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| **Job Title** | **HEALTHCARE SUPPORT WORKER** |
| **Department** | Ward |
| **Reports to (job title)** | Ward Manager / Head of Patient Care |
| **Direct and Indirect Reports** | No |
| **Job Grade** | TBC |

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| **Who we are** |
| At the Healthcare Management Trust, we are obsessed with achieving our **Vision**, “*to be the most innovative and best quality provider of niche health and social care services.”*  Our **Purpose** is*, “to make every contact count, ensuring every resident and patient receives the best possible experience and outcome.*  *We aim to provide services which value collaboration and place our residents, patients and people at the heart of all we do. We will always do the right thing for our residents, patients and people.*  *We will be outwardly connected to the most innovative practices and service offerings in the market. We will do things differently and will be bold with our ambition to change things for the better.*  *We are passionate about what we do and so are our people. Bringing their most authentic selves to work and seeking joy and fun in what we do.*  *We will deliver care and clinical interactions compassionately and tailor them to individual needs.”*  We achieve this by living our business **Values** each and every day:   * We are **caring** * We are **enterprising** * We are **resourceful** * We are **authentic** * We are **accountable** |
| As a result, we are able to give back to the people and communities we serve by delivering on our **Charitable Mission** to, *“Provide quality and innovative care solutions to those with complex needs within marginalized community settings.”* |

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| **What you’ll be doing (your job purpose)** |
| To work as part of a multidisciplinary team to deliver adult health services, undertaking delegated nursing tasks within agreed parameters, set by Heads of Departments.  To work within clinical competencies pertinent to the area of speciality and in accordance within HMT’s policies and procedures and values.  The scope of the role will focus on inpatient and outpatient services, to deliver the highest standard of hospital care, surpassing patient expectations. |
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| **Your key accountabilities and responsibilities** | |
|  | To work independently and organise own workload as part of the multidisciplinary team, with delegated responsibility, undertaking duties in relation to patient care and departmental administration/organization with direction and supervision from a Registered Nurse (RN). |
|  | Demonstrate effective communication skills with patients, relatives and the multi-disciplinary team, overcoming any barriers to understanding and providing support during distressing or emotional events. |
|  | Adhere to HMT’s financial controls and procedures. |
|  | Complete core competencies for your work area within the agreed set time frame. |
|  | Demonstrate IT skills, recording and reporting information onto patient administration systems in written and electronic format, maintaining and protecting confidential information relating to patients. |
|  | Be able to react appropriately to changing demands and situations, working as part of the team to be flexible and accommodating as appropriate. |
|  | Maintain a clean and safe environment for patients and ensure follow HMT’s Policy regarding Infection Control and Prevention. |
|  | Will participate in and meet the requirements of activities and training designed to meet the NHS Knowledge and Skills Framework [www.nhsemployers.org/sites/default/files/2021-07/The-NHS-Knowledge-and-Skills-Framework.pdf](http://www.nhsemployers.org/sites/default/files/2021-07/The-NHS-Knowledge-and-Skills-Framework.pdf) outlined for this post, and demonstrate a process of attaining continuous professional development, including undertaking all statutory and mandatory training relevant to role. |
|  | Contribute to the clinical governance agenda, including audit, the incident reporting policy, complaints management and attendance at meetings for learning and improvement. |
|  | Demonstrate own duties to new or less experienced employees, new starters, and temporary staff. |
| **Departmental Duties** | |
|  | Carry out procedures such as BMs, ECGs, urinalysis, bladder scanning removal of cannulas. Assisting to set up for procedures carried out by nurse, RMO, Consultant on the ward. |
|  | Ensure the comfort, privacy, dignity and safety of patients and their families and be empathetic to cultural religious beliefs |
|  | Aid patients as required to attend to personal hygiene needs, including washing/dressing, hair care, oral hygiene including cleaning of teeth and dentures, skin inspection/integrity and general tidying and bed making |
|  | Assist patients with toileting needs, catheter care, wound/wound drain care and management and accurately observe, measuring, fitting and understanding VTE garments. |
|  | Record and report in the appropriate documentation and the registered practitioner. |
|  | Perform diagnostic assessments of the patients e.g., recording of vital signs using NEWS2 |
|  | Escort patients to Xray and escorting out of the building upon discharge and assisting into their cars following joint surgery. |
|  | Wound dressings following ANTT practices. |
|  | To be aware of and maintain high standards of infection control by following appropriate policies and procedures ensuring the Ward environment remains clean, tidy and safe by following Departmental protocols and report any accidents or incidents to the nurse in charge of the Department. |
|  | Participate in providing optimum patient care under the direction and supervision of a registered nurse and raise any issues of concern. Communicating with relevant members of the team when needed and working as a member of the multidisciplinary departmental team providing excellent customer service to patients and their relatives. |
|  | Assist the nursing staff in ensuring the Ward environment remains clean and tidy by following Departmental protocols and adhering to daily/weekly cleaning rotas. |
|  | Assist in the maintenance and control levels of Ward supplies, to include ordering and stock check/rotation, stocking up servers daily, cleaning of equipment used by patients. |
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|  | Answer telephone calls, take messages, and refer calls as appropriate, retrieving blood results using WEB V for review by registered individual, sending and documenting blood samples, scanning of documents onto patients notes, whilst adhering to confidentiality requirements. |

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| **Your knowledge, skills and experience** | |
| Experience of care delivery including basic nursing care, basic wound care, bladder/ bowel care, Moving and handling, skin and nutritional assessments, infection prevention control, and safeguarding awareness. | Essential |
| Ability to organise and prioritise own work load under supervision of a Registered Nurse with effective time management skills. | Essential |
| Demonstrates kindness and compassion  Able to prioritise and use own initiative. | Essential |

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| **Your training and qualifications** | |
| Qualifications and Credit Framework (QCF) [www.accreditedqualifications.org.uk/qualifications-and-credit-framework-qcf.html](http://www.accreditedqualifications.org.uk/qualifications-and-credit-framework-qcf.html) or equivalent Diploma in Health & Social Care Level 2 equivalent to GCSE Maths and English | Essential |
| Trained in monitoring blood sugars, vital signs, fluid and food charts, ECG and basic life support (BLS) | Desirable |
| Basic IT skills, including WORD and Outlook, standard key board skills | Desirable |

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| **The way we do things at HMT (our Behaviours)** |
| *\*See Appendix 1 attached* |

***Note:*** *This job description is an outline of the job, setting out general responsibilities and tasks the job holder may be required to undertake. It is not an entire reflection of the role and you may be required to carry out other duties and responsibilities from time to time. The job description will also be subject to change in-line with the needs of the business.*

*Team members will be expected to carry out their duties in line with their terms and conditions and contract of employment, the standards stated in the employee handbook and Health & Safety guidelines and will be required to follow HMT policies and procedures.*

*We require that mandatory training is current and will expect you to participate and undertake further developmental training specific to the role.*

I have received a copy of this Job Description; read it, understood it and agreed to it.

Signed............................................................................. Date....................................

Job Holder