

**Maidstone and Tunbridge Wells NHS Trust
Job Description**

Job Title:	Health Care Support Worker
Band:	2
Division / Directorate	Various
Site:	Maidstone and Tunbridge Wells Hospital
Hours:	37.5 hours per week
Reports to:	Ward/Department/Unit Manager
Accountable to:	Directorate Matron

Job Summary:

The role exists to provide a multi-skilled worker who, under the direct/indirect supervision of a Registered Healthcare Professional, supports the multidisciplinary team with clinical and non-clinical practices in order to provide patient-centred care.

Working relationships:

Ward Staff including Healthcare Professionals, Doctors, Facilities Staff.

Budget Responsibilities: NA

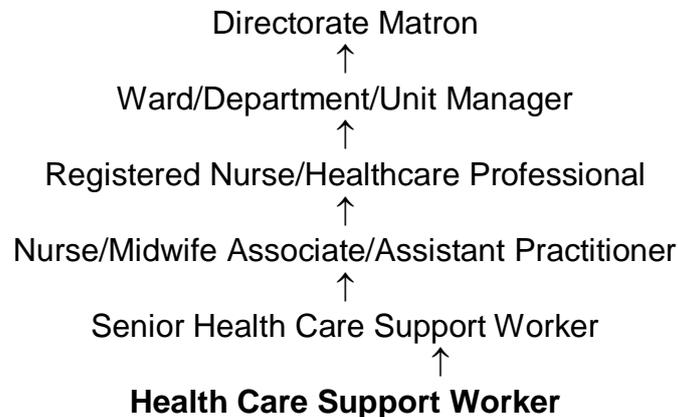
Role of Ward/Department/Unit:

The ward or unit for shift allocation will be on any of the sites in response to demand for cover to deliver patient care.

The ward/unit is run by a team of skilled Registered Healthcare Professionals and doctors, supported by the Multidisciplinary Team (MDT).

Working in partnership with the multi-disciplinary team (MDT), we provide a range of services to assist our clients/patients to have a positive experience of the ward/unit.

Organisational Position:



Key Result Areas:

Patient Care

- Deliver care in accordance with the ward/department/unit philosophy.
- Prioritise workload after the Registered Healthcare Professional has prescribed the care required by each patient.
- Receive, welcome and orientate patients and their relatives to the clinical area.
- Provide patients with adequate hydration and nutrition, i.e. order and serve meals, prepare drinks, meals and supplements, and place the same within easy reach of the patient. Comply with the “red tray” policy and support protected mealtimes.
- Assist patients with eating and drinking, opening packaging and employing aids (e.g. beakers, straws, modified cutlery, non-slip mats etc.) as required, reporting inadequate food and fluid intake to the Registered Healthcare Professional.
- Assist patients with elimination (e.g. provision and removal of bed pans/urinals/commodes/ vomit bowls, care of urinary catheters, stomas etc.) and subsequent hand-washing, ensuring assessment by a Registered Healthcare Professional takes place when necessary and that associated documentation is completed, e.g. fluid balance charts.
- Promote continence and manage incontinence according to patient care plans, maintaining privacy and dignity at all times.
- Assist patients with hygiene needs relating to the care of skin, hair, nails, feet and teeth, including washing, bathing, showering, dressing and grooming, at the bedside and in the bathroom, maintaining privacy and dignity at all times.

- Support the multidisciplinary team in the prevention and management of pressure damage (e.g. correct moving and handling techniques, repositioning of patients, use of pressure relieving aids/beds), document changes in skin condition and nursing interventions.
- Assist patients with functional and therapeutic mobilisation, employing appropriate aids/equipment as necessary, adhering to Trust moving and handling and health and safety policies at all times.
- Dispose of body fluids, soiled linen, clothing etc. and manage spillages in line with the Trust Infection Control Policy and Waste Disposal Regulations.
- Report physical and psychological changes in patient condition to the Registered Healthcare Professional, ensuring pain/distress are acted on promptly.
- Support the Registered Healthcare Professional undertaking the assessment and evaluation of patient care, i.e. record and document patients' temperature, radial pulse, respiratory rate, PAR score, blood pressure, blood glucose, weight and MUST score (employing manual and automatic methods), recognising the need to report deviations to the Registered Healthcare Professional.
- Undertake minor clinical procedures if deemed competent, e.g. removal of intravenous cannulas, application of simple dressings, removal of urethral catheter, as instructed by a Registered Healthcare Professional.
- Empty drainage bags, collect specimens and perform urinalysis, and record actions/ findings on appropriate documentation.
- Assist the Registered Healthcare Professional with, and support patients through admission, transfer and discharge.
- Move and position patients to aid breathing, comfort, rest and sleep, adhering to the Trust Moving and Handling policy at all times.
- Prepare and support patients both physically and psychologically before, during and after treatments, procedures and investigations.
- Contribute to the care of dying and deceased patients, providing support to relatives/ friends.
- Support the Registered Healthcare Professional in the provision of health promotion, e.g. prevention of pressure ulcers, deep vein thrombosis.
- Support patients to undertake distractional activities, e.g. assist with the provision of reading material, TV, radio etc.
- Escort low/medium risk patients to and from other departments following assessment by a Registered Healthcare Professional. (Note: this excludes patients receiving $O_2 \geq 40\%$ or with a chest drain in-situ.)
- Provide support, empathy and encouragement to patients.
- Provide patients with written and verbal information/advice under the direction of a Registered Healthcare Professional.

- Initiate cardiopulmonary resuscitation (CPR) and other emergency procedures as appropriate and trained to do so.
- Comply with the Trust Infection Control Policy whilst delivering care.
- Accurately and concisely document care given to patients and obtain a counter-signature from a Registered Healthcare Professional.
- Dependent on identified clinical need (and following appropriate training, supervision of practice and assessment of competence), the following patient care activities may also be undertaken as clinically required.

Housekeeping

- Maintain ward/department cleanliness following daily cleaning by housekeeping staff.
- Clean, replenish and prepare bed spaces/treatment areas on a daily basis and between patients.
- Clean and store various pieces of equipment/supplies, reporting any defects to the appropriate department.
- Participate in environmental audits as instructed.
- Ensure that there is adequate linen for the area.
- Store pharmacy/general supplies in the absence of the pharmacy technician/stores person.
- Clean and tidy the ward/department kitchen in the absence of the housekeeping team.
- Clean and appropriately decontaminate equipment and, where applicable, apply tape or label (with date, time and signature) to record this.

Portering

- Act as messenger and porter for supplies, specimens, records and equipment or any other required items pertaining to patient care.

Quality

- Contribute to the overall philosophy of continually improving patient care.
- Participate in improving and monitoring customer satisfaction.
- Participate in the collection of data for research and audit purposes and/or to improve patient care.

Accountability

- The post holder acts under the supervision of the Registered Healthcare Professional and within the boundaries of they/them existing knowledge and skills at all times.
- The post holder is expected to be economical in the use of resources and they/them will have a responsibility for patient property and valuables.

Communication and Relationship

- Communicate positively and appropriately with Registered Healthcare Professional, medical staff, all members of the multidisciplinary team, other departments, patients and their families/friends, face to face, via the telephone and in writing. Communicate with a limited range of people on day-to-day matters giving straight forward information and passing on and taking simple messages.
- When answering the telephone, the post holder identifies themselves by name, status and department, directing calls to a Registered Healthcare Professional as appropriate.
- Communicate with external agencies as appropriate under the direction of a Registered Healthcare Professional.
- Maintain a pleasant ward atmosphere to reassure patients and visitors. Contribute to harmonious team working by being reliable, approachable, trustworthy and accept delegation.
- Maintain a standard of conduct and dress to sustain public confidence and trust.

Planning and organisational

- Use the patient administration system to admit, transfer and discharge patients electronically.
- Undertake and assist with appropriately delegated administrative and telephone duties in the absence of the ward clerk/receptionist.

Personal and People Development

- Be aware of own accountability and that of the Registered Healthcare Professional
- Attend Trust and local mandatory training.
- Participate in training programmes as required.
- Identify own developmental needs.
- Demonstrate own duties to new/junior/temporary staff.

- Successfully complete the induction competencies for a band 2 within 4 -6 months (from the start of employment).
- With appropriate training successfully complete the Care Certificate (if not already completed) within 6 months (from the start of employment).

Responsibility for policy/service development

- Report complaints and suggestions to the relevant manager.
- Adopt and develop the concept of customer care and challenge any interaction which fails to deliver a quality service to internal and external customers.

Physical effort

- Be able to stand for long periods on a daily basis
- Be able to sit for long periods such as when providing one-one care for a patient
- Complete manual handling training for the safe manual handling of patients and objects such as ward stock.

Mental and emotional effort

- Be frequently exposed to emotional circumstances such as caring for patients with chronic illness, terminal illness or trauma and occasionally more distressing circumstances such as providing End of Life Care.

Responsibility for R&D

- Contribute where appropriate to departmental audit and research

Working conditions

- Be exposed to bodily fluids
- Maintain patient and visitor safety at all times.
- Be aware of the Health and Safety at Work Act (1974) and respond in an appropriate manner following any accident/incident involving patients, the public or staff.
- Report accidents and incidents to the relevant manager, and complete the relevant documentation.
- Attend annual health and safety related mandatory training, e.g. fire, moving and handling etc.
- Demonstrate an understanding of, and comply with, the Trust's Fire, Moving and Handling, Infection Control and Risk Management Policies.



Equality, Diversity and Rights

- Treat patients with respect and kindness, maintaining dignity and privacy at all times.
- Provide equality for all patients by non-discriminatory practice.
- Demonstrate an understanding of cultural and religious beliefs and customs.
- Allow for self-expression and respect beliefs and values etc.

General

Job Description Agreement:

Signature of post holder: _____ Date: _____

Name: _____

Signature of Manager: _____ Date: _____

Name: _____

Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.



2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone & Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone & Tunbridge Wells NHS Trust has a no smoking policy.
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. **INFECTION CONTROL AND HAND HYGIENE** - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.
13. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
14. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

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**Health Care Support Worker
Person specification**

Area	Requirements	Essential (E) Desirable (D)	Assessment Method: Application Form (A) Interview (I)
Maidstone and Tunbridge Wells NHS Trust Values	<p>Our values</p> <p>Our PRIDE values are at the heart of what we do</p>  <p>Patient first We always put the patient first.</p> <p>Respect We respect and value our patients, visitors and staff.</p> <p>Innovation We take every opportunity to improve services.</p> <p>Delivery We aim to deliver high standards of quality and efficiency in everything we do.</p> <p>Excellence We take every opportunity to enhance our reputation.</p>	<ul style="list-style-type: none"> • E 	<ul style="list-style-type: none"> • A/I
Qualifications	<ul style="list-style-type: none"> • Good general education. • Ability to read, write, perform simple calculations and communicate in English • Holds or commitment to complete the Care Certificate Programme within the first 6 months • English and Maths Level 1 or GCSE English and Maths grade D/3 or above. • Hold or willing to work towards NVQ Level 2 / Health and Social Care Diploma Level 2 / Intermediate apprenticeship Level 2 	<ul style="list-style-type: none"> • E • E • E • D • D 	<ul style="list-style-type: none"> • A/I • A/I • A/I • A/I • A/I
Experience/ Knowledge	<ul style="list-style-type: none"> • Interest in working in a care setting • Experience within a care role/setting • Understands importance of and provides good customer care. • Previous experience of team work • Previous experience of customer care • Working in a healthcare or related setting 	<ul style="list-style-type: none"> • E • D • E • D • D • D 	<ul style="list-style-type: none"> • A/I • A/I • A/I • A/I • A/I • A/I
Skills	<ul style="list-style-type: none"> • Able to communicate accurately and effectively with patients and colleagues, verbally and in writing • Good interpersonal skills. • Basic computer keyboard skills. • Ability to prioritise workload with supervision. • Can demonstrate practical skills to others. • Able to deal with the public in person and on the phone 	<ul style="list-style-type: none"> • E • E • E • E • E • E 	<ul style="list-style-type: none"> • A/I • A/I • A • I • I • I



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	<ul style="list-style-type: none">• Able to support and reassure patients/carers• Understands importance of maintaining confidentiality• Able to follow instructions and complete assigned tasks.	<ul style="list-style-type: none">• E• E• E	<ul style="list-style-type: none">• A/I• A/I• I
Personal Attributes	<ul style="list-style-type: none">• Adaptable and flexible.• Able to work as part of a team.• Awareness of own limitations.• Diplomatic and calm• Responsible and reliable.• Able to cope with fast pace work.• Willing to develop own knowledge and practice	<ul style="list-style-type: none">• E• E• E• E• E• E• E	<ul style="list-style-type: none">• A/I• A/I• A/I• A/I• A/I• A/I• A/I
Additional requirements	<ul style="list-style-type: none">• Demonstrates self-motivation• Ability to work as a team and form professional relationships with colleagues• Has a caring, compassionate and professional nature	<ul style="list-style-type: none">• E• E• E	<ul style="list-style-type: none">• A/I• A/I• A/I

Date written 26th May 2022