

OPERATIONS

JOB DESCRIPTION

POST	Healthcare Support Worker
PAY BAND	Band 2
RESPONSIBLE TO	Department Manager
ACCOUNTABLE TO	Head of Nursing / Midwifery
BASE	Scunthorpe General Hospital/Diana Princess of Wales Hospital/Goole Hospital and Community

ABOUT US

We're a large organisation with three hospitals located in Scunthorpe, Grimsby and Goole. We also provide community services in North Lincolnshire. Our 6,500 members of staff care for and support a population of more than 400,000 people.

We encourage all our staff to innovate and adopt 'best practice' so we can deliver excellent care to our patients. We ask staff to live our values; kindness, courage and respect.

We are committed to recruiting the best people to work with us. You could be one of them.

ABOUT THE POST

The Healthcare Support Worker (HCSW) is a member of a multidisciplinary Ward/Departmental team who undertakes duties in relation to patient care and ward/department administration, to support the 5 principles of the Nursing and Midwifery Strategy which reflect the organisations commitment to quality and the expectations of high quality nursing care in the Acute Hospital setting.

Delegated work and duties will be assigned and carried out under the direct and indirect supervision of a Registered Nurse or Midwife as appropriate, in accordance with the Trust Clinical Competencies. Where additional skills training is identified as required in the job description, the post holder will not undertake those duties until training has been undertaken (except as part of the supervised learning experience).

DUTIES AND RESPONSIBILITIES OF THE POST HOLDER

Patient Care

- To maintain the highest possible standards of compassionate and professional patient care with particular attention to privacy and dignity.
- Assist patients with personal care, hygiene and sanitary needs, ensuring privacy and dignity is maintained.
- Ensure that patient's bedding, nightwear and clothing is maintained in a clean and comfortable state.
- Assist in meeting patients' nutritional needs, including non-oral nutritional and fluid intake. Ensure that patients who require assistance at mealtimes have a red tray and are assisted with eating and drinking.
- Where identified in the plan of care, ensure that food and fluid intake and elimination output are accurately documented on appropriate charts.
- Assist in skin and pressure area care to prevent pressure ulcers developing. Under the supervision of registered nurses, ensure patients are helped to move position to prevent discomfort and / or pressure ulcers and promote effective respiratory function.
- Assist patients with safe mobilisation according to their plan of care and where appropriate seek help from other members of the ward team.
- Utilise appropriate moving and handling aids to reduce the risk of injury to the patient and themselves.
- Assist in supporting therapeutic recreational activities for patients as appropriate.
- Assist registered staff in the taking and recording of vital signs as per the patient's plan of care.
- Communicate to the nurse / midwife in charge any changes observed in a patient's condition.
- Escort patients from the ward to other departments within the hospital, in accordance with Standards of Practice and Care, maintaining their privacy and dignity at all times.
- Be aware of and contribute to the protection of individuals from abuse and report any suspicions of abuse to the nurse in charge.
- Assist a registered nurse / midwife with performing the Last Offices.
- Recognise and promote the patients' rights, cultural beliefs and values.

COMMUNICATION

- Answer the telephone in accordance to the Trust's policy 'Communication of Information Relating to Patients Condition' and Trust SOP for answering the telephone and dealing with enquiries, and refer calls to the nurse in charge as appropriate.
- Communicate with patients and relatives in a courteous, caring, sensitive and appropriate manner, and refer to the nurse in charge as required.
- Report any incidents, accidents, concerns, near misses or complaints to the nurse in charge or using the DATIX system.
- Be sensitive to the patient and their environment, ensuring communication of a personal and or private nature is discreet and patient confidentiality is maintained.
- Document care given (including completed risk assessment) in patient's care-plan and ensure this is counter signed by a registered nurse.

OTHER REPSONSIBILITIES

- Be responsible for maintaining and promoting the tidiness and cleanliness of all patient areas, including equipment rooms and storerooms, and take appropriate care of furniture and equipment.
- Be aware of the cost of equipment and clinical consumables and take responsibility for safe and

- appropriate use.
- Ensure beds and equipment are properly cleaned between patient use to highest infection control standards.
- Adhere to infection control policy and procedures demonstrating an understanding of universal precautions and good hand hygiene.
- Undertake clinical skills in which you have received training and have been deemed to be competent in by appropriately trained and experienced registered practitioner as per Trust guidance.
- Undertake and satisfactorily complete mandatory training and annual performance appraisal (PADR).
- Successfully complete all training programmes and relevant study days as required.
- Support and help registered nurses / midwives in the development and orientation of other HSW's, learners and students within the team.
- Be of smart appearance and wear the correct uniform in accordance with the Trust Uniform and Dress Code policies.

ADULT AND CHILD PROTECTION

- Have a duty and a responsibility to protect vulnerable adults, children and young people in accordance with National Guidelines, local policies and training.
- Be aware of the framework for the Mental Capacity Act (2005).

Lifelong Learning

Northern Lincolnshire & Goole NHS Foundation Trust takes pride in enabling continuous professional development and advocates lifelong learning.

As part of this role, you will commit to a learning and development programme that will be part of your working day. This will mean you will study for a Level 2 or 3 HCSW Apprenticeship (which includes the Care Certificate) which is a programme encompassing work based learning, clinical skills and functional skills in literacy, numeracy (if required). You will learn new skills that will help you develop and give you transferrable skills for your future career.

If you already have these qualifications or similar qualifications, this does not preclude you from applying for this post. The learning and development to be completed will be dependent on your previous experience, qualifications and training, and an initial assessment from the education provider.

During the period of your training and development (via the Structured Development Programme), you will not be paid any increments within the band of the post you are applying for until the Trust can confirm successful completion of the agreed learning and development.

Our Education Providers may support us in the short listing process and by completing your application you are agreeing to us sharing your details with the provider for the purpose of short listing only.

OUR VALUES

Kindness

We believe kindness is shown by caring as we would care for our loved ones

- I will be compassionate, courteous and helpful at all times
- I will be empathetic, giving my full and undivided attention
- I will show I care by being calm, professional and considerate at all times

Courage

We believe courage is the strength to do things differently and stand up for what's right

- I will be positively involved in doing things differently to improve our services
- I will challenge poor behavior when I see it, hear it or feel it
- I will speak up when I see anything which concerns me

Respect

We believe respect is having due regard for the feelings, contribution and achievements of others

- I will be open and honest and do what I say
- I will listen to and involve others so we can be the best we can be
- I will celebrate and appreciate the successes of others

Our values have been created in partnership with our most valuable asset – our employees. Our values set out a clear statement of our purpose and ambition which is to provide the very best in patient care, all of the time. We recognise that without the shared values driven responsibility that each and every person in our teams have, we could not provide excellent services to the patients that we care for. Crucially we recognise that looking towards the future, we must continue to create a culture that enables and drives our collective values and behaviours as an absolute fundamental foundation for both our staff and the patients that we serve.

ADDITIONAL INFORMATION PERTINENT TO ALL STAFF

Health and safety - Healthcare associated infection

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, including the 'bare below the elbows' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Trust has the responsibility of ensuring adequate resources are available for you to discharge your responsibilities.

Safeguarding

The Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation.

The Safeguarding Policies place a duty upon every employee who has contact with children, families and adults in their everyday work to safeguard and promote their welfare. In the event that you have concerns about possible harm to any child or adult you should seek advice and support from the Trust Safeguarding team or in their absence contact your line manager. Out of hours contact should be made with the on-call manager through switchboard.

The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adults welfare. These individuals can be reached through switchboard during office hours, by asking for the Named Professionals for Safeguarding Children or Adults respectively.

The policies and procedures described below are located on the intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training.

Confidentiality

All information, both written and computer based, relating to patients' diagnosis and treatment, and the personal details of staff and patients, is strictly confidential. The Northern Lincolnshire and Goole NHS Foundation Trust and its employees have a binding legal obligation not to disclose such information to any unauthorised person(s). This duty of confidence is given legal effect by reference to the Data Protection Act 1998 and the 'right to privacy' under the Human Rights Act 1998. It applies to any information which is processed by the Trust (i.e. stored, retained, maintained as a record, amended or utilised for the Trust's purposes as an NHS Hospital), from which a living person is capable of being identified. Individuals must observe a 'need to know' principle. No member of staff may seek out any information that they do not need to undertake their duties. This applies to clinical or other personal information of any third party.

Equality impact assessment

The Foundation Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and the delivery of services no individual is discriminated against by reason of their gender, gender reassignment, race, disability, age, sexual orientation, religion or religious/philosophical belief, marital status or civil partnership.