

# Job Description

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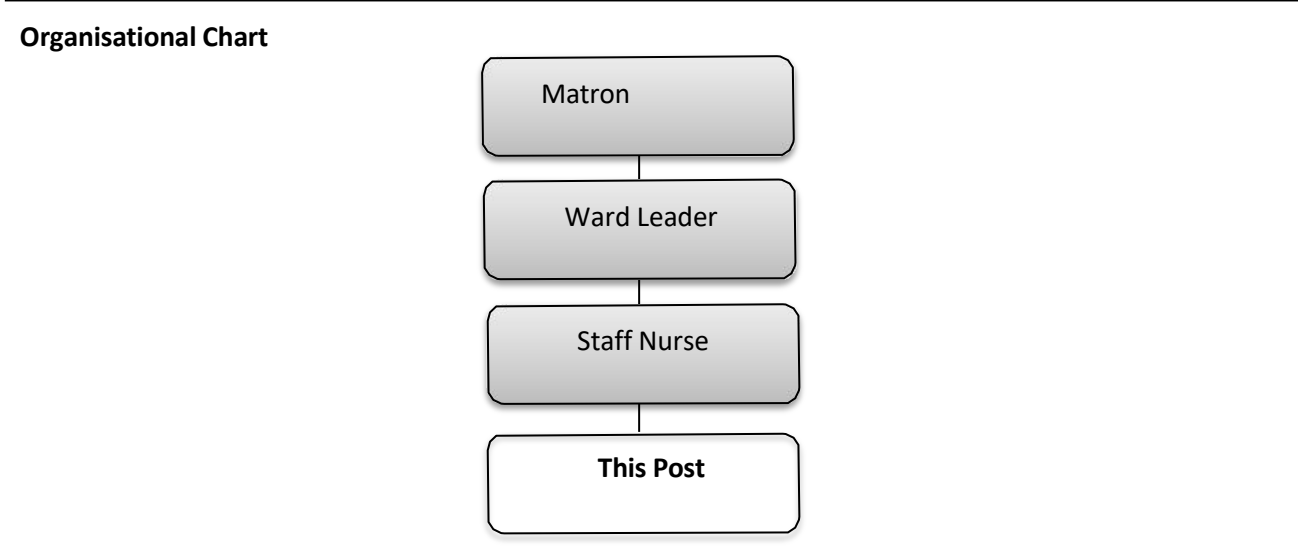
<b>Job Title</b>	Healthcare Support Worker
<b>Salary Band</b>	Band 3

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**Job Overview**

The purpose of the post is:

- To assist in the delivery of clinical care, planned and assessed by the Registered Nurses
- To carry out care / other duties under indirect supervision of a Registered Nurse and/or Senior Health Care Assistant
- Support care on a day-to-day basis for all patients in the clinical area in a manner sensitive to the individual patient needs and wishes, acknowledging their rights and beliefs at all times
- Contribute to resource management within the clinical area



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## Duties and Responsibilities

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### ***Communication and Working Relationships***

- Work collaboratively within a multi-disciplinary team
- Ward Leaders and all ward based nursing staff
- Matron/Head of Nursing
- Educational staff
- Infection Prevention & Control Team
- Clinical Nurse Specialists, Nurse Consultants, Nurse Practitioners
- Medical Practitioners
- Patients and their support network
- Housekeepers and Domestic Staff
- Therapists e.g Physiotherapist, OT, Speech & Language Therapist, Dietician
- General Support Assistants/Porters
- Staff across the Trust

### ***Management and Personal Development***

- Competently organise and carry out designated workload within scope of role
- To recognise the importance of health education and teaching of patients and carers and inform nursing staff where this might be required
- To maintain his/her own professional development, attending courses/further training to enhance and optimise his/her role within the work area.
- To respect the confidential information, in line with Royal Cornwall Hospitals Trust policy Data Protection Act, obtained in the course of work and not disclose this information.
- To be familiar with and adhere to Royal Cornwall Hospitals Trust Health and Departmental policies and procedures mindful of responsibilities to self, colleagues and patients.
- Comply with standard operational procedures
- Comply with departmental and Trust policy
- Demonstrates own duties to new staff

### ***Clinical Activities***

- Provide and deliver a high standard of clinical care, recognising and meeting the specific needs of patients
- With indirect supervision, to manage own clinical workload within the given competencies of the post
- To carry out clinical observations on patients, recognising, recording and reporting all changes in patients condition to nursing staff
- Undertake the escort of patients to other Departments/external escorts as determined by the registered nurse in charge of the ward
- To support nutritional needs of patients by assisting with feeding and drinking, reporting on concerns about dietary intake to nursing staff
- To assist in the care of maintaining skin integrity over pressure points, recognising and reporting all adverse findings to nursing staff
- To assist in enabling the patient to meet their rehabilitation potential
- To promote and safeguard the wellbeing of patients, their families and colleagues. To be aware of the implications of Health & Safety policies, which affect direct and indirect aspects of care

- To share responsibility for the cleanliness, care and maintenance of all the equipment on the ward

### **Administrative**

- Document and sign for all observations and care given with counter signature from a Registered Practitioner.
- To support maintenance of fluid balance and dietary charts, recognising, recording and reporting all adverse findings to nursing staff.

### **IT Systems and Processes**

- Use of Patient Administration System
- Report untoward incidents such as complaints, clinical emergencies, and injury to nursing staff via incident system (electronic system)

### **Additional Information**

#### *Code of Conduct*

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

#### *Confidentiality and Data Protection Act*

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Royal Cornwall Hospitals Trust must not, without prior permission, disclose any information regarding patients or staff.

#### *Safeguarding Children and Vulnerable Adults*

All employees of Royal Cornwall Hospitals Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

#### *Personal Development*

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

#### *Risk Management and Health and Safety*

All employees of Royal Cornwall Hospitals Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

#### *Infection Prevention and Control*

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

*Location/Mobility*

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

*Equal Opportunities*

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

*Review of the Job Description*

This is a generic job description and is intended as an outline of the general area of activities. It may be amended in light of the changing needs of the organisation, in which case it will be reviewed.

*Rehabilitation of Offenders Act*

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

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**The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of RCHT staff.**

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## Person Specification

**Job Title:** Healthcare Support Worker

**Salary Band:** Band 3

Role Requirement	Essential	Desirable
<i>Education and Qualifications</i>		
GCSE Maths & English, or Equivalent	✓	
NVQ 2 in Health Care, or Equivalent	✓	
NVQ 3 in Direct Care		✓
Clinical skills eg venepuncture, blood transfusion, aseptic non touch technique	✓	
<i>Experience</i>		
Previous experience in a care setting	✓	
Previous hospital experience	✓	
<i>Skills and Aptitude</i>		
Verbal communication/language skills	✓	
Computer literate	✓	
Competent in English Language – written and verbal	✓	
Adaptability to cope with changing workload	✓	
Able to competently organise and carry out designated workload within scope of previous training	✓	
Able to work in a team environment	✓	
<i>Personal Qualities</i>		
Positive and caring attitude	✓	
Patient centred approach to care	✓	
Commitment to imparting knowledge and experience to others	✓	
<i>Other</i>		
Able to work flexibly to meet service need	✓	
Demonstrates evidence of Trust values	✓	