



## Job description and specification



### BAND 4 URGENT CARE CENTRE HEALTHCARE SUPPORT WORKER



## JOB DESCRIPTION

**JOB TITLE:** HEALTHCARE SUPPORT WORKER

**BAND:** 4

**RESPONSIBLE TO:** OPERATIONAL LEAD, URGENT CARE CENTRE

### KEY RELATIONSHIPS:

#### COMMUNICATION & KEY RELATIONSHIPS:

Internal	External
<ul style="list-style-type: none"> <li>• Operational Lead</li> <li>• Clinical Lead</li> <li>• Services Manager</li> <li>• Advanced Nurse Practitioners</li> <li>• Emergency Care Practitioners</li> <li>• Clinical Streamers</li> <li>• Health Care Support Workers</li> <li>• General Practitioners</li> <li>• Adult CHS Waltham Forest</li> <li>• Allied Health Professionals</li> <li>• Childrens' Nursing/Health Visiting teams</li> <li>• Procurement</li> </ul>	<ul style="list-style-type: none"> <li>• London Ambulance Service</li> <li>• Local Accident and Emergency Staff</li> <li>• Voluntary and Community Organisations</li> <li>• Child Protection Services and Health Visitors</li> <li>• Patient Advisory Liaison Services</li> <li>• Local GP services</li> </ul>

#### CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

#### Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work. These are the 5P's:

- Putting people first
- Prioritising quality



- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

The post holder works under indirect supervision of the Operational Lead, Clinical Lead, Service Manager, Senior Nurses and GPs and undertakes task and duties delegated by colleagues who are suitably qualified regulated professional. They will work collaboratively with the UCC team to meet the needs of patients, following policy and procedures.

The post holder will support their peers and team leader and be an effective team member whilst working on their own initiative. They will have a commitment to collaborative working and actively supporting and liaising with other health and social professionals and agencies.

### **Key Responsibilities:**

To work as a member of the urgent care centre (UCC) team and to establish and maintain the relationships within the team

1. To support qualified staff in the management and execution of clinical practice
2. To promote equality of care and non-discriminatory practice, acknowledging a patient's personal beliefs and identity
3. To ensure that clinical information is passed to the appropriate member of the team
4. To support patients and relatives in adjusting to the changed circumstances caused by illness and injury
5. Support Safeguarding policies and procedures
6. Supporting pharmacy procedures including prescription and pharmacy duties according to policy
7. To support the distribution and safety of Temporary Access Cards
8. To support diagnostics within the patient flow of the A&E and UCC

### **Communication**

1. Communicate effectively with other team members
2. Communicate effectively with patients and carers, recognising their needs for alternative methods of communication

### **Personal and people development**

1. Take responsibility for own developmental learning and performance, including participating in supervision
2. Take responsibility for maintaining a record of own personal development
3. Work with management on any new training requirements
4. To recognise and understand the roles and responsibilities of individuals working in the UCC team
5. Be aware of the legal issues pertinent to the role of a HCA

### **Health, safety and security**

1. Use the personal security systems within the workplace according to UCC guidelines
2. Identify the risks involved in work activities and undertake them in a way that manages the risks



3. Use appropriate infection control procedures and maintain work areas in each clinical room so that they are clean, safe and free from hazards reporting of any potential risks identified, including:
  - hand washing
  - universal hygiene procedures
  - collection and handling of laboratory specimens
  - segregation and disposal of waste materials
  - decontamination of instruments and clinical equipment
  - reporting and treatment of sharps injuries
  - dealing with blood and body fluid spillages
  - Assist patients and colleagues in adopting sound infection control measures
4. Understand and apply the principles of the cold chain
5. Ensure safe storage, rotation and disposal of vaccines and drugs within area of responsibility
6. Know the general principles of first aid and resuscitation to take actions as appropriate
7. Be aware of statutory child health procedures and statutory local guidance and referral criteria
8. Know the health and safety policies and procedures within the workplace, including fire procedures, maintaining documentation, monitoring and maintaining of equipment and furniture within your area of responsibility
9. Use the computer monitor safely
10. Be able to identify the risks to health of microbiological and chemical hazards within the working environment according to the Control of Substances Hazardous to Health

### **Service improvement**

- Be aware of and, if appropriate, assist in current clinical audit
- Work with colleagues in the team on the development of current and new services and other initiatives
- Maintain the notice board in the waiting room and promote good health with educational material
- Deal with requests from patients and clinical staff for health information leaflets
- Participate in coffee/tea-making rota

### **Quality**

1. Alert other team members to issues of quality and risk in the care of patients
2. Ensure own actions are consistent with clinical governance systems
3. Practice in accordance with agreed standards of care
4. Enable patients to access appropriate professionals in the team
5. Ensure stock items under your control are ordered and available in the treatment and consulting rooms
6. Know how clinical governance affects the HCA role and bring to the attention of more senior staff any specific risk situation
7. Know the UCC's policies, especially the whistle-blowing policy, available in the practice staff handbook
8. Be able to manage your own time effectively





## **Equality and diversity**

1. Act in ways that recognise the importance of people's rights, interpreting them in a way that is consistent with procedures
2. Respect the privacy, dignity, needs and beliefs of patients and carers
3. Understand basic legal and communication issues regarding child abuse, family violence, vulnerable adults, substance abuse and addictive behaviour
4. Act as a chaperone

## **Clinical skills – health and well-being**

1. Basic patient care - this could include feeding, washing, dressing, personal hygiene
2. Following and implementing care plans under the direction of a qualified nurse
3. Ensuring patient privacy , dignity and confidentiality
4. Take accurate message and answer the telephone in a courteous manner
5. Ensure orientation of new patients to the environment
6. Obtaining, testing and recording specimens from the patient
7. Responding appropriately to emergency situations
8. Undertake and accurately record clinical observations
9. Use correct procedures for barrier nursing
10. Understand the differences between people and have multi-cultural awareness
11. Undertake patient moving and handling using a safe and correct procedure
12. Abide by the Trust's policies and procedures
13. Work co-operatively with other members of the multi-disciplinary team
14. Maintaining a clean environment with due consideration to Health and Safety issues
15. Basic Information Management and use of appropriate technology
16. Contribute to the Individual Performance Review Process and personal development plan
17. Undertake, record and follow guidelines for the tasks for which you have received appropriate training:
18. Urinalysis and preparation of specimens for investigation by the pathology laboratory
19. Measuring and recording following physiological measurements in routine presentations:
  - blood pressure
  - pulse rate and rhythm
  - temperature
  - height and weight
  - visual acuity



- venepuncture
- ECG

20. Prepare and maintain environments and equipment before, during and after patient care interventions
21. Assist in raising awareness of health and well-being, and how it can be promoted
22. Give accurate and appropriate information to patients and groups within own competence
23. Support and monitor patients during nebulisation therapy

### **Information processes**

1. Record information and activities undertaken with patients and carers in an accurate and timely fashion using manual or computer systems as appropriate
2. Maintain confidentiality of information relating to patients, relatives, staff and the practice
3. Take the necessary precautions when transmitting information

### **Health Care Assistant Code of Conduct**

1. Each Health Care Assistant should work under the direction of a qualified member of staff at all times
2. Each Health Care Assistant should report back to a qualified member of staff
3. Each Health Care Assistant should act in such a manner as to safeguard the interests and well being of patients and clients
4. Each Health Care Assistant Should convey the wishes of patients and clients to the qualified nurse in charge
5. Each Health Care Assistant should not undertake procedures unless the appropriate training has been given and he / she has been assessed as competent
6. Each Health Care Assistant should improve and maintain their competencies and personal development
7. Each Health Care Assistant should recognise and respect the uniqueness and dignity of each patient and client irrespective of their ethnic origin, religious beliefs, sexual orientation and personal attributes
8. Each Health Care Assistant should maintain patient confidentiality at all times and in accordance with the Data Protection Act and Caldicott principles. In particular, correctly establish the identity of individuals prior to divulging any information and, on establishing identity, provide appropriate and relevant information without breaching confidentiality.
9. Each Health Care Assistant will receive, document and transmit information accurately and in a timely manner



10. Each Health Care Assistant should work in a collaborative and co-operative manner with members of the interdisciplinary team
11. Each Health Care Assistant should comply with the guidelines, policies and standards that apply to their role and area of work
12. Each Health Care Assistant should be aware of the limitations of their role e.g. witnessing will, etc.







## **Additional Information**

### **Health & Safety**

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

### **Infection Control**

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

### **Risk Management**

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

### **Safeguarding Children and vulnerable adults**

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

### **Standards of Business Conduct & Conflict of Interest**

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

### **Sustainability**

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.



## **Smoking Policy**

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

## **Codes of Conduct**

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies;
- Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

## **Data Protection**

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

## **Information Security and Confidentiality**

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.



## Equality and Diversity

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

## Key Performance Indicators (KPI)

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

## Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

## Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

## For HR Use Only:

Date of template: 1 January 2015

Version: 1

## For Manager Use Only:

Date last reviewed: Insert date job description approved by panel

Date to be reviewed: Insert date job description to be reviewed by manager

Signed:..... Dated: .....  
(Manager)

Signed: ..... Dated:.....  
(Employee)



## Guidance

- Information already listed in the person specification should remain.
- All rows that are marked with a \* and highlighted in yellow can have information added to them.

	Essential	Desirable	Measurement
<b>Demonstration of Trust Values</b>			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
<b>Qualifications</b>			
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Interview Assessment
Care Certificate	✓		Application Form Interview Assessment
<b>Experience</b>			
HealthCare Support Worker experience in acute or community setting	✓		Application Form Interview Assessment
Conducting and understanding basic parameters of basic observations for adult and paediatrics	✓		
Trainee Nurse Associate Qualification		✓	Application Form Interview Assessment
Conducting ECGs	✓		Application Form Interview Assessment
Phlebotomy	✓		Application Form Interview Assessment



<b>Knowledge</b>			
An awareness of NHS Plan, NSF and clinical governance priorities	✓		Application Form Interview Assessment
<b>Skills</b>			
Basic awareness of IT and IT skills	✓		Application Form Interview Assessment



<b>Other</b>			
To be aware and demonstrate the Trust Values	✓		Application Form Interview Assessment
To be able to travel efficiently throughout the area	✓		Application Form Interview

