**JOB DESCRIPTION**

**JOB TITLE:** Health Care Support Worker

**BAND:** 2

**RESPONSIBLE to:** Ward/Department Manager

**ACCOUNTABLE to:** Ward/Department Manager

**JOB PURPOSE**

The Health Care Support Worker (HCSW) is responsible for delivery of holistic, patient-centred care, which is planned and directed by health care professionals, and to support the radiology team in the delivery patient care which is safe and effective and in accordance with the Trusts values and behaviours.

The post holder is fundamental to providing care to patients/carers/ relatives at Mid Yorkshire Teaching NHS Trust.

**Professional responsibilities:**

* Maintain a professional appearance in line with the Trust professional appearance policy and infection control policy.
* Uphold the Trust’s values and behaviours and behave in a manner fitting with the responsibility this brings to maintain the public confidence.
* Maintain professional and courteous working relationships with staff and respect the equality and diversity of every person, including patients and families that they come into contact within the course of their duties.
* Uphold the privacy, dignity and confidentiality of the client group and respect equality at all times.
* Work collaboratively with others in the care setting to ensure that patients’ needs are met.
* Use social media as per Trust policy and procedure.
* Read and follow the Skills for Health Code of Conduct for Health Care Support Workers and maintain the confidentiality of patient information at all times.
* As part of your employment with the Trust, you are bound by the policies and procedures within the organisation and the wider NHS.

**Key Responsibilities:**

**Understanding your role**

* Working under the direction of a registrant, participate fully in the delivery of planned/acute care of patients attending the radiology service for treatment/ investigations, within the boundaries of your role which may include chaperoning of patients, escorting/ transferring of patients and providing 1-1 patient centred care or caring for a group of patients that require enhanced care.
* Demonstrates own duties/ role to new starters.
* Frequent exposure to emotional/distressing events,
* Orders supplies under the direction of the department lead.
* Participate in patient and public involvement activities.
* Participate in general cleanliness and tidiness of the environment.
* Undertake mandatory training and role specific training relevant to role.
* Prioritises own workload.

**Person centred care.**

* Exchange factual information with patients using a variety of methods to aid understanding.
* Undertake personal care duties e.g., toileting, dressing, repositioning of patients, and assisting patients with their personal hygiene appearance.
* Encourage patients to undertake pre imaging preparation (barium/water)
* Act as patient advocate at all times.
* Carry out physical observations on patients, recording the data on to the electronic patient record system for any action required to be undertaken by the registered staff.

**Communication**

* Involve patients and carers/relatives in delivery of patient care and provide assurance and support when required.
* Identify concerns regarding the patients’ health, safety and wellbeing while undertaking personal care and discuss with the nurse in charge.

**Handling information**

* Participate in the maintenance of accurate records of care both written and verbal.
* Accurately record information (Bloods/preparation/imaging information) (this list is not an exhaustive list and other documentation may be expected as part of the role). This may be written documentation or entry within electronic systems.

**Developing yourself**

* Develop own skills and knowledge and contribute to the development of others.
* To undertake in-service training relevant to the post.
* Attend mandatory ‘in-service’ training programmes.
* Maintain up to date skills and knowledge.

**Duty of care.**

* Report to clinical Manager/ in charge all untoward occurrences, comments and complaints from patients and visitors.
* To report any accident, untoward incident or loss relating to staff, patients or visitors according to Trust policies.
* Report any incidents, complaints, or accidents to the Nurse in charge.
* Ensure the effective and efficient use of resources.

**Safeguarding.**

* Support the safeguarding of individuals within your care.

**Infection prevention and control.**

* Follow the Policy for Infection, prevention, and control.

**Equality and diversity.**

* Support people’s equality, diversity, and rights.

**Personal Responsibilities.**

* Maintain a professional working relationship will all members of the multi-disciplinary team.
* Participate in audits, surveys, research, and development activities as required.

**Resource and Financial.**

* The post holder will ensure the proper use of the Trust’s resources such as stationery, telephone usage, photocopying and other consumables, ensuring minimal waste and minimal cost supporting the Trusts MY Green Plan.

**Organisation expectations.**

* The post holder will be required to undertake training events at any site across the Trust.
* The post holder may be required to work on other wards/ department within the Trust at short notice to cover unplanned sickness or to cover planned sickness or annual leave on other wards/departments.

All staff at Mid Yorkshire Teaching NHS Trust have the responsibility for safeguarding adults, young people, children and unborns. This includes all employees:

* Having an understanding of relevant safeguarding policies, including the Mental Capacity Act policy
* Attending all mandatory safeguarding training in accordance with their role
* Having a responsibility to recognise and act upon any safeguarding/child protection concerns

**Staff Development, Training and Education.**

* The post holder will be required to undertake mandatory training and is responsible for keeping this training up to date.
* Undertake the care certificate training within the first 4 weeks of employment.
* Undertake the HCSW Band 2 induction within the first 3 weeks of employment.
* Complete the HCSW Band 2 relevant core competency framework within the first 12 months of commencing in post.
* The post holder will have an appraisal of performance each year and will be responsible for agreeing a development plan in line with the Trust’s (KSF) Knowledge & Skill Framework, in agreement with their manager or immediate supervisor. The development plan will be reviewed each year.
* The Trust will provide assistance and agreed development to enable the post holder to achieve their objectives and standards in line with the development plan.
* If the post holder feels they is not achieving their objective as agreed in the development plan they will bring it to the attention of their supervisor or manager at the earliest opportunity.

**Health and Safety.**

* Work in accordance with Health and Safety regulations at all times.
* Report any incidents of breaches of Health and Safety and report any dangerous acts or omissions that are seen in the course of duty that compromise the Health and Safety of staff or patients using the Trust Health and Safety policy.
* Comply with audit recommendations and risk assessment recommendations to make the workplace and work practice safer.
* Assist when required to do so, in any risk assessment activity undertake.
* Recognise and respond appropriately to urgent and emergency situations.
* Maintain health, safety, security and report any concerns regarding patient care.
* Take reasonable care with regard to themselves as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post-holder in accordance with the trusts policies on Health and Safety at work.

**TERMS AND CONDITIONS OF SERVICE**

The post holder will be required to work at any location where the Trust provides services.

All professional and managerial staff are required to work in accordance with their particular Code of Conduct. Failure to do so may result in disciplinary action (please refer to disciplinary policy for further information).

In carrying out their duties the post holder must promote equality of opportunity and take every opportunity to eliminate discrimination.

The post holder is required to keep confidential all information and documentation relating to either a patient, a member of staff or Directorate’s business, which he/she comes into contact with.  All staff are expected to respect the requirements of the Data Protection Act 1998, as this incorporates the need for a high standard of data quality, confidentiality and information security.

The Trust adopts a “bare below the elbow policy”. The trust expects that all staff adhere to the policy in the clinical areas and settings where health care is provided e.g. the patients own home. The policy statement is accessible on the intranet and defines the clinical area. Individuals can expect to be challenged if they are observed not to be adhering to the policy statement.

The post holder is responsible for taking reasonable care with regard to him/her as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post holder in accordance with the Trust’s policies or Health and Safety at Work.

These duties and responsibilities are neither exclusive nor exhaustive and management reserve the right to require staff to undertake other duties and responsibilities consistent with the grade of the post in consultation with the

post holder.

This job description is an outline of the duties and conditions of the post and may be subject to change in detail or emphasis in the light of future developments.

**Continuing Professional Development**

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

**Smoke Free Policy**

Mid Yorkshire Teaching NHS Trust has a Smoke Free Policy.

Smoking is not permitted: -

* Inside any building owned or used by or in areas used by Mid Yorkshire Teaching NHS Trust staff in buildings shared with other organisations
* In the grounds and car parks of premises of Mid Yorkshire Teaching NHS Trust
* In the entrances of any Mid Yorkshire Teaching NHS Trust buildings
* In the immediate areas outside Mid Yorkshire Teaching NHS Trust
* In vehicles owned or leased by Mid Yorkshire Teaching NHS Trust

Staff are not permitted to smoke whilst in uniform and / or wearing a staff badge in areas where they can be seen by the public.

A copy of the full policy is available.

In the unlikely event of a member of staff not respecting the policy, their line manager will attempt to resolve the situation informally, in the first instance. Repeated breaches of the policy may result in disciplinary procedures being instigated.

Any member of staff wishing to stop smoking can contact the Stop Smoking Service.

**WYAAT**

Mid Yorkshire Teaching NHS Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care.  By working for Mid Yorkshire Teaching NHS Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership’s ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

**PERSONAL SPECIFICATION**

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| **POST TITLE: Healthcare Support Worker** | | | |
| **Criteria** | **Essential** | **Desirable** | **Where assessed (e.g.**  **Application form, interview, references)** |
| **Qualifications** | Willingness to undertake the Care Certificate and induction programme.  Willingness to undertake Functional skills level 2 Maths & English if not already qualified at GCSE or equivalent level in Maths & English |  | Application Form, References, Interview, |
| **Experience** |  | Previous patient care experience | Application Form, References, Interview, informal visit. |
| **Knowledge and Awareness** | Ability to demonstrate knowledge of data protection, and health & safety issues.  Knowledge of personal care and related procedures |  | Application Form, References, Interview |
| **Skills and Abilities** | Good time management skills including the ability to work to set deadlines.  Able to communicate clearly and concisely over the phone, face to face and written.  Able to maintain positive working relationships.  Maintain a safe working environment for self and others.  Willingness to take on tasks.  Ability to work under pressure.  Ability to work flexibly, quickly, and accurately |  | Application Form, References, Interview,  Informal visit. |
| **Personal Attributes** | Ability to work well as part of a team.  Positive attitude to change.  Demonstrate motivation and reliability.  Demonstrate ability to value others’ opinions.  Flexible  Enthusiastic  Respectful  Caring  Has high standards |  |  |
| **Other Factors** | Good attendance record.  Ability to meet the physical requirements of the post.  For Community, a Driving license and available vehicle to use in conjunction with work |  | Occupational health. |

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