

Agenda for Change	Version 10
AFC ID:	Date:

## Job Description

<b>Job Group (Delete as applicable):</b>	Nursing & Midwifery
<b>Job Title:</b>	Senior Health Care Support Worker (SHCSW)
<b>Existing Grade:</b>	<b>Band 3</b>
<b>Care Group:</b>	Surgery Care Group
<b>Service Line:</b>	Trauma and Orthopaedics and Rheumatology
<b>Department:</b>	Bantham, Shaugh, Sharp Ward and Orthopaedics Outpatients
<b>Location:</b>	
<b>Appraiser:</b>	
<b>Accountable to:</b>	
<b>Position Number:</b>	
<b>Date:</b>	December 2023

### Job Purpose:

A Senior Health Care Support Worker (SHCSW) is part of the multidisciplinary 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 Practitioner, in accordance with the Trust values.

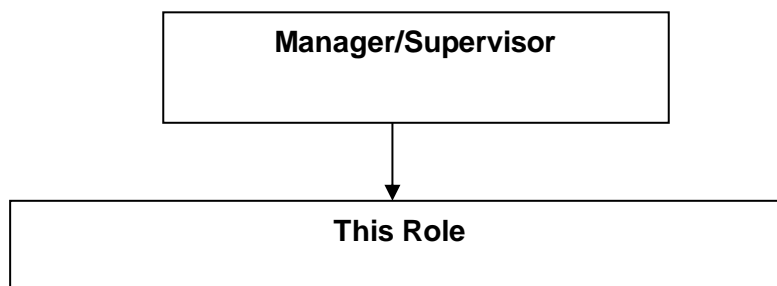
There will be opportunities to develop your knowledge and skills, specific to your needs. Training will be provided to ensure you have the required core skills for a Band 3 HCSW in your area of work. You will also be supported to obtain a Care Certificate if not already achieved.

Agenda for Change	Version 10
AFC ID:	Date:

#### **Key Dimensions**

- a) To carry out a range of clinical duties with minimal / no direct supervision
- b) Participate in patient assessment providing high quality holistic patient care and escalating concerns about patients to other clinical staff.
- c) Lead by example and supervise/support junior members of staff to improve and maintain high standards of care.
- d) Implements clinical care packages through a range of delegated clinical care duties relevant to the area of service.

#### **Organisational Chart**



Agenda for Change	Version 10
AFC ID:	Date:

## **DUTIES & AREAS OF RESPONSIBILITY**

### **PRIMARY DUTIES & AREAS OF RESPONSIBILITY**

1. Obtain consent prior to giving care in accordance with Trust policies.
2. Competently undertake delegated duties in line with patient care plans.
3. Ability to use your knowledge and experience to undertake non-routine duties and an understanding to take decisions within your area of responsibility.
4. To carry out a range of (limited) 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. Utilising 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.
11. maintain effective record keeping and communication with patients, relatives, and members of the Multidisciplinary team regarding all aspects of care demonstrating a range of appropriate communication skills, where there may be barriers to understanding.
12. Ensuring equipment and stores are well maintained, taking appropriate action if the equipment is faulty. This may include ordering supplies.
13. Work effectively as part of a team.
14. The SHCSW is responsible for inputting information into the electronic patient record where applicable and also into patients written records. Comply with all relevant legislation and local policies regarding confidentiality and access to medical records.

### **Professional**

15. Demonstrate ability to access Trust policies and procedures and comply with those relevant to role.
16. Act, at all times, in a manner which demonstrates respect for privacy, dignity and confidentiality.
17. Embrace the Trust values and work in an inclusive way.
18. Act within limits of competence, ensuring actions support care, protection, and wellbeing.
19. Responsible for maintaining own skills, knowledge, and competence for the role.
20. Participate in team discussions / meetings as an integral member of the team.
21. You are accountable for your workload in accordance with care plans and for reviewing the effectiveness of care provided. Adapting, or escalating as required.
22. To support or guide the healthcare support worker.

### **Administration**

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

Agenda for Change	Version 10
AFC ID:	Date:

### **Working Conditions**

26. Dependent on work setting you may have frequent exposure to bodily fluids, distressed, or confused patients.
27. Occasional distressing and emotional circumstances when caring for patients with chronic illness or terminally ill.

### **OTHER**

#### **All Job Holders are required to:**

- Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Attend statutory, essential and mandatory training.
- Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the UK Data Protection Act 2018/UK General Data Protection Regulation (UK GDPR).
- Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust.
- Comply with the codes of professional conduct set out by the professional body of which registration is required for the post.
- Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk.
- Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families.
- Ensure they attend Child Protection training at the appropriate level within the specified time frame.
- Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services.
- Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures.
- Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.

### **Note**

*This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines.*

Agenda for Change	Version 10
AFC ID:	Date:

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of providing care in a healthcare or social setting</li> <li>• Be able to work as a member of a team</li> <li>• Demonstrable experience of time management and prioritising work</li> <li>• Understands and committed to a caring approach to patients &amp; relatives</li> </ul>	
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• GCSEs Grade A-D/3-9 in Maths and English or Functional Skills level 2 in Maths and English</li> <li>• Plus either NVQ level 3 in Health &amp; Social Care or HCA UHP Level 3 or definitive evidence of working towards – 75% completed (or equivalent transferable qualification) OR Demonstrable equivalent experience (NVQ Level 3 equivalent) as a Healthcare Assistant in a Band 2 clinical role and agree to undertake the HCA UHP L3 course. Willing to undertake a competency based assessment at interview.</li> <li>• Undertake and complete the Care Certificate training programme offered in-house</li> </ul>	
<b>APTITUDE &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>• Effective and appropriate communication skills both written and verbal</li> <li>• Able to complete appropriate documentation accurately</li> <li>• Demonstrate an awareness of healthcare work and policies and procedures</li> <li>• Committed to providing high quality patient care</li> <li>• Ability to work with minimum supervision to a high standard</li> <li>• IT skills, basic word, Email, keyboard skills</li> <li>• Ability and willingness to undertake appropriate training within given time frames</li> <li>• Flexible and adaptable to change, able to work a range of shifts and moving across wards/unit dependant on clinical need</li> <li>• Able to demonstrate calm, caring patient manner / attitude</li> <li>• Enthusiasm and commitment to working within the healthcare setting</li> <li>• Able to meet the physical and developmental demands of the role *</li> </ul> <p>*The role is physically demanding and can include standing for prolonged periods, moving and handling patients and equipment and other healthcare related</p>	

Agenda for Change	Version 10
AFC ID:	Date:

	tasks. We welcome applications from all candidates and will make reasonable adjustments to accommodate your working life experience with the organisation.	
<b>DISPOSITION / ATTITUDE / MOTIVATION</b>	<ul style="list-style-type: none"> <li>• Has a caring and compassionate nature</li> <li>• Demonstrates self-motivation</li> </ul>	