

### Healthcare Support Worker

**Job Title:** Healthcare Support Worker  
**Band:** Agenda for Change Band 2  
**Directorate:** Various  
**Reports to:** Sister/ Charge Nurse  
**Accountable to:** Matron  
**Professionally Accountable to:** Chief Nurse  
**Responsible for:**  
**Main Base:** Various, including York, Scarborough, Bridlington, Whitby, Selby and Malton Hospitals, Community Rehabilitation Units for the Elderly and Community services within York, Selby, Scarborough, Whitby, and Ryedale localities.  
**Contract Status:** Permanent  
**AfC Job Reference:** GEN40/RP

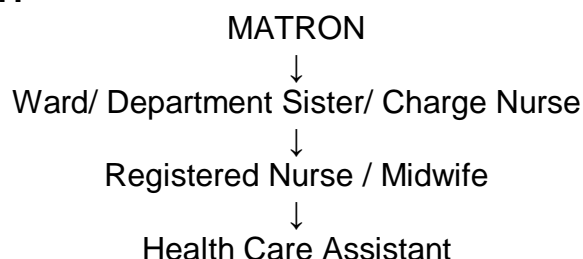
### **JOB SUMMARY/ PURPOSE:**

To demonstrate care and compassion whilst ensuring that patients' needs are met

To carry out nursing and non-nursing duties as delegated by the registered nurse / midwife; using own initiative within the level of competence expected for the role.

To assist and support members of the multi-professional team to provide a high standard of patient - centred care, performing duties without the need for constant direct supervision.

### **ORGANISATIONAL CHART:**



### **KEY DUTIES AND RESPONSIBILITIES**

This generic job description outlines the primary role and responsibilities of a Band 2 Healthcare Support Worker. It is not exhaustive and may be amended from time to time as the needs of the service change. As this contains core functions of the role, it is important to note that some service

areas may have additional skill requirements which are subject to competency- based assessments.

There is an expectation for post holders to be flexible to provide cover to other clinical areas where there is an increase in service demand.

## **Conduct and behaviour**

- Demonstrate a courteous, sympathetic, compassionate, and helpful approach to patients, relatives, and visitors at all times
- Act as an ambassador promoting the corporate image of York and Scarborough Teaching Hospitals NHS Foundation Trust, to all individuals, groups, and external organisations, to sustain public confidence and trust
- Act as a positive role model for all Trust employees
- Demonstrate a positive professional working relationship with colleagues and other members of the Trust by promoting open communication, trust and respect
- Establish and actively maintain clear professional boundaries at all times with patients, and any one close to them e.g. relatives, friends

## **Patient care**

Assist the registered nurse/ midwife to deliver care with privacy and dignity, focusing on respect for the patient and meeting their cultural and spiritual needs.

**Delegated** duties of care provision may include:

- Supporting patients to make choices about their care and ensure that those choices are respected
- Promoting and encouraging independence
- Assisting patients with hygiene needs including care of their skin, mouth, eyes, hair, nails, feet and teeth; encouraging self care when possible
- Supporting patients with elimination needs; assisting to use toilet facilities or provision of bed pans, urinals, commodes and vomit bowls.
- Care of urinary catheters, stomas and other aids that enable the patient to perform elimination and record actions/ findings on the appropriate documentation
- Promote continence and manage incontinence according to the patient's individual assessment and plan of care
- Support the multidisciplinary team in the prevention and management of damage to patients' skin, ensuring that correct moving and handling techniques and use of pressure relieving aids are used; report any changes in skin condition to the registered nurse/ midwife
- Following delegation by the Registered nurse/ midwife, undertake agreed clinical activities relevant to the post & clinical area e.g., obtain specimens from patients (urine, faeces, blood, sputum and vomit; screening swabs as required in accordance with Trust policy) and record actions/ findings on the appropriate documentation
- Following delegation by the Registered nurse/ midwife, undertake simple physiological observations and dressings, record actions/ findings on the appropriate documentation
- Inform the registered nurse/ midwife of any concerns that you may have regarding the patient so that he / she can assess the patient in a timely manner.

- Dispose of bodily fluids, soiled linen, spillages etc in accordance with Trust policy and guidelines
- Assist patients with eating and drinking i.e. appropriate meal ordering and provision of drinks, meals and supplements; provide aids as required, assist in feeding and hydrating those who are unable to do this for themselves; recording nutritional and hydration intake on the appropriate documentation.
- Perform chaperone duties as directed by the registered nurse /midwife, for patients who are undergoing investigations / treatments/ procedures/ examinations and support patients both physically and psychologically during and after the relevant intervention
- Act as an escort to patients attending out-patient clinics and appointments within other areas
- Assist and support the registered nurse/ midwife to manage the out-patient clinics
- Act as a messenger and porter for supplies, specimens, records and equipment or any other items required for patient care
- Assist the registered nurse/ midwife with and support patients through admission, transfer and discharge
- Assist in caring for patients who are near the end of life and those who have died, providing support to relatives and friends
- Provide patients with written and verbal information/ advice under the direction of a registered nurse/ midwife
- Support in assisting in the provision of basic life support skills and other emergency procedures as per Trust policy
- Assist as required in the restocking of supplies and maintenance of equipment, reporting any problems/ concerns to the registered nurse/ midwife
- Carry out assigned clerical tasks as directed by a registered nurse/ midwife
- Inform a registered nurse / midwife if asked to carry out a task which you have not had the training, capacity and /or competence to do
- Adhere to standards and procedures that ensure the effective and efficient use of resources

## KEY VALUES:

These values are underpinned by behaviours:

- *Kindness*  
We are kind, this means we: - Respect and value each other, treat each other fairly, are helpful and seek help when we need it
- *Openness*  
We are open, this means we: - Listen, making sure we truly understand the point of view of others, work collaboratively to deliver the best possible outcomes, we are inclusive, demonstrating everyone's voice matters
- *Excellence*  
We pursue excellence, this means we: - Are professional and take pride in our work, always seeking to do our best, demonstrate high integrity, always seeking to do the right thing, are ambitious, we suggest new ideas and find ways to take them forward, and we support others to do the same

The Trust would expect all employees to demonstrate our values as part of their day to day working lives:

## STANDARD GENERIC ITEMS

The post holder will uphold and support these values in accordance with the Personal Responsibility Framework. To this end, in our goal to promote and embed equality and diversity throughout the organisation, the post holder will ensure that everyone is treated as an individual, with dignity and respect. Further, the post holder will embrace the Trust's philosophy that as individuals we are all unique and will acknowledge and value difference in order to treat everyone fairly.

The post holder will maintain the security of sensitive personal and other confidential information and will apply all relevant Information Governance policies reliably to working practice. Additionally, they will be expected to follow secure operating procedures for handling information in all formats, including verbal, written and that held electronically.

The post holder will support the Trust's internal audit service during regular reviews of financial and other systems across the organisation. The post holder will assist audit in these reviews and will provide information as required and without undue delay.

The post holder is responsible and accountable for their own practice in line with Trust Infection Prevention and Control policies that reflect evidence, best practice and legislative requirements.

The post holder will have the appropriate level of child protection and adult safeguarding knowledge, skills and practice required for the post and be aware of and comply with the Trust's child protection and adult safeguarding policies and procedures.

In addition to observing the departmental rules and procedures, which all staff are required to observe and follow, the post holder is also required to follow the Trust's general policies and

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procedures that apply to the employment relationship. Whilst the Trust recognises specific responsibilities fall upon management, it is also the duty of the post holder to accept personal responsibility for the practical application of these policies, procedure, and standards. The post holder should familiarise themselves with these, and ensure they have an understanding of them, and adhere to them. Particular attention is drawn to:

- Health & Safety: Under the Health and Safety at Work etc Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work, and that of others who may be affected by their acts at work. This includes co-operating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards. The post-holder is required to undertake annual training in respect of Health and Safety and comply and adhere to all Trust Health and Safety Policies.
- Fire: The post-holder must adhere to the Trust's Fire Policy, including attendance at training.
- Working Time Regulations: The postholder must ensure that they do not work more than an average of 48 hours per week based on a 17-week period regardless of whether this is for the Trust as a secondary contract, as overtime, bank/casual, agency work or with another employer.

The Trust has a No Smoking Policy. All its premises are considered as non-smoking zones, other than designated smoking areas.

In order to ensure the Trust's ability to respond to changes in the needs of the service, the Trust may make changes on a temporary or permanent basis, that are deemed reasonable in the circumstances, to the duties and responsibilities outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Trust and the post-holder. The job description will be reviewed annually as part of the Trust's Appraisal process.

#### **JOB DESCRIPTION AGREEMENT:**

<b>Job Holder [Print name]</b>	<b>Job Holder Signature</b>	<b>Date:</b>
<b>Recruiting Manager [Print name]</b>	<b>Recruiting Manager Signature</b>	<b>Date:</b>

**PERSON SPECIFICATION**  
**HCSW Band 2**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education, Qualifications and Training</b>	Basic literacy/ numeracy skills preferably gained through secondary school education  Willingness to undertake training	NVQ/ QCF Level 2 in a health-related subject
<b>Experience &amp; Knowledge Required</b>	Detailed understanding of the role of a HCSW  Awareness of what is important to a patient	Experience in a care setting
<b>Skills &amp; Attributes</b>	Good command of written and verbal English  Able to communicate well with patients and other members of staff (face to face or over the phone)  Basic IT skills  Understanding of how to work as part of a team  Have the courage to challenge & question appropriately	
<b>Aptitude &amp; Personal Qualities</b>	Caring Compassionate Sympathetic Patience Polite & Friendly Approachable Professional (including neat and tidy) Honest Reliable Motivated Ability to cope with emotionally stressful situations	
<b>Values, Drivers &amp; Motivators</b>	Ability to demonstrate our organisational values and behaviours: -Kindness -Openness -Excellence  <b>Committed to putting the patient first</b>	

**KSF GENERIC BAND OUTLINE:**

<b>PAY BANDS</b>	<b>C1: COMMUNICATION</b>	<b>C2: PERSONAL &amp; PEOPLE DEVELOPMENT</b>	<b>C3: HEALTH, SAFETY &amp; SECURITY</b>	<b>C4: SERVICE IMPROVEMENT</b>	<b>C5: QUALITY</b>	<b>C6: EQUALITY &amp; DIVERSITY</b>
	<b>LEVELS</b>					
<b>1</b>	1	1	1	1	1	1
<b>2</b>	2	1	2	1	1	2
<b>3</b>	2	2	2	1	2	2
<b>4</b>	2	2	2	2	2	2
<b>5</b>	3	3	2	2	2	2
<b>6</b>	3	3	2	2	3	2
<b>7</b>	3	3	3	3	3	3
<b>8 a-b</b>	4	4	3	4	4	3
<b>8 c-d and 9</b>	4	4	4	4	4	4

**OH1a Job Risk Assessment Sheet**

Tel: 01904 725093

This profile is intended to identify the hazards that the postholder is likely to be exposed whilst undertaking this role. This is intended to complement the Work Health Assessment Form.

**Job Title:****Directorate:****Name:****Occupation:**

The job involves occupational exposure to:	Yes √	No √	Details/frequency of exposure
Clinical contact with patients			
Non clinical contact with patients			
Respiratory irritants (e.g. fumes, dust)			
Exposure to noise over 80db			
Latex			
Cytotoxic agents			
Solvents			
Working at night			
Working at heights			
Food preparation and handling			
Working alone			
Shift work			
Exposure prone procedures (e.g. surgical invasive procedures)			
Regular work with patients with TB/ handling of TB specimens			
Work with potentially aggressive patients/ clients (verbally or physically)			
Regular requirement to stand/ bend/ kneel/ walk etc			
Regular requirement to lift/ push/ pull patients/ objects			
Very hot or very cold working environments			
Work with immunocompromised patients			
Regular use of display screen equipment			
Driving duties (patient/client/staff transport/ transportation of goods e.g. post, specimens)			
Exposure to hand transmitted vibration			
Working in confined spaces			
Risk of blood or body fluid exposure			
Exposure to ionising radiation			
Exposure to substances hazardous to health (COSHH regulations) please specify substances			
High mental stress content			
Other workplace exposure – please Specify			



OH1a/jobriskassessmentsheet/sept2011/reviewsept2013/preparedbyEAW