

## **JOB DESCRIPTION**

### **JOB DETAILS:**

Job Title:	Health Care Support Worker
Band:	Band 3
Directorate:	Intermediate Care
Department:	Rapid Response Service
Base:	Bridgwater Community Hospital
Responsible for:	Supporting students and new members of the Band 3 team
Responsible to:	Registered Professional in Charge

### **Job Purpose:**

#### **The Generic worker:**

Specific duties will be discussed at interview to meet service requirement.

Senior Health Care Support Worker will work as part of the Rapid Response team, providing high quality and compassionate care to individuals. They will have the understanding and ability to deliver delegated care under the direction of their supervisor, and support the multidisciplinary team in the delivery of high quality care to enable individuals to achieve their person-centred goals.

The post holder will carry out well-defined routine duties in accordance with the individual's care plan, promote independence and check on the individual's overall progress, comfort and wellbeing.

When working as a lone worker the post holder will act on own initiative to make a situation safe and report any concerns as required.

Work within a range of healthcare settings this may include colleagues from both health and social care.

The post holder will report to a Registered Professional who will directly or indirectly supervise their work.

### **Rapid Response Service**

Rapid Response is a service which aims to meet patients' urgent care needs at home by providing urgent clinical, therapy or support interventions to keep a patient in their place of residence, which is key in improving patient outcomes, preventing avoidable hospital admissions and delivering NHS strategic priorities.

The service is part of the new Urgent Community Response agenda and will respond within two hours of a referral to meet the UCR national guidelines. Part of the UCR agenda is to respond to non-injured patients who have fallen within two hours of referral. In line with national rollout of the two-hour standard, the UCR service is provided 8am to 8pm, seven days a week across Somerset. The Rapid Response service is provided between 8am to 11pm. The UCR service requires the submission of data returns to the Community Services Data Set to demonstrate the achievement of the two-hour standard.

The team is made up of Admin, Healthcare Support Workers, Student Nurses/Occupational Therapists/Physio Therapists, Trainee Nursing Associates, Assistant Practitioners, Trainee Assistant Practitioners, Rehab Assistants, Paramedic, Registered Nurses, Occupational Therapists and Physiotherapists. Rapid Response has greater connections with the multidisciplinary networks such as Hospital at Home, GPs, Health Coaches, Voluntary Sector, Social Care, Mental Health teams, Acute Colleagues, Community Nursing and Rehab Teams, Palliative care colleagues, Care agencies, ACPs, 111 OOHs and SWAST.

## **Duties and Responsibilities:**

### **Communication and Key Working Relationships**

- Patients, relatives, carers and the public
- Community and Mental Health teams
- Managers
- Professional Leads
- Team colleagues
- Therapists
- Social Services
- Primary Care colleagues
- Medical colleagues
- Care Agencies
- Voluntary Sector
- External relationships with other agencies and Acute NHS Trusts Service Users
- Provides and receives routine information orally to inform work colleagues or external contacts.
- Communicate effectively with individuals, their families, carers and health/social care practitioners using a range of styles and ensuring information remains confidential at all times.
- Communicates with patients when taking samples or specimens, performing tests.
- Communicates with patients when carrying out tests.



- Communicate both routine, complex and sensitive information to patients/clients, relatives and colleagues.
- Help to maintain good communication, liaison and working arrangements with Trust Directorates, other Trusts and other agencies.

### **Planning and Organisation**

Plans straightforward tasks, some ongoing:

- Support and act as a role model to other team members.
- Allocate work to and support the development of others as appropriate to the role.
- Take responsibility for prioritising and reflecting on own actions, behaviour and work.
- Work as part of a team, seeking help and guidance when unsure.

### **Analytics**

To be able to address straightforward problems in their day to day work, reporting concerns and changes to their supervisor in a timely manner.

- Decisions in own area e.g. identifying correct applications of procedure, when to report a problem, best vein for bloods.
- Be able to problem solve and take action regarding an individual's care through an awareness of policy and legislation.
- Undertakes surveys, audits as necessary to own work; may occasionally participate in clinical trials or equipment testing.
- Recognise risk in relation to care provision.
- Participates in Trust surveys audits

### **Responsibility for Patient / Client Care, Treatment & Therapy**

Undertake defined clinical or therapeutic interventions appropriately as delegated by a Registered Practitioner and as documented in the care/treatment plan.

Prepare individuals for activities to be carried out by other members of the healthcare team, looking after them before, during and/or after those activities in line with their care/treatment plan

Support individuals with their identified health needs implement clinical care and care packages as directed.

Use interpersonal skills to build a therapeutic relationship with patients.



- Identify and respond to signs of pain or discomfort.
- Promote personal independence and assist with an individual's overall comfort and wellbeing.
- Possess an awareness and understanding of what is normal concerning their patients/clients wellbeing and report that which is out of normal parameters to the Registered Professional.
- Be able to follow set protocols and procedures to carry out elements of the individual's care plan as agreed with the Registered Professional.
- Understand and be able to carry out reflective practice.
- Be able to work under their own initiative within the remit of the role.
- Work with individuals of varying levels of dependence.
- At times be considered a "lone worker" and as such will carry out and undertake familiar tasks with minimum supervision (See Appendix 1 for further information).
- Have an awareness of subtle cues concerning an individual's wellbeing and will respond to take action concerning common symptoms, within agreed protocols and guidelines pertinent to their work area.
- Be expected to participate in the facilitation of groups and activities, giving support to Registered Professionals
- Be required to respond to emergency situations within their sphere of competence.
- and will escalate risks accordingly.
- Show awareness of advocacy and an understanding of wider issues (e.g., home concerns).
- Recognise and understand role boundaries and limitations.
- Support individuals with activities of daily living and the promotion of independence.
- Have an understanding of mental capacity and respond appropriately.
- Recognise deteriorations in health and take action and report appropriately within sphere of competence.
- Report any changes in physical and/or psychological health needs as appropriate.
- Demonstrate what it means in practice to provide person centred care and support



- Promote health and wellbeing, encouraging individuals to achieve their goals and independence.
- Perform basic life support for individuals using appropriate resuscitation techniques and equipment.
- Undertake a range of physiological and psychological observations using the appropriate tools.
- Be expected to develop and maintain all the clinical skills necessary for this position

#### **Policy, Service, Research & Development Responsibility**

Following the relevant standards, policies and protocols used in their workplace including the Code of Conduct for Health Care Support Workers and Adult Social Care Workers in England.

- Comply with all relevant policies and procedures in carrying out the duties of the role.
- Follow the principles of equality, diversity and inclusion.
- To abide by the Trust's Code of Conduct.

#### **Responsibility for Finance, Equipment & Other Resources**

- Responsible for maintaining stock control and safe use of equipment other than equipment they personally use.
- Responsible for safe use of equipment/ by others; orders supplies for area of work

#### **Responsibility for Supervision, Leadership & Management**

Participate in the induction of new colleagues and contribute to staff orientation programmes.

- Undertake any necessary skills training, professional updates and mandatory training as appropriate to the post and as directed
- Maybe required to demonstrate own activities to new starters

#### **Information Resources & Administrative Duties**

To keep up-to-date and accurate client records, in line with Trust Policy. Ensure client confidentiality of all written and electronically stored personal data in accordance with the Data Protection Act.

- Handle information (record, report and store information) related to individuals in line with local and national policies.



### **Any Other Specific Tasks Required Appendix 1.**

#### **ADDITIONAL SKILLS AND KNOWLEDGE REQUIRED FOR BAND 3 SENIOR HEALTH CARE SUPPORT WORKER IN THE RAPID RESPONSE SERVICE (RRS)**

- To work as a member of the RRS within a given geographical area
- To work as a member of the providing care 24 hours per day, 7 days per week on a rota system offering a high standard of service
- Must be a car driver with a valid driving license or have access to regular personal transport with appropriate business insurance in order to travel throughout the Trust, to meet the needs of the service

#### **Specific Duties and responsibilities:**

- To provide healthcare to patients as delegated by the Health Care Professional  
This care will involve physical care and activities which promote health and wellbeing for patients
- To work as part of a team, delivering health care that focuses on the direct needs of the patient
- To work autonomously within the clearly defined boundaries of their role and carry out specific clinical tasks and responsibilities as delegated by the Health Care Professional
- To provide planned reablement to patients in the community as assessed by the Health Care Professional
- To undertake reassessment of Waterlow, MUST and falls assessments as delegated by the Registered Nurse
- To undertake a range of clinical activities for which you have been trained and assessed as competent to undertake, including:
  - Continence and Catheter Care
  - Physiological Observations and recognition of the deteriorating patient
  - Wound Management - management of wounds including simple dressings
  - Medication prompts/administration under the supervision of a registered professional
  - Venepuncture
  - Pressure area care
- To organise own workload under supervision, ensuring that visits are planned according to priority and location
- To participate in team meetings, providing feedback on patients care
- Document all care given in accordance with Trust policy, demonstrating an understanding of the care planning process and being able to discuss findings with the Health Care Professional which will inform further evaluation of care plans for patients in your care
- To communicate effectively with all members of the Integrated team and wider multi-agency primary care team, having an understanding of the roles of different agents within the team to ensure efficient communication that optimises patient care
- To respect the diversity of individual patients and colleagues. Ensuring that maintenance of their privacy dignity and your respect for them is an integrated part of all activities undertaken.

Please note: This is an example, not an exhaustive list of the duties of the role



## **Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

## **General Information**

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

## **Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

## **Equality & Diversity**

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

## **Safeguarding**

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

## **Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.





## **Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

## **Clinical Governance**

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

## **Prevention and Control of Healthcare Associated Infection**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

## **Smoking**

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

## **Policies & Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

## **Sustainability Clause**

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.





## Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<b><u>QUALIFICATIONS &amp; TRAINING</u></b> <b><u>Evidence of Qualifications required</u></b>  Good standard of literacy and numeracy and spoken English (Minimum Level 2, or Functional Skills).  Vocational Qualification Level 3 equivalent level or equivalent experience.  Level 3 qualification or Certificate in Healthcare, Care Certificate or willing to work within agreed time scale.	E   E   E	
<b><u>KNOWLEDGE</u></b>  A good understanding of health and social care models.  An understanding of the physiology, psychology and organisation and function of the human body.  Understanding of actions which can improve an individual's quality of care.  The provision and promotion of holistic person-centred care.  Understanding of duty of care and safeguarding of individuals.  Understanding of patient-centred goals and how to support individuals to achieve their goals and promote independence.  Understanding of an individual's place in society and key supportive factors.	E   E   E   E   E   E	
<b><u>EXPERIENCE</u></b>	E	



Previous experience of working within a health or social care setting or undertaking a caring role.	E	
Evidence of the promoting independence.	E	
Experience of working independently.	E	
<b><u>SKILLS &amp; ABILITIES</u></b>		
Good interpersonal skills with the ability to communicate effectively with patients, carers and relatives, remaining sensitive and empathetic.	E	
Listens to others' views, respecting and valuing individual's needs.	E	
Good organisational skills, ability to manage own time and plan timed activities for individuals and colleagues.	E	
Good understanding of delivery of person-centred care.	E	
Demonstrate the ability to support junior colleagues and act as a role model for support workers.	E	
Ability to recognise and manage challenging situations and take action within sphere of competence.	E	
Able to take instruction, direction and work effectively as part of a team.	E	
Ability to work as a lone worker.	E	
Ability to record and retrieve information on charts/paper and electronic patient records.	E	
Good standards of written communication skills with the ability to use email and internet.	E	
IT Skills	E	
Have an understanding of risk and take action in accordance with sphere of competency.	E	
Commitment to undertake training.	E	



<p>Good verbal communication skills with an ability to provide and receive routine information and a good understanding of barriers to good communication.</p> <p>Demonstrate the ability to exchange factual information with individuals using reassurance, tact and empathy.</p>	<p>E</p> <p>E</p>	
<p><b>COMMUNICATION SKILLS</b></p> <p>Evidence of a good standard of Literacy / English language skills</p>	<p>E</p>	
<p><b>PLANNING &amp; ORGANISING SKILLS</b></p> <p>Compassionate, intuitive and caring, treats colleagues, patients, carers and relatives with dignity and respect.</p> <p>Have the courage to challenge areas of concern and work to best practice.</p> <p>Flexible and adaptable to meet the needs of the patients and the service.</p> <p>Ability to inspire hope, support recovery and make a difference.</p> <p>Ability to use own initiative and work as part of a team.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p><b>OTHER</b></p> <p>Ability to travel across the Trust.</p> <p>To work flexibly to cover a variety of shift patterns, this may include night shift( <b>this will be discussed at interview</b>)</p> <p>Frequent moderate effort required.</p> <p>Ability to cope with frequent distressing or emotional situations.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<b>BEHAVIOURS</b>		



To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours:

- Kindness
- Respect
- Teamwork

## SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions	Y		Must work within the Trust's Manual Handling Policy. To work within a restricted position; frequent light physical effort for several short periods
Working in physically cramped conditions	Y		
Lifting weights, equipment or patients with mechanical aids	Y		
Lifting or weights / equipment without mechanical aids	Y		Hoists, wheelchairs, beds,
Moving patients without mechanical aids	Y		In line with manual handling policy
Making repetitive movements			
Climbing or crawling		X	
Manipulating objects		X	
Manual digging		X	
Running		X	
Standing / sitting with limited scope for movements for long periods of time		X	
Kneeling, crouching, twisting, bending or stretching	Y		When accessing patients.
Standing / walking for substantial periods of time		X	
Heavy duty cleaning		X	
Pushing / pulling trolleys or similar		X	
Working at heights		X	
Restraint ie: jobs requiring training / certification in physical interventions	y		<b>The post may require PVA level this will be discussed at interview</b>



<b>Mental Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Interruptions and the requirement to change from one task to another ( give examples)	X		
Carry out formal student / trainee assessments			
Carry out clinical / social care interventions	y		Concentration for tests, taking bloods
Analyse statistics	Y		Ability to work with senior staff to review audits and data in order to improve service delivery.
Operate equipment / machinery			
Give evidence in a court / tribunal / formal hearings			
Attend meetings (describe role)	Y		Attend ward, department meeting when require.
Carry out screening tests / microscope work			
Prepare detailed reports			
Check documents	Y		Patient/client details
Drive a vehicle	Y		Own vehicle if require to undertake home visits
Carry out calculations			
Carry out clinical diagnosis			
Carry out non-clinical fault finding			
<b>Emotional Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Processing (eg: typing / transmitting) news of highly distressing events			
Giving unwelcome news to patients / clients / carers / staff	Y		May support the Registered Practitioner
Caring for the terminally ill	Y		May work with terminally ill, upset patients
Dealing with difficult situations / circumstances	Y		May be exposure to distressing or emotional circumstances.
Designated to provide emotional support to front line staff			
Communicating life changing events			
Dealing with people with challenging behaviour	Y		May be required to support anxious or distressed patients and relatives and may be subject to challenging.



			May support patients/clients with challenging behaviour.
Arriving at the scene of a serious incident			
<b>Working conditions – does this post involve working in any of the following:</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Inclement weather			
Excessive temperatures			
Unpleasant smells or odours	Y		
Noxious fumes			
Excessive noise &/or vibration			
Use of VDU more or less continuously			
Unpleasant substances / non household waste			May be regularly exposed to a variety of hazards depending on their area of work
Infectious Material / Foul linen	Y		On occasional may be expose to unpleasant working condition
Body fluids, faeces, vomit	Y		May be expose to unpleasant working condition during home visits.
Dust / Dirt			
Humidity			
Contaminated equipment or work areas			
Driving / being driven in <b>Normal</b> situations			
Driving / being driven in <b>Emergency</b> situations			
Fleas or Lice			
Exposure to dangerous chemicals / substances in / not in containers			Foul linen, bodily fluids
Exposure to Aggressive Verbal behaviour	Y		May carry personal support system( Mental Health wards)
Exposure to Aggressive Physical behaviour	Y		By Patients/clients

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.



## Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			

