

Clinical Job Description and Person Specification

Thank you for considering a role at [Cambridge University Hospitals NHS Foundation Trust](#), which includes Addenbrooke's and the Rosie Hospitals.

About Us

The Trust is one of the largest and busiest hospitals in the country and is a leading clinical and academic centre with a national and international reputation for excellence. Recognised as providing 'outstanding' care to our patients and rated 'Good' overall by the Care Quality Commissioner, is testament to the skill and dedication of the people who work here. It is their teamwork, energy, commitment and imagination that make us one of the best hospitals in the UK.

Our Values

The Trust's philosophy is to keep the patient at the heart of everything we do and we expect staff to uphold our values of **Together - Safe, Kind, Excellent** at all times. The Trust's Values and Behaviour Standard is attached to this job description; it provides more information about the type of behaviour we expect and love to see, and those we do not want to see. In considering whether to apply for the post you should consider whether you understand and feel able to live our Values.

Supporting you to be the best you can be

The Trust is committed to bringing the best out of its employees. We want everyone who works here to enjoy job satisfaction and feel proud to be an employee of the Trust. Each pay band has a set of Performance Standards which explains the level of competency and standard of delivery required to perform the role, you can download the performance standard for this post with the application pack. The Trust is committed to providing on-going feedback, development and an annual appraisal discussion.

Your Health and Well-Being

As a world leading healthcare organisation, CUH is a champion of good health and is committed to providing a smoke free campus to protect its staff, patients and visitors. Smoking is not permitted on the CUH campus and all employees must comply with the requirements of the CUH No Smoking Policy and support the processes and practices in place in relation to patients and visitors.

Your health and well-being are important to us. If you have a disability or long term health condition and have questions or concerns about the role, or indeed any aspect of working at CUH, and how this may impact on your health, please contact Recruitment Services to discuss how we can best support you throughout the recruitment journey and as a member of the CUH family.

We offer an extensive staff benefits package, including, childcare, flexible-working schemes and the NHS pension scheme along with a range of facilities that includes on-site sport and leisure facilities. Do visit our website for more information about working at CUH and living in Cambridge: [Working for us](#)

Submitting your application

Please read this job description thoroughly before submitting your application. As well as meeting the essential requirements of the person specification, be sure that you can demonstrate commitment to our Values, teamwork, reliable attendance, dedication and the ability to show compassion, care and respect to our patients, visitors and colleagues.

We recommend that you download the 'Information for Applicants - Completing your application' document which provides further details about how to complete each section of your application form and further information about the application process.

Job title:	HealthCare Support Worker
Band:	Band 3
Hours of work:	37.5 hours per week
Location:	Community Diagnostic Centre
Operationally responsible to:	Community Diagnostic Centre Service Manager
Professionally responsible to:	Senior Sister
Job summary:	To work as part of the multidisciplinary team, assisting with patient care, administrative and other departmental-related duties, as directed by the registered practitioner to ensure kind, safe and compassionate care for patients.

Key duties and responsibilities:

- Working as part of a team and receive patients and their carers into the clinic.
- Assist in delivering a high standard of holistic care to these patients, promoting their equality and dignity at all times.
- Maintain confidentiality and be polite at all times.
- Communicate effectively with Physiologists, Radiographers, Reception and Admin staff to ensure all appointments and examinations are coordinated efficiently.
- Assist with the preparation, cleanliness and tidiness of all clinical rooms and annexes, including the waiting areas, linen room and store cupboards.
- Maintain clean and tidy examination rooms between each patient.
- To deal with telephone enquiries, take messages and answer questions where possible.
- Accurately enter patient details on all digital systems.
- Assist with dressing and undressing as required.
- Supporting and adhering to chaperone policies.
- Prepare patients for consultation, including, when appropriate, performing and reporting on clinical observation of a patient's temperature, pulse, respiration rate and blood pressure.
- Obtain measurement of a patient's height and weight and perform urinalysis if required.
- Obtain swabs, skin scrapings, nail clippings, urine, stool and sputum specimens as requested (once assessed as competent).
- Talk with patients while they wait for consultation, within time and work limitations.
- Give formal verbal and/or written advice to patients and/or their carers within remit.

- Liaise closely with the trained staff, colleagues and ancillary staff to ensure clinics are managed efficiently.
- Support professionals with clinical activities.
- Prepare and restore environments for clinical procedures, e.g. biopsies.
- Report any problems, accidents or incidents to the nurse in charge and adhere to trust policy.
- Ensure stock levels and equipment are maintained, and exercise care and economy in the use of supplies and equipment.
- Be responsible (under supervision) for the ordering of supplies.
- Routine checking of resuscitation, oxygen and suction equipment.
- Ensure maintenance of good relationships within the department and other areas of the hospital.
- To attend in service training at the discretion of the manager.
- To consistently role model the trust values of Kind, Safe and Excellent and lead by example.

Educational:

- Undertake and complete band 3 competency packages (Care Certificate) relevant to your clinical area.
- Highlight additional training requirements relevant to your role, and identify when mandatory training due for up-dates.
- Participate in own appraisal and review process.
- Keep up to date with current changes in practice sharing the knowledge within the team.

General Compliance:

1. To comply with all Trust Policies and Procedures, with particular regard to

- Risk Management	- Health & Safety	- Information Governance
- Confidentiality	- Data Quality	- Freedom of Information
- Equal Opportunities	- No Smoking	- Being Open: a duty to be candid
2. All staff have a responsibility to comply with the current infection prevention and control policies, procedures and standards and ensure they have received training on infection prevention and control issues including hand hygiene and received refresher training appropriate to the job role. All staff should practice and encourage appropriate hand hygiene and act professionally to ensure the hospital environment is clean, safe and tidy.
3. To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
4. To follow all the Trust Security policies and procedures and be vigilant to ensure the safety and secure environment for care.
5. All staff that have access to or transfers any data are responsible for those data, it must be kept secure and they must comply with the requirements of the Data Protection Act 2018 and the General Data Protection EU Directive (GDPR). All data must be kept in line with the Trust's policies and procedures. Data includes all types of data i.e. patient, employee, financial, electronic, hard copies of printed data or handwritten data etc.
6. The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities.
7. The Trust is committed to carefully screening all staff who work with children and vulnerable adults. If this applies to this post, the appointment will be subject to a satisfactory Disclosure and Barring Service disclosure (formerly the CRB disclosure) of the appropriate Level.
8. All staff will receive training on Child Protection -Safeguarding Children Policies and Procedures as part of Induction and receive refresher training appropriate to the job role; this will equip the post holder with the knowledge of what you will need to do if you have concerns about the welfare of a child/young person under aged 18.
9. Participate in an annual Appraisal and Development Review meeting and ensure you are meeting the Trust's Performance Standard for the post.
10. CUH is a smoke free campus. All employees must comply with the requirements of the No Smoking Policy and support the processes and practices in place in relation to patients and visitors
11. To uphold the Trust Values and Behaviours standard.
12. Perform any other duties that may be required from time to time.

Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other.

This job description may be altered to meet changing service needs, and will be reviewed in consultation with the post holder.

Our Trust values and behaviours

Values	Behaviours	Love to see	Expect to see	Don't want to see
Safe I never walk past, I always speak up	Safety	Shares lessons learned to help others to improve safety.	Always follows agreed safety and wellbeing procedures. Learns from mistakes and asks for help if they need it.	Shows a lack of focus on safety and wellbeing in their day-to-day work.
	Raising concerns	Encourages others to raise concerns about safety or attitude.	Speaks up every time standards on safety, care or dignity are not met. Welcomes feedback.	Keeps concerns to themselves, and rejects feedback about their own behaviour.
	Communication	Seeks ways to enhance understanding of information being communicated to meet people's needs.	Keeps people informed and gives clear explanations in ways people can understand.	Doesn't give people the information they need. Uses jargon inappropriately.
	Teamwork	Encourage others to contribute and demonstrates better ways of working within and across teams.	Works as part of a team. Co-operates and communicates with colleagues. Values other people's views.	Excludes others and works in isolation.
	Reassuringly professional	Is constantly aware that what they say and do affects how safe other people feel.	Is calm, patient and puts people at ease. Takes pride in their own appearance and our environment.	Passes on their negativity/stress. Is critical of other teams or colleagues in front of others. Displays unprofessional appearance.
Kind I always take care of the people around me	Welcoming	Goes out of their way to make people feel welcome.	Is polite, friendly, makes eye contact, smiles where appropriate and introduces themselves. 'Hello my name is...'	Ignores or avoids people. Is rude or abrupt, appears unapproachable/ moody.
	Respectful	Applies a broader understanding of the diverse needs of patients/ colleagues. Supports others to be themselves.	Treats everyone as an equal and valued individual. Acts to protect people's dignity.	Ignores people's feelings or pain. Makes people feel bullied, belittled or judged.
	Helpful	Thinks about the needs of others. Goes the 'extra mile' for other people.	Is attentive and compassionate, helps people who need help, or finds someone who can. Never walks by.	Makes people feel like a burden: 'It's not my patient / job / problem'.
	Listen	Makes time to listen to people even when busy.	Listens to people in an attentive and responsive manner.	Disinterested, dismissive or talks over people.
	Appreciate	Goes out of their way to make people feel valued for their efforts and achievements.	Encourages people's efforts. Notices when people live up to our values, says thank you.	Doesn't notice or appreciate people's efforts.
Excellent I'm always looking for a better way	Aiming high	Their positive attitude inspires others to achieve the highest levels of quality.	Always aims to achieve the best results.	Accepts mediocrity or moans without looking for solutions.
	Improving	Helps others to find creative solutions to problems and shares good practice.	Suggests ideas for better ways of doing things and looks for opportunities to learn.	Resists change: 'we've always done it this way'.
	Responsible	Shows enthusiasm and energy to achieve excellent results.	Takes responsibility and has a positive attitude.	Avoids responsibility. Blames or criticises others.
	Timely	Always respects the value of other people's time.	Is on time, efficient, organised and tidy. Apologises and explains if people are kept waiting.	Misses deadlines or keeps people waiting, without explanation/apology.
	Makes connections	Helps others to understand how services connect.	Thinks beyond their own job and team to make things easier for people.	Focuses on their own department needs to the detriment of the people they serve.

Together-**Safe** | **Kind** | **Excellent**

Post Title: HealthCare Support Worker

Band: 3

Department: Outpatients

How evidenced: **A** = Application Form **I** = Interview **T** = Test

Factors	Essential Criteria	How Evidenced	Desirable Criteria	How Evidenced
1 Qualifications	Literacy and Numeracy (level 2) or equivalent e.g. Maths/English GCSE grade C or above/willing to work towards and achieve within 6 months of commencing the Band 3 role	A/T	Diploma Level 2/3 in Care/Health or other relevant qualification	A/I
2 Experience	Proven clinical practice within an acute setting as a band 2 HCSW	A/I		

3 Knowledge	Understands the importance of the 6Cs and the NHS Constitution	I/T		
	Understands clinical risks regarding Infection Control	I		
	Recognise the extent and limitations of own and others competence	A/I		
	Use own initiative, recognising when to escalate concerns to a senior member of staff	I		
	Understands the importance of consistently providing individualised care based on current research and evidence	I		
	Demonstrate awareness of the needs of area specific patient group	A/I		
	Understanding of the anxiety and distress of some patients and relatives	I		
	Basic anatomy and physiology	A/I		
	Awareness of National and local priorities and initiatives	A/I		

4 Skills	Well-developed verbal and written communication skills.	A/I/T	Prepared to undertake a Link role	I
	Respects patient dignity, wishes and beliefs demonstrating behaviours that are caring and compassionate	A/I	Prepared to undertake recognised mentoring / coaching role	I
	Ability to promote best practice	I	Reflective practitioner	I
	Support and induct new junior colleagues and assist them to meet their Performance Standards	I	IT skills	I
	Work as an effective and responsible member of the multidisciplinary team	A/I	Completed Trust band 2 competencies if internal applicant	I
	Good organisational skills with the ability to prioritise a demanding workload in order to provide quality care to patient	A/I		
	Maintenance of clinical competencies	A/I		

5 Additional Requirements	The ability to understand and behave at all times, towards patients, visitors and colleagues according to the Trust values of Safe, Kind, Excellent . This behaviour is outlined on the final page of this person specification.	I/A		
	Identify and assess potential risks involved in work activities	I		
	Take responsibility for own personal development	A/I		
	Use and maintain resources efficiently and effectively	I		
	You will be expected to complete the Trust band 3 competencies within 6 months of commencing the Band 3 role			

Information for Applicants - Terms and Conditions of Employment

This information is a summary of the main terms and conditions for pay, annual leave, hours and pension that is governed by the NHS Terms and Conditions of Service Handbook.

Pay

The advertisement provided the information about the pay band for this role. All pay bands have a minimum and maximum point with opportunity for progression to the next pay step point when a minimum length of service has been reached. This is subject to meeting expected levels of performance. For more information about Agenda for Change Pay please visit:

<http://www.nhsemployers.org/your-workforce/pay-and-reward/pay/agenda-for-change-pay>

New entrants to the NHS will normally commence on the minimum point of the pay band. Only in exceptional circumstances where the employee has considerable relevant experience to the post can a higher starting salary be considered. If a current NHS employee applies for a post at a higher band they move onto the higher band receiving a promotional increase in accordance with NHS Terms and Conditions. Current NHS employees transferring on the same pay band retain the same salary.

Pay Progression

Employees will receive progression to the next pay step point (where available) subject to meeting expected performance and compliance requirements. If you are an existing NHS employee applying for a role on the same band, progression will be awarded in accordance with the Trust's current ADR and Pay Progression policy. If you are new to the Trust or are applying for a promotion, progression will be awarded in accordance with the new national framework agreement.

Hours

Full time is 37.5 hours per week and is in accordance with the working patterns/rota patterns within the ward/department. These may be changed from time to time depending upon patient / service needs. If the post you have applied for is part time, the salary will be calculated pro rata to 37.5 hours. If you are required to work nights/weekends/public holidays you will receive the appropriate unsocial hour's enhancements.

Annual Leave Entitlement

This is dependent on complete years of NHS service.

Years NHS service	Annual leave entitlement per year
0-5 years completed NHS service	202.5 hours (based on 27 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
5-10 years completed NHS service	217.5 hours (based on 29 days x 7.5 hrs per day) plus public holidays (pro rata for part time)
Over 10 years completed NHS service	247.5 hours (based on 33 days x 7.5 hrs per day) plus public holidays (pro rata for part time)

Pension

Employees are automatically enrolled onto the NHS Pension Scheme upon commencement. There is both an employer and an employee financial contribution to the pension scheme, with the employee contribution ranging from 5% to 14.5% depending upon your salary. New employees will receive a detailed information pack on commencement. For further information about the scheme and how to opt out following commencement, please visit www.nhsbsa.nhs.uk