

JOB DESCRIPTION

JOB TITLE:	Healthcare Support Worker
GRADE:	Band 3
HOURS:	
SPECIALISM:	Community Nursing
SERVICE:	Integrated Care
LOCATION:	Various
ACCOUNTABLE TO:	Team Manager
LIAISON WITH:	Integrated Care Team, Allied Health Professionals, Lead for GP Liaison, Social Care, Other Agencies.

To assist the registered staff in providing a highly specialised Community Nursing Service to adults. This involves assisting the registered staff in ensuring appropriate pathways of care for patients who require those services.

To contribute to the assessment and the treatment of individual patients on the caseload and communicate any changes in care needs to the registered staff.

To communicate with patients, relatives, carers and health care professionals to assist the registered staff in ensuring an integrated, holistic approach to patient care.

CORE COMPETENCES

Knowledge and Skills

- Understands the processes, techniques, equipment, terminology and basic theory relevant to the work area.
- Understands relevant legislation, policy and guidance.
- Able to carry out delegated tasks.
- Able to evaluate different approaches to task and identify which is the most useful.
- Able to take responsibility for the completion of tasks.
- Able to solve straight forward problems by integrating information from more expert sources.

- Understands when to seek guidance from more expert practitioners.
- Is able to undertake basic maintenance of work area equipment.
- Is aware of the range of equipment and devices that can support independent living.
- Maintain accurate records.

Leadership and Management

- Takes responsibility for own development and work practice.
- Understands the nature, extent and boundaries of this role and its relationship to others within and outside the organisation.
- Attends regular clinical supervision
- Able to work within established procedures and protocols.
- To be responsible for inputting patient information onto the computer.
- Assist with the setting of team objective with the manager and other team members.

Innovation and Decision Making

- Solves straight forward problems, adapts own behaviour as a result
- Makes judgements, some of which require a comparison of options.
- Is able to offer comments/suggestions for improvements to procedures or service development.

Team Working

- Able to work with others towards shared goals.
- Is respectful and open to the thoughts, opinions and contributions of others.
- Recognises and respects peoples diversity, individual differences and perspectives
- Able to share information appropriately

Communication

- Able to listen to, understand and follow lengthy instructions and narratives

- Able to ask questions to understand and appreciate other perspectives.
- Able to respond appropriately to queries and complaints.
- Able to speak clearly and confidently in work place situations.
- Able to write effective emails, short reports and records.
- Able to read and understand a variety of texts.
- Able to make appropriate calculations.
- Able to present results clearly and accurately.

Education and Development

To be responsible for own development, keeping up to date job requirements by:

- Attending mandatory training.
- Attending and participating in the in-service training programme.
- Attending clinical training specifically glucose blood testing and phlebotomy.
- Participating in appraisal, supervision and peer review and maintain an up to date development portfolio including evidence of experiential learning, reflective practice and any relevant training and experience. This should demonstrate responsibility for maintaining competency levels.
- Maintaining on-going personal development by taking part in relevant training courses as identified in the yearly professional development review. To incorporate acquired knowledge into working practice as appropriate and following discussion with peers and more senior staff. To disseminate information from training to appropriate team members.
- To be responsible for keeping up to date with the workings of the Integrated Care team.

Personal Attributes

- Is able to deal with people, problems and situations with honesty and integrity
- Takes care of own health, including hygiene and appearance.
- Makes an effort and shows interest in the work.
- Meets timekeeping and attendance requirements
- Is aware of health and safety practices and procedures and acts in accordance with these.
- Understands their own rights and responsibilities in the workplace.

- Understands and respects confidentiality
- Is accountable for own actions
- Is willing to continuously learn and grow
- Is able to cope with uncertainty and respond constructively to change

OTHER

There may be a requirement to undertake other duties as reasonably required to support the organisation, which may include work at other organisations managed locations. This may also include work outside of the postholder's normal sphere of activities, including functions not detailed within this job description or working within another location, environment or NHS Trust. However, the postholder will not be required to undertake any function for which he or she is not trained or qualified to perform. Normal health & safety procedures would continue to apply and accountability remains with Provide

This job description is not intended to be exhaustive but indicates the main functions of the post as presently constituted. Periodic reviews should be carried out to ensure that the job description reflects the job being performed and to incorporate any changes. It is hoped that agreement can be reached with regards to any reasonable changes. If this is not possible, the organisation reserves the right to make changes to the job description after consultation with the postholder.

The postholder must familiarise his or her self with, and adhere to, all Provide policies and procedures, including (but not exhaustively):

- Equality and Diversity,
- Health and Safety,
- Risk Management,
- No Smoking policy
- Information Governance including Data Protection
- Business Continuity/Civil Emergencies

Copies of these documents/policies can be found on the staff intranet under both the Workforce and Provide Policies sections.

Infection Prevention & Control

The post holder is accountable and responsible for the prevention and control of healthcare associated infections and must comply with the standards set by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (revised January 2008).

Safeguarding Children, Young People & Vulnerable Adults

Safeguarding is a key priority of the organisation. Staff must always be alert to the possibility of harm to children, young people and vulnerable adults through abuse and neglect. This includes being aware of the adults who may find parenting difficult. All staff should be able to recognise the indicators of abuse and know how to act on them, including the correct

processes and decisions to be undertaken when sharing information. The depth of knowledge you work from must be commensurate with your role and responsibilities. All staff must follow the Safeguarding policies and guidelines, know how to seek specialist advice and must make themselves available for training and supervision as required.

PERSON SPECIFICATION

JOB TITLE: **Healthcare Support Worker**

FACTOR	ESSENTIAL	DESIRABLE
QUALIFICATIONS & EDUCATION	Basic IT skills Evidence of learning and experience NVQ level 3 or equivalent relevant experience.	ECDL Up to date portfolio Other courses health related and relevant for this position
WORK RELATED KNOWLEDGE & EXPERIENCE	Understanding of professional conduct, Health/safety and risk awareness Experience of working in the NHS. Experience of working in a community setting	Previous experience working with patients. Previous experience of lone working.
SKILLS & APTITUDES	Able to work without direct supervision in the community. Ability to work alone. Ability to work under pressure. Good organisational skills. Effective interpersonal and communication skills both verbal and written. Ability to recognise when to ask others for advice or assistance. Ability to organise and prioritise own work load under supervision of qualified staff with effective time management skills.	Previous experience of working without direct supervision. Advanced IT skills.
PERSONAL ATTRIBUTES	Valid Driving Licence. Own Transport Ability to travel freely in the Mid Essex Area	
CIRCUMSTANCES	Ability to work with others Effective communication skills – verbal, written Discreet/patient/friendly/sympathetic/helpful Ability to demonstrate discretion, empathy, sensitivity and tact.	

	Clear understanding of role with commitment to self-development. Clean and tidy appearance.	
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