



Hampshire Hospitals  
NHS Foundation Trust

# Application & Recruitment Pack



**LIFE CHANGING  
CHANGING LIVES**

[hampshirehospitalscareers.co.uk](http://hampshirehospitalscareers.co.uk)

# Welcome from Chief Executive Officer Alex Whitfield



Dear Candidate,

Thank you for your interest in this post and for taking time to read this information pack. We hope this exciting and rewarding role catches your imagination and you are encouraged to apply and contribute to providing outstanding care for the people of Hampshire.

Our vision is to provide outstanding care for every patient. Patient care is at the heart of what we do at our three sites Basingstoke and North Hampshire Hospital, Royal Hampshire County Hospital in Winchester and Andover War Memorial Hospital. Hampshire Hospitals NHS Foundation Trust provides medical and surgical services to a population of approximately 600,000 across Hampshire and parts of West Berkshire.

We provide specialist services to people across the UK and internationally. We are one of only two centres in the UK treating pseudomyxoma peritonei (a rare form of abdominal cancer) and we are leaders in the field of tertiary liver cancer and colorectal cancer.

The trust employs over 8,600 staff and has a turnover of over £450 million a year. As a Foundation Trust, we are directly accountable to our members through the governors. The Council of Governors represent the interests of their constituencies and influence the future plans of the Foundation Trust.

We expect the post holder to uphold the trust's CARE values:

**COMPASSION** caring about our patients and our staff

**ACCOUNTABLE** and responsible, always improving

**RESPECT** for all colleagues, patients and their families

**ENCOURAGING** and challenging each other to always do our best

We are really excited to hear from you and look forward to receiving your application.

Yours sincerely



Alex Whitfield, chief executive

# Job Description

<b>Job Title:</b>	Healthcare Support Worker
<b>Salary Band:</b>	2
<b>JOB SUMMARY</b>	
<p>The role of the Healthcare Support Worker is to assist and support the qualified health professionals in ensuring optimal care for our patients. The delivery of high quality, effective and compassionate health care to the patients of the Hampshire Hospitals Foundation Trust is the most important objective for the organisation</p>	
<b>KEY RESULT AREAS/RESPONSIBILITIES</b>	
<p>To support the qualified practitioners in the delivery of a seven-day, twenty-four-hour service, this includes:</p> <ul style="list-style-type: none"> <li>• Providing effective evidence-based care for patients referred to the service under the direct supervision of qualified practitioners</li> <li>• To assist in the provision of individualised clinical care for a defined group of patients, under the supervision of the qualified nurse and others in the Health Care Professional Team.</li> <li>• To ensure patient safety is maintained and patient experience is positive by treating all patients, relatives and colleagues with respect, dignity, compassion and courtesy in accordance with Trust values.</li> <li>• To complete the Band 2 competency framework within the identified time scale</li> <li>• Following the successful completion of the competency framework the Healthcare Support Worker will ensure that they always act within their sphere of competence and be confident and accountable for their actions</li> </ul> <p>Analytical and Judgemental skills</p> <ul style="list-style-type: none"> <li>• Prioritises own workload following informed choices on both clinical and non-clinical, regularly reporting back to line manager.</li> </ul>	
<b>CUSTOMER CARE FOR PATIENTS AND/OR SERVICE USERS</b>	
<p>Responsibility for patient/client care:</p> <ul style="list-style-type: none"> <li>• To work under the overall supervision of the qualified professional.</li> <li>• To be responsible for implementing delegated tasks which form part of the patient's care, reporting back to the supervising qualified professional prior to progressing to the next stage in the plan.</li> <li>• Assist in the delivery of care as prescribed by the qualified professional including discharge planning</li> <li>• To ensure all care delivered empowers patients to recover their independence at the earliest opportunity</li> <li>• To train patients/carers with the indirect supervision of a qualified practitioner</li> </ul>	

- To respect the individual's privacy, dignity, wishes and beliefs, minimising any discomfort and encouraging full participation in their assessment and treatment
- To be aware of other provider's resources and referral systems to ensure patient needs are met, within the scope of practice

#### Practice

- As a clinical support worker to embrace and implement the vision and values of HHFT.
- To work to the code of conduct for Healthcare Assistants
- To be responsible for contributing to the creation and maintenance of a clinical environment in which care and compassion is consistently demonstrated, ensuring patient centred care, privacy and dignity is practiced at all times.
- To adhere to the trust and local Child Protection and Safeguarding Policy at all times.
- To support the qualified staff in their responsibility for ensuring and maintaining a high quality seven-day, twenty-four-hour service for all aspects of their work and the staff in their area/department.
- To complete the Trust Competency Framework for the Healthcare Support Worker and achieve the minimum skill set. To maintain and develop own learning record of evidence, including booking and attending all statutory, mandatory and Trust or speciality specific training
- To contribute to a department/ward-based framework to support clinical supervision and education for all staff and students.
- To report any concerns of unprofessional behaviour to the line manager
- To follow and comment on policies in own role and maintain trust policies relevant to the patient/client care in your area

#### Freedom to Act

- To be responsible for your own activities within the limits of your own competence and authority
- To work with established routines with supervision close by
- To prioritise your delegated workload by effectively managing clinical and other responsibilities

#### Physical skills

- To use physical skills obtained through competency training e.g. personal care and moving patients following trust health and safety policies.

#### Responsibility for policy and service development

- To follow policies in your local area and comment on changes to working practices or procedures in your own role.
- To work together with multi-professional staff and patients/carers in all aspects of service improvement.
- To support the team to consistently deliver high quality, safe, compassionate care alongside optimal patient, carer and staff experience.
- To ensure that all patients in your area are given the appropriate information and actively encouraged to engage in their own health needs e.g. hydration and nutrition, whilst present on the ward and following discharge.

<b>COMMUNICATION</b>
<ul style="list-style-type: none"> <li>To be competent to assess capacity, gain valid informed consent and have the ability to work within a legal framework with patients who lack capacity to consent to treatment, referring to the line manager when advice is needed</li> <li>To ensure that you communicate complex and sensitive information in an understandable form to seriously ill patients, carers and other staff, including imparting unwelcome news and ensuring understanding of their condition. e.g. patients who are dysphasic, deaf, blind or have difficulty accepting the diagnosis and act as a patients advocate</li> <li>To use effective communication skills of negotiation, persuasion and empathy to enable timely and effective communication with own team, the wider MDT team and other agencies</li> <li>To maintain confidentiality of information relating to patients, staff and Health Service business in accordance with Trust policy and the Data Protection Act</li> <li>To report regularly through the shift to the nurse in charge of your area about the patients on-going condition.</li> <li>To attend case conferences as appropriate</li> <li>To develop personal capability to optimally support others who may be in distress or requiring support</li> <li>To be actively involved and support the teams effectiveness by attending staff meetings and contribute to teams' development and smooth running.</li> </ul>
<b>PLANNING AND ORGANISATION</b>
<ul style="list-style-type: none"> <li>To plan and organise own work</li> </ul>
<b>BUDGETARY AND RESOURCE MANAGEMENT</b>
<p>Responsibilities for information resources:</p> <ul style="list-style-type: none"> <li>Provide information and data as requested by the trust, service and the department maintaining confidentiality at all times.</li> <li>Ensure that you maintain contemporaneous, accurate and evaluative patient records in line with the professional codes, service standards and team specific requirements.</li> <li>To report any adverse incidents in accordance with trust policies.</li> <li>Productivity and financial management of clinical area</li> </ul> <p>Responsibility for Finance and Physical resources:</p> <ul style="list-style-type: none"> <li>To be responsible within their scope of practice for the safe and effective use, maintenance and repair of the equipment.</li> <li>To contribute to identifying needs and advice on equipment, requisitioning where there is delegated authority.</li> <li>Ensure that effective on-going use of equipment is monitored as required by the area.</li> </ul>
<b>STAFF MANAGEMENT</b>
<p><b>Human Resources</b></p> <ul style="list-style-type: none"> <li>To assist in the induction of new staff by demonstrating own activities in own work area.</li> </ul>

### TEACHING, TRAINING AND RESEARCH RESPONSIBILITIES

#### Knowledge, Education and Training

- To maintain, develop and record your own continuing personal development, recognising the need to participate in ongoing essential training for the role.
- To participate fully in the Appraisal and Development review process.
- To understand a range of routine work, procedures and practises which require job training. These require a base level of formal training Level 2 or equivalent experience.
- To assist in the effective induction and orientation of new Healthcare Support Workers.

#### Research & Development

- Participate in audit and research as requested

### TRUST VALUES

Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Trust to define and develop our culture.

The post holder will be:

- Compassionate, caring about our patients.
- Accountable and responsible, always looking to improve.
- Respectful for all and show integrity in everything.
- Encouraging and challenging each other to always do our best.

### ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. Hampshire hospitals NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description, but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A to this Job Description and Person Specification details key information you should be aware of.

# Person Specification

<b>Job Title:</b> Healthcare Support Worker, Band 2	
<b>Training &amp; Qualifications</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>Knowledge and skills gained through any combination of alternative study and/or employment experience</li> <li>Completed Care Certificate <b>or</b> ability to complete within 6 months of appointment</li> </ul>	<ul style="list-style-type: none"> <li>GCSE Standard Pass Grades (4 and above or A-C (<i>Department for Education: June 2017</i>))</li> <li>Level 2 and/or 3 qualification in Health and Social Care/Clinical Care <b>or</b> working towards</li> <li>Confirmation of Secondary Education - GCSE grades (Minimum requirements: 1-3 or D-G (<i>Department for Education: June 2017</i>)) <b>or</b> Functional Skills at Level 1 or equivalent</li> </ul>
<b>Experience &amp; Knowledge</b>	
Essential	Desirable
	<ul style="list-style-type: none"> <li>Previous experience in a Health/Health and Social Care role</li> <li>Previous NHS experience</li> <li>Understanding of NHS/Social Care systems</li> </ul>
<b>Skills &amp; Ability</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>Able to speak and write simply and clearly so the other person understands</li> <li>Enjoy working with others</li> <li>Enjoy helping others</li> </ul>	<ul style="list-style-type: none"> <li>IT literate</li> </ul>
<b>Other Specific Requirements</b>	
Essential	Desirable
<ul style="list-style-type: none"> <li>Able to respond quickly and remain calm in highly pressurised environments</li> </ul>	<ul style="list-style-type: none"> <li>Full driving licence</li> <li>Access to own vehicle, which can be insured</li> </ul>



• Interested in undertaking further training	for business use
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# Appendix A

## ADDITIONAL INFORMATION APPLICABLE TO ALL POSTS

### Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal.

These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.

### Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

### Quality & Safety

Patient, service/facility user and staff safety is paramount at Hampshire Hospitals NHS Foundation Trust.

The post holder will promote a just and open culture to reporting of incidents and adverse events. To ensure the practice of self and others is at all times compliant with both the safeguarding children's policy and guidance and vulnerable adult's policy.

The post holder should be aware of current health and safety policies of the Trust. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

### Vetting & Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offense for someone Barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone Barred from working with vulnerable adults or children are liable for prosecution.

### Infection Control



To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment.

### **Governance and Risk**

Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

### **Duty of Candour**

The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

### **Safeguarding**

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trust's Policies.

### **MCA**

All employees are required to have regard for the Mental Capacity Act code of Practice, regardless of their role within the organisation. Employees are responsible for ensuring that they use the Act as appropriate in the course of their day to day duties. Training is available to staff, as are materials to help support employees to embed the provisions of the Act.

### **Training & Personal Development – Continuous Professional Development**

There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students / trainees and other learners in practice.

### **Climate Action and Sustainability**

- Green Plan: Ensure that the role and working practices contribute to the implementation of the Trust's Green Plan.
- Carbon emissions: Use the most sustainable and lowest carbon ways of working.
- Sustainability: Wherever possible reduce waste and maximize recycling. Phase out single use plastic items and switch to re-usable ones, where appropriate.
- Procurement: Where goods and services are procured, that the most sustainable items with the lowest carbon impact are selected.
- Digital: Maximize the use of digital solutions and reduce use of paper, where possible.
- Care Pathways: Streamline care pathways and reduce patient travel, where clinically appropriate.

Adaptation: Identify ways to mitigate the risks of climate change and take steps to adapt, where needed (e.g. to stop buildings from overheating.)