Picc/Hickman/Portocath)</li> </ul> </li> <li>• Undertake Patient's vital signs and report findings to the Registered Nurse on duty. Record findings in patients records in real time. (n.b. these maybe electronic or on paper) including: - <ul style="list-style-type: none"> <li>• Temperature</li> <li>• Blood Pressure</li> <li>• Pulse rate</li> <li>• Respiration rate</li> <li>• Oxygen Saturation</li> <li>• NEWS2</li> </ul> </li> <li>• At the request of the Registered nurse, perform and record blood glucose levels utilising Trust point of care blood glucose monitoring equipment – reporting results to the Registered Healthcare Professional on duty.</li> <li>• Assist in blood product collection from the laboratory as required</li> <li>• Assist in providing conditions to meet the patient's need for rest and sleep.</li> <li>• Actively support and assist in alleviating distress and anxiety of patients or carers, consistent with</li> </ul>
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	<p>their personal beliefs and preferences, seeking help and support as required.</p> <ul style="list-style-type: none"> <li>• Support patients with dementia/cognitive impairment/delirium, providing Enhanced Supervision where required.</li> <li>• Under the direction of a Registered Nurse record patient's items of property in the ward property and valuables book, ensuring valuables are correctly placed into safekeeping.</li> <li>• Maintain cleanliness in the work environment in line with Trust Health and Safety policies.</li> <li>• Prepare and maintain environments for clinical procedures.</li> <li>• Proactively help patients and carers to take an active role in their care.</li> <li>• Assist in maintaining and monitoring cleaning standards within the clinical area ensuring fixtures/ fittings and equipment is cleaned in accordance with guidelines.</li> <li>• Promote standards of health and safety in working practice and the workplace, by being responsible for self and others through identifying risks, undertaking work activities in a safe manner.</li> </ul> <p><b>Planning and organising</b></p> <ul style="list-style-type: none"> <li>• Prioritise own workload and that of junior staff.</li> <li>• Be responsible for planned care and tasks delegated from a Registered Nurse.</li> <li>• Undertake tasks and workload activities whilst ensuring that their practice is guided by standard operating procedures and established protocols.</li> </ul> <p>Demonstrate self-directed development to ensure practise is in accordance with established protocols and standard operating procedures under close, but not continuous, supervision.</p> <ul style="list-style-type: none"> <li>• Act always in a manner, which illustrates respect for privacy, dignity, and confidentiality.</li> <li>• Have a responsibility to ensure all information processed for patients and staff is kept confidential, accurate and in line with the data protection act 1998 and Caldecott principles.</li> <li>• Contribute to effective team working, by being fully involved, committed, and participating, to achieving full potential.</li> </ul> <p><b>Responsibilities for Physical and / or Financial Resources</b></p> <ul style="list-style-type: none"> <li>• Exercise personal duty of care in the safe use and storage of equipment.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Be environmentally aware and prudent in use of resources and energy.</li> <li>• Assist with the checking and recording of deliveries to the clinical areas against original orders.</li> <li>• Ensure stock rotation is undertaken to minimise the risk of equipment becoming out of date</li> <li>• Participate in ensuring the effective and appropriate use of all resources when providing care delivery.</li> <li>• As directed be responsible for ordering equipment to meet the needs of the service.</li> <li>• Assist in the transfer of materials and equipment as requested,</li> </ul> <p><b>Responsibility for Policy and Service Development and Implementation</b></p> <ul style="list-style-type: none"> <li>• Be familiar and comply with all Trust Policies and Procedures.</li> <li>• Adhere to Trust Uniform Policy.</li> <li>• Adhere to Trust social media Policy.</li> </ul> <p><b>Responsibilities for Human Resources and Leadership</b></p> <ul style="list-style-type: none"> <li>• Assist with the induction, and ongoing development of colleagues offering support and guidance.</li> <li>• Provide support and supervision to colleagues.</li> <li>• Working with the Registered Nurse act as a role model providing guidance and support to Trainee's, junior staff, and work colleagues as required, helping to always ensure the efficient and effective running of the ward/department.</li> <li>• Contribute to a culture where all staff feel safe to raise their concerns and that speaking up about what these are is a normal part of their routine.</li> </ul> <p><b>Responsibilities for Teaching and Training</b></p> <ul style="list-style-type: none"> <li>• Demonstrate self-directed development, recognising own limitations, and work within the scope of the role always.</li> <li>• Provide health promotion advice to patients and relatives/carers, as appropriate.</li> <li>• Recognises and consistently works within boundaries of the role and acquire skills and knowledge to develop competencies in service area.</li> <li>• Maintain responsibility for the identification of own continuing educational needs and development and take part in annual appraisal.</li> <li>• Maintain competence in Statutory and Mandatory, training requirements in adherence to Trust Policy.</li> <li>• Support the development and maintenance of a rich learning environment for Trainee's</li> </ul>
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	<ul style="list-style-type: none"> <li>• Attend appropriate training courses and keep up to date with developments within the service area.</li> </ul> <p><b>Responsibilities for data and information resources</b></p> <ul style="list-style-type: none"> <li>• Use IT systems as appropriate following training as required</li> <li>• Responsible for use of and security of assets within the department including own use and correct use by others e.g., IT equipment</li> <li>• Have a responsibility to ensure all information processed for patients and staff is kept confidential, accurate and in line with the Data Protection Act 1998 and Caldecott principles.</li> </ul> <p><b>Research, Development and Audit</b></p> <ul style="list-style-type: none"> <li>• Participate in ward/ departmental audit activity as required e.g., Ward Accreditation</li> </ul> <p><b>Physical Skills and Effort</b></p> <ul style="list-style-type: none"> <li>• Frequent moderate effort for several short periods/occasional intense effort for several short periods</li> <li>• Use of hoists and wheelchairs/manoeuvring clients for toileting, bathing</li> <li>• Promote standards of health and safety in working practice and the workplace, by being responsible for self and others through identifying risks, undertaking work activities in a safe manner.</li> <li>• Use a range of techniques for infection prevention and control including waste management, hand washing and the use of Personal Protective Equipment (PPE).</li> <li>• Maintain cleanliness in the work environment in line with Trust Health and Safety and Infection Prevention Practice policies.</li> </ul>
<b>2. Projects</b>	Support healthcare professionals and wider teams to undertake audits/projects that will support the development of services.
<b>3. Key Working Relationships</b>	All Multidisciplinary team members including; nurses, HCSW, housekeepers, allied health professionals, administrative staff, domestic/hostess/porters and medical colleagues.
<p>This job description is not intended to be an exhaustive list of duties, instead its aim is to highlight the typical key responsibilities of the post. It may be reviewed from time to time to ensure that it relates to the job being performed, or to incorporate required changes.</p>	

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This process will be conducted in consultation with the post holder and in line with our Job Evaluation Policy and Process.

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# Departmental Organisation Chart

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Section 4 Person Specification			
	Essential	Desirable	
<b>Qualifications:</b>	<p>Good general education/ Literacy &amp; Numeracy or willing to work towards obtaining</p> <p>Working towards or prepared to work towards obtaining an apprenticeship in clinical healthcare.</p> <p>Holds National Care Certificate</p>	Level 3 Senior Healthcare Support Worker	
<b>Knowledge and expertise:</b>	<p>Awareness and understanding of importance of confidentiality</p> <p>Accuracy and attention to detail</p> <p>Demonstrate interest in healthcare services</p> <p>Caring / supportive attitude</p> <p>Knowledge of Infection Control processes</p> <p>Knowledge of Safeguarding processes</p>		
<b>Experience:</b>	<p>Experience working in a healthcare setting.</p> <p>Experience of caring for patients</p>		
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<p><b>Key skills and attributes:</b></p>	<p>Good communication skills (written and verbal)</p> <p>Adapting style accordingly to the patient need</p> <p>Able to work in a team.</p> <p>Able to carry out routine duties.</p> <p>Able to adapt and reprioritise according to patients needs as necessary</p> <p>Able to take initiative</p> <p>Able to develop professional relationships with patients/relatives/visitors/ Colleagues</p> <p>Basic Computer skills and willingness / ability to develop further IT skills.</p> <p>Committed to delivering high standards of patient care.</p> <p>Able to demonstrate a caring friendly, open, empathetic and compassionate demeanor</p> <p>Professional outlook and positive attitude.</p> <p>Able to meet the flexible needs of the role and duty roster.</p>	
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	Able to challenge unacceptable behaviour and escalate issues/ concerns both timely and appropriately	
<b>Work related circumstances:</b>	Occupational Health Clearance  Work across a range of shifts that may include nights and weekends according to service needs.	

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## Section 4

### 1. Mission & Values

Our Values support our Mission to drive improved outcomes and experience through our unique network of specialist cancer care across Cheshire & Merseyside.

Our Values represent who we are and what we believe in. They define how we act to deliver the best possible care for our patients and shape The Clatterbridge Cancer Centre as a great place to work.

We are:

- Kind
- Empowered
- Responsible
- Inclusive

### 2. Health and Safety

We will take reasonable practical steps to ensure your health, safety and wellbeing at work. You must familiarise yourself with our health and safety policies. It is your legal duty to take care for your own health and safety as well as that of others.

### 3. Infection Control

All employees are expected to follow consistently high standards of infection control practice, especially hand hygiene and adhere to dress/uniform code for clinical staff, aseptic technique and to be aware of and follow all infection control guidelines and procedures relevant to their work.

### 4. Equality and Diversity

All employees must demonstrate a positive attitude to our equality policies and Equality Scheme. Employees must not discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation and will treat patients, colleagues and members of the public with dignity and respect.

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## 5. Competency of Health Professionals

To maintain professional registration (as appropriate) and to act in accordance with professional codes of practice and guidelines. To follow our policies and procedures and maintain up to date skills and knowledge through participation in continuing professional development.

## 6. Partnership

To work in partnership to achieve Trust objectives and promote a culture of working together through good communications, openness and honesty.

## 7. Safeguarding

All employees have a responsibility to take appropriate action if they believe that a child or vulnerable adult is in need of services or in need of protection. You must be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Everyone is responsible for accessing the relevant level of training and following the our child protection and safeguarding procedures.

We comply with the requirements of the Disclosure and Barring Service (DBS) and the requirement to report safeguarding issues to the DBS. All staff required to have a DBS disclosure for their post will undergo a check every three years. Employees must cooperate with the renewal process and submit their DBS applications promptly when requested.

## 8. Mandatory Training

Mandatory training relates to information and/or training regarding the management of general and specific risk. All staff are required to attend mandatory training which is relevant to their role as identified in our risk management mandatory training matrix.

## 9. Data Protection, Information Security and Confidentiality

We have several policies relating to data protection, information security and a Code of Conduct for the handling of person identifiable information. All staff must protect our information, information assets, systems and infrastructure. During the course of your employment you may have access to, see or hear information of a confidential nature. You are required not to disclose such information, particularly relating to patients or staff. All person identifiable information must be held in the strictest confidence and should only be disclosed to authorised people in accordance with NHS confidentiality guidelines (Caldicott) and the Data Protection Act 2018, unless explicit written consent is given by the person identified or where information sharing protocols exist. Any failure to comply with this term of your employment will be treated as an act of misconduct under the Trust Disciplinary Policy. Staff must maintain their knowledge of the principles of data protection and information security.

## 10. Code of Conduct

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As an employee of The Clatterbridge Cancer Centre, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the our Disciplinary Policy) up to and including dismissal. In addition, managers are required to carry out their duties in a manner which complies with the code of conduct for NHS Managers Directions 2002.

## **11. Research Governance**

Research and Development is at the heart of providing effective treatments and high quality services, supporting a culture of evidence based practice and innovation amongst staff. All staff have a duty to be aware of and comply with their responsibilities for research governance, whether as researchers, as part of the team caring for those participating in research, or as research participants themselves.

## **12. Smoking**

Our hospitals are smoke-free. Smoking (including e-cigarettes) is not permitted anywhere in our buildings, including doorways and external grounds. Employees are not permitted to leave our sites to smoke during their contractual hours except during localised agreed breaks. If staff smoke off site, uniforms and any organisational identification must be fully covered to ensure that they cannot be recognised as The Clatterbridge Cancer Centre staff.

## **13. Travel Requirements**

In line with business needs and requirements of the post, you must be able to demonstrate potential travel requirements.

## **14. On-call**

The post may require you to participate in an on-call rota. In these circumstances your line manager will inform you of the pattern and regularity of this commitment and reimbursement will be in line with our terms and conditions.

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## Additional information for Job Matching

Please submit this form with your Job Evaluation Form, Job Description and Person Specification to assist the panel in successfully matching your post.

<b>Physical Skills:</b>	Please indicate the physical skills required to fulfil this post.  e.g Office based keyboard skills.
<b>Physical Effort:</b>	Please indicate the physical effort involved in this post.  Frequent moderate effort for several long periods
<b>Mental Effort:</b>	Please indicate the mental effort required for this post.  Frequent concentration; work pattern predictable/unpredictable
<b>Emotional Effort:</b>	Please indicate the emotional effort involved in this post.  Care of patients/clients with chronic illness/conditions, terminally ill and deaths, challenging behaviour
<b>Working Conditions:</b>	Please indicate the working conditions/environment for this post. Foul linen, body fluids; physically aggressive behaviour

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