

Job Description

Job Title: Senior Healthcare Support Worker	NHS AfC: Band 3
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Responsible to: Clinical Flow Manager / Site Matron
Contact with: Patients, their families, carers and members of the public. All members of the multi-professional ward team and other staff within the directorates and across the Trust.

Principal Objectives

- To meet the needs of the Trust with regard to Induction, mandatory and statutory training
- To meet the direct and indirect care needs of patients under the delegation and supervision of a Registered Nurse
- To ensure high standards of patient care at all times, in line with Trust policies and guidelines
- To work as an effective member of the nursing and wider multi-professional healthcare team
- To work within the boundaries of the role of the HCA supporting more junior colleagues as required and refer to the Registered Nurse as appropriate

Key Responsibilities:

Clinical

- To assist the Registered Nurses to care for the patient to ensure their physical, psychological, social and spiritual needs are met
- To assist the patient to perform activities of daily living in accordance with their plan of care, e.g. personal hygiene, dressing, toileting, feeding, oral hydration, positioning, mouth-care etc
- To perform and accurately record clinical observations as required and report changes to the Registered Nurse immediately
- To be responsible for ensuring own infection control practice is in line with Trust Infection Control policies, including approved hand-washing technique.
- To challenge those not following recognise infection control procedures when witnessed.
- To ensure that all communication and care provision maintains the dignity and respect of all patients and their carers/relatives
- To welcome patients and visitors to the ward, ensuring they are orientated and aware of hospital routines and facilities
- To communicate effectively with patients, carers, visitors and other staff members at all times
- To promote high standards of hygiene, cleanliness and safety within the ward/department environment
- To maintain equipment ensuring that it is clean and ready for use & report if not in good working order
- To clean and prepare areas for new admissions/transfers
- To answer the telephone appropriately and refer callers onto the appropriate member of staff as necessary
- To assist the Registered Nurse in the maintenance of adequate stocks and supplies for the lounge
- To assist with the safe transfer of patients acting as an escort as appropriate
- To assist the wider MDT with clinical procedures, acting as a chaperone if necessary
- To accurately complete documentation e.g. fluid, food and observation charts & report as required
- To take appropriate action in a clinical emergency
- To undertake delivery and collection of items to other departments e.g. Pharmacy, Blood Bank
- To report any clinical incidences to the Registered Nurse immediately & complete incident form as appropriate.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.

General:

- To give and receive information accurately, ensuring that patient confidentiality is maintained
- To work within Trust and Division Policies, Procedures and Guidelines
- To undertake annual statutory and mandatory training as required by the Trust
- To participate in Ward/Division and Trust training and development as required
- To establish good professional relationships with all personnel and recognise their role in relation to that of the HCA
- To be an active part of the ward/ department team ensuring participation in ward/ department meetings.

Personal Development

- To prepare and actively participate in Trusts annual Performance Development/KSF review process and progress reviews.
- To meet any personal training needs as agreed with the Clinical Flow Manager and recorded in personal development plan/KSF review.

Personal and Professional Responsibilities:

- To be responsible for complying with Trust Infection Control policies and clinical guidelines.
- To prepare and actively participate in Trusts annual Performance Development Review process and progress reviews.
- Ensure training and development needs detailed in your personal development plan are followed up and the effectiveness of the acquired training and development evaluated in term of self, patient and service.

General

- To be responsible for complying with Trust and local Safeguarding policies and procedures.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk & North East Essex Foundation Trust Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by the East Suffolk & North East Essex Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

Prepared By:

Date:

Person Specification

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Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> Proven previous experience in a health setting 	<ul style="list-style-type: none"> Experience within an acute setting
Qualifications	<ul style="list-style-type: none"> Care certificate achieved or equivalent Evidence of completed competencies as part of a professional portfolio NVQ level 3 or equivalent 	<ul style="list-style-type: none"> Evidence of functional skills or willingness to undertake Willingness to undertake further study
Knowledge	<ul style="list-style-type: none"> Awareness of physical, psychological and spiritual needs of patients relatives and carers. Awareness of the nature of the carers role in assisting patients to fulfil basic human needs Knowledge of clinical procedures and observations Knowledge of relevant legislation 	<ul style="list-style-type: none"> Understanding of risk management, health and safety issues, including safe manual handling.
Personal Skills	<ul style="list-style-type: none"> Excellent communication skills Ability to work as part of team and take instruction from senior staff Positive attitude to working environment Caring attitude: be non-judgemental, compassionate and dedicated to helping. Confident in work setting Ability to display a mature reaction when working in stressful situations. Problem-solving: ability to understand situations and seek appropriate advice 	<ul style="list-style-type: none"> Ability to support junior staff members