

# Band 3 Senior Healthcare Support Worker Job Description & Person Specification –

A summary of the role responsibilities and person specification

## Why Our Trust?

### Terms and conditions

**Post – Senior Healthcare Support Worker**

**Department – Main Theatres & Surgical Day Case Unit (SDCU)**

**Band – Band 3**

**Location – Weston General Hospital**

**Annual leave – Up to 33 days dependant on NHS Service**

**Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: [www.nhsbsa.nhs.uk/pensions](http://www.nhsbsa.nhs.uk/pensions)**

### Job Purpose

A Senior Health Care Support Worker (SHCSW) is a core member of the team delivering direct care to patients and supporting registered practitioners to deliver high quality, compassionate health care to people in accordance with assessed needs and a care plan.

You will carry out a range of clinical and non-clinical healthcare, or therapeutic tasks, under the direct or indirect supervision of the registered healthcare practitioner, in accordance with the Trust values. There will be opportunities to develop your knowledge and skills, specific to your needs. Training will be provided to ensure you have the required core skills and skills set specific to your area of work. You will also be supported to obtain your care certificate if you do not have this qualification.

### About us

**Our mission** is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

### What you'll love about working here

**UHBW has been rated by the CQC as 'Good'** - our staff are proud to deliver excellent care. As a forward-thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

**A digital exemplar**- Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

**Sustainable healthcare** - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

**Access to further opportunities with the Trust** - Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

### Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy. The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

Version Issued: November 2020

# Band 3 Senior Healthcare Support Worker

## Job Description & Person Specification –

A summary of the role responsibilities and person specification

### Main Duties and Responsibilities

#### **Nursing Care (under indirect supervision, once deemed competent)**

1. Obtain consent prior to giving care in accordance with Trust policies.
2. Duties are delegated to you in line with care plans
3. Not all duties are routine, and you will need to use your knowledge, experience and understanding to take decisions within your area of responsibility
4. To carry out a range of clinical duties with minimal / no supervision, including for example, blood pressure monitoring, oxygen saturation levels, body temperature, pulse rate and respiration rate, glucose monitoring, collection and testing of urine samples / faecal samples / sputum samples and wound swabs ensuring delivery of high-quality patient care at all times. NB: this list is not exhaustive and will vary depending on area of work.
5. Participate in patient assessment providing high quality holistic patient care and escalating concerns about patients to other clinical staff
6. Practice safe standards of care to patients following Trust guidelines and policies and be able to concentrate for periods throughout the day with occasional interruptions.
7. Provide clinical care in accordance with the infection prevention and health and safety policies and procedures.
8. Maintain the work environment in line with Trust infection control and patient safety policies
9. Develop the skills to actively facilitate self-care and independence with patients.
10. Promote health education specific to the clinical area and in line with national and local policies.

### Key Relationships

Theatre manager, SDCU manager, Matron, Theatre team, SDCU team, surgical & anaesthetic teams

Version Issued: November 2020

# Band 3 Senior Healthcare Support Worker

## Job Description & Person Specification –

A summary of the role responsibilities and person specification

### Main Duties and Responsibilities contd.

11. Maintain accurate records relating to communication with patients, relatives, and members of the Multidisciplinary team regarding all aspects of care demonstrating a range of appropriate communication skills.
12. Ensuring equipment and stores are well maintained, taking appropriate action if the equipment is faulty
13. Work effectively as part of a team

### Training

1. Undertake the Trust's corporate and local induction and maintain your learning and compliance with training requirements for your
2. Complete mandatory training. This will vary depending on area of work.
3. Attend In-service Training
4. Successful completion of the Care Certificate if applicable

### Professional

1. Demonstrate ability to access Trust policies and procedures and comply with those relevant to role.
2. Act, at all times, in a manner which demonstrates respect for privacy, dignity and confidentiality.
3. Embrace the Trust values and work in an inclusive way.
4. Act within limits of competence, ensuring actions support care, protection, and

wellbeing.

5. Responsible for maintaining own skills, knowledge, and competence for the role.

6. Ensure all mandatory training is undertaken in line with Trust policy.
7. Participate in team discussions / meetings as an integral member of the team.
8. You are accountable for your work and for reviewing the effectiveness of care provided. Adapting, or escalating as required.
9. To support or guide the healthcare support worker.

### Administration

1. Competent in the use of IT systems within the workplace environment.
2. Participate in the induction and orientation of newly appointed staff, learners and other visitors to the department.
3. Comply with Trust policy regarding information governance and the care of patient property.

### Working conditions

Dependent on work setting you may have frequent exposure to bodily fluids, distressed, or confused patients

Version Issued: November 2020

# Band 3 Senior Healthcare Support Worker Job Description & Person Specification –

A summary of the role responsibilities and person specification

**Personal Profile** - (E) = Essential (D) = Desirable

## Knowledge and Experience

- Experience of providing care in a healthcare or social setting - E
- Be able to work as a member of a team - E
- Experience of time management and prioritising work - E
- Understands and committed to a caring approach to patients & relatives – E
- Experience working in theatre environment - D

## Qualifications and Training

- One of the following: - E
  - Level 3 (SCQF – 6): - City and Guilds
  - 3 NVQ
  - 3 BTEC National Diploma
- Level 2 Functional skills in English and Math's, or equivalent – E
- Completion of Level 3 Diploma in Healthcare Support (that maps to the Apprenticeship Standard for Senior Health Care Support Worker) - E

## Skills and Abilities

- Effective and appropriate communication skills both written and verbal - E
- Able to complete appropriate documentation accurately – E
- Demonstrate an awareness of healthcare work and policies and procedures – E
- Committed to providing high quality patient care - E
- Ability to work with minimum supervision to a high standard - E
- IT skills, basic word, Email, keyboard skills - E
- Ability and willingness to undertake appropriate training within given time frames - E
- Flexible and adaptable to change, able to work a range of shifts and moving across wards/unit dependant on clinical need - E
- Able to demonstrate calm, caring patient manner / attitude - E
- Enthusiasm and commitment to working within the healthcare setting - E
- Able to meet the physical and developmental demands of the role \*

\*The role is physically demanding and can include standing for prolonged periods, moving and handling patients and equipment and other healthcare related tasks. We welcome applications from all candidates and will make reasonable adjustments to accommodate your working life experience with the organisation.

Version Issued: November 2020

# Band 3 Senior Healthcare Support Worker Job Description & Person Specification –

A summary of the role responsibilities and person specification

## Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

## Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

## Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

## Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

## Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

## Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Version Issued: November 2020