

Job description

Clinical Healthcare Support Worker

Band 3



The RUH, where you matter

About the role

An outline of what you can expect to be doing

- You will be a core member of the team delivering **personal care**, both clinical and non-clinical, to patients. You'll also be key in supporting patients with their own self-care and independence.
- You will be supporting registered practitioners to deliver high quality, **compassionate health care** to people in accordance with assessed needs and a care plan.
- This is a **busy role** so you will be working together with your team to balance different tasks that often change.
- Your daily duties will be varied to include:
 - blood pressure monitoring
 - oxygen saturation levels
 - body temperature
 - pulse rate and respiration rate
 - glucose monitoring,
 - collection and testing of urine, faecal and sputum samples
 - wound swabs
 - removal of catheters
 - venepuncture
 - recording your actions accurately in patient notes

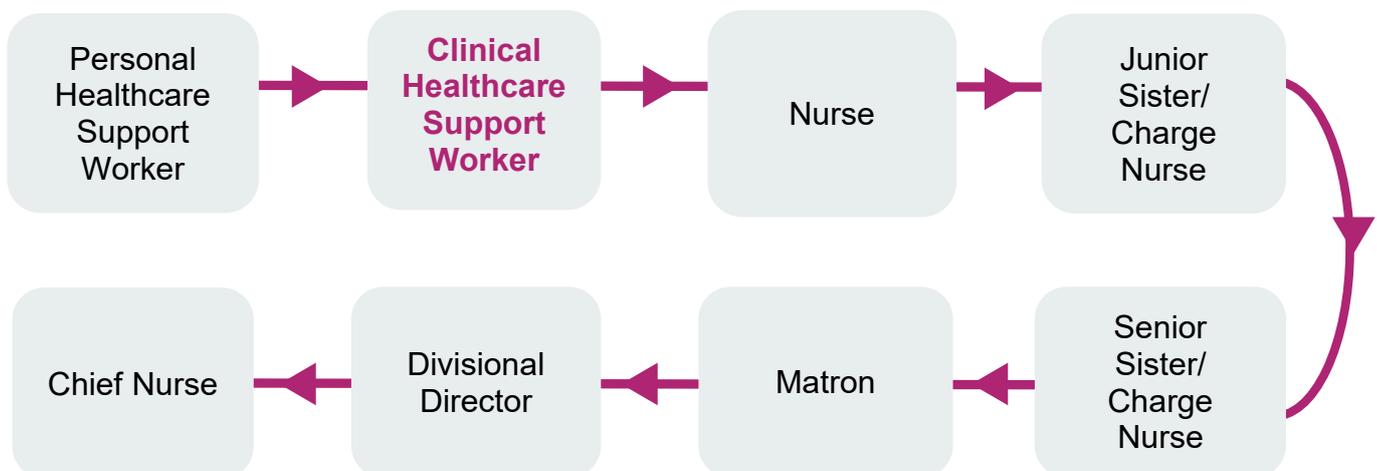
Working as part of a **team** and on your **own**, you will draw from your **knowledge**, skills and **experience**.



- We are passionate about **patient experience**. We know that some people find coming into hospital difficult.
- Adapting how you **communicate** to meet the needs of patients, relatives, carers as well as colleagues with **kindness** and **compassion** is fundamental to how we **work together**.
- You will take care in handling patient and Trust property and may need to order supplies and restock.
- You will help to **support, train** and **welcome** new colleagues, students and others to your area of work.
- There will be opportunities to **develop** your knowledge and skills, specific to your needs and area of work. You will also be supported to obtain your care certificate if you do not already have this.



Our team structure



About you

What you'll need to thrive in this role



Qualifications, training and experience

- You will have either:
 - A Qualifications and Credit Framework (QCF) Level 3. This could be an NVQ, BTEC or equivalent international qualification in healthcare.
- Or
- You will be able to demonstrate the equivalent level of experience.
- You may also have previous experience in healthcare and have your Care Certificate, but if not, we will support you to achieve this within the first three months of joining us.



Knowledge and skills

- You'll need to be able to **understand** and **communicate** both verbally and in writing in English.
- You don't need any formal qualifications in maths but you will need to have **numerical** and **analytic skills** to do patient observations. You'll need to understand what these mean as you'll be documenting the results in patient notes and communicating to your team.
- You will need to have a **customer focussed** approach which is essential to;
 - Provide patients with the best possible experience
 - Represent the RUH when talking to and working with patients, staff and visitors.
 - Work together with colleagues and other teams across the Trust.
- You will need to be able to use IT systems and databases.
- You will have the skill to focus on the details with the ability to spot problems. You will know when you are able to correct or when to escalate.



- You'll need to be adaptable in work as things change as part of working in a wider team.
- You will need to have hand and eye coordination to use your clinical skills for example venepuncture.



Working in this environment

- The role is **physically demanding** and can include standing for long periods of time. You will move and handle patients, equipment and other physical health care tasks.
- We welcome applications from all candidates and will make reasonable adjustments to accommodate your working life experience with the organisation.
- Due to the nature of the role, you will have frequent exposure to foul linen, fluids from the body and clinical waste. You will be supplied with appropriate protective equipment such as gloves.
- **Tact** and **sensitivity** will be essential in this role. There will be times when you see distressing situations which may include vulnerable, violent or aggressive patients.
- You may also help patients at their end of life and support grieving relatives. However you will be part of a team dealing with these situations and not alone.



About us

How we work together

As one team, we will live our values of **everyone matters**, **working together** to **make a difference**.

This enables us to provide the best possible care for the **people we work with**, **people we care for** and **people in our community**.



Ensuring our **patients** are cared for **safely** and have a positive **experience** is important to us.

No matter our role at the RUH, we can all **make a difference** to improving patient and family experience.



Our **policies and procedures** guide us in how to keep patients, carers, visitors, colleagues as well as all of our information **safe**.

We embrace a **culture of learning** and curiosity, free from blame to enable us to learn from incidents and continue to **improve together**.



Everyone matters at the RUH. We want to be an outstanding place for us to work in and our patients to be cared for in. To achieve this we all need to feel **valued**, **respected** and treated with **equality, kindness and civility**.

By **learning** from and embracing diversity, we create stronger and more **inclusive** teams which helps us to provide better care to our patients as well as **supporting** the **wellbeing** of each other.

Apply now

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