

JOB DESCRIPTION

JOB TITLE: APPRENTICE HEALTH CARE SUPPORT WORKER (HCSW)

LOCATION: Airedale NHS Foundation Trust

BAND & Pay: Apprentice HCSW leading to Band 2 HCSW

Until completion of the Care Certificate (typically first 3 months), apprentices will be paid the national apprentice wage (current rates are available from the <https://www.gov.uk/national-minimum-wage-rates> website).

Following completion of the Care Certificate, apprentice HCSWs will be paid at least £5.90 per hour until they have been in post for 12 months at which point apprentices will be paid in accordance with Agenda for Change Band 2. On satisfactory completion of the apprenticeship apprentices will be offered a permanent Band 2 post.

Current agenda for change rates of pay are available from the <https://www.nhsemployers.org/your-workforce/pay-and-reward/agenda-for-change> website.

OTHER CRITERIA: The post holder must be 18 years old by the start of their employment.

HOURS & SHIFTS: 37.5 hrs per week. Shift patterns will be determined by the clinical area in which the apprentice is employed.

Until completion of the Care Certificate (typically first 3 months) shift patterns will be Mon-Fri daytime shifts only. After 3 months shift patterns may include weekends and evenings. At the discretion of the line manager (after 6-8 months), shift patterns may include nights.

JOB PURPOSE: The post holder will be working as part of a nursing, therapy or multi-professional team and will be assigned at the commencement of the apprenticeship; under normal circumstances the post holder will remain in the same clinical area for the duration of their apprenticeship.

The post holder will undertake a range of direct and indirect patient care activities along with clerical duties working in support of and under the supervision of a registered healthcare professional.

The post holder will undertake a training programme within Airedale NHS Foundation Trust, delivered in partnership with Keighley College which will include 1 day per week of classroom based learning on the Airedale Hospital site. The post holder will be expected to complete the Fundamentals of Care Certificate within 3 months of appointment and level 2/3 vocational qualification in health and social care after a further 9-12 months.

Subject to satisfactory performance and completion of the apprenticeship programme including the End Point Assessment of the apprenticeship, the post holder will be offered a permanent Healthcare Support Worker post at the Trust (Band 2).

In pursuing these duties the post holder will ensure compliance with the NHS Constitution and be familiar with the NHS England Guidance 'Understanding the new NHS'.

MAIN DUTIES:

The following relationships, knowledge, understanding, duties and responsibilities are not intended to be an exhaustive list; equally there are some areas that will not be applicable to all apprenticeships. The duties listed below are typical examples to illustrate the scope and responsibilities of the role of an apprentice HCSW; the precise requirements will be dictated by the clinical area in which the apprentice is working.

ORGANISATIONAL RELATIONSHIPS

- Work under the supervision of a registered health professional in a clinical area.
- Attend weekly classroom based teaching delivered by a training provider commissioned by the Trust
- Undertake work based assessments, usually for staff employed by the training provider, to evidence their learning and practice
- Keep regular contact with the clinical skills team to ensure satisfactory progress throughout their apprenticeship

KNOWLEDGE AND UNDERSTANDING

- Principles of infection control
- Customer relations
- Maintaining a safe environment
- Emergency procedures
- Equality and Diversity

DUTIES AND AREAS OF RESPONSIBILITY

- **Maintain high standards of care**
 - Undertake duties in different clinical areas under supervision.
 - Demonstrate compassion in all interactions with patients.
 - Demonstrate respect for patients.
 - Understand and work within policies and local procedures relating to Safeguarding Children and the Protection of Vulnerable Adults.
 - Understand the need to maintain and respect patient confidentiality
 - Complete mandatory training
 - Maintain a safe working environment, reporting incidents, accidents, complaints.
 - Adhere to Airedale NHS Foundation Trust policies.
- **Support team members with appropriate clinical activities under supervision:**
 - Contribute to the movement and treatment of patients to maximise their independence and physical comfort.
 - Check patients skin condition and inform staff of any changes.
 - Assist other healthcare workers to support patients with hygiene and elimination needs, oral/eye care.
 - Assist other healthcare workers to support patients in expressing their healthcare needs.
 - Enable patients to be independent with everyday activities such as personal cares, mobility, eating and drinking
 - Ensure the safe use of daily living equipment e.g. walking aids
 - Prepare for and assist with therapeutic activities
 - Assist in the correct handling and measurement of bodily fluids and in the dispatch of specimens.
 - Record observations and findings on fluid / food / stool charts.

- Record patient information in patient notes / electronic systems
 - Assist patients in selecting meals, drinks and snack of choice and assist with eating and drinking, where necessary.
 - Collect notes/patient information from locations across the Trust.
 - Collect medications from pharmacy.
 - Assist in the welcome and reception of patients into the clinical area.
 - Assist the registered nurse in the care of deceased patients.
 - Assist in the safe disposal of linen and clinical waste from the clinical area.
 - Undertake other clinical skills relevant to the clinical area
- **Develop good working relationships:**
 - Develop good communication skills that demonstrate courtesy and respect.
 - Form good relationships with other team members including answering the telephone and passing on messages.
 - Support effective teamwork by undertaking other clinical activities, under supervision.
- **Personal development:**
 - To complete the “Fundamentals of Care Certificate” within 3 months from commencing employment.
 - To undertake a level 2/3 accredited vocational qualification in Health and Social Care including attendance at weekly classroom teaching sessions.
 - To remain updated with issues relating to the post holders individual award.
 - To retain current competence in line with annual performance review.
- **Collaborative Working**
 - Airedale NHS Foundation 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 Airedale 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.

Any other duties require for the successful performance of the role.

The Trust is committed to supporting staff in balancing their work and home lives and encourages staff to discuss their individual needs with their department in order to arrive at mutually satisfactory working arrangements

This job description is a reflection of the current position and may change in emphasis or detail in light of service developments. It will be reviewed annually as part of the appraisal/performance development review process.

GENERAL

Health & Safety

You are required to: co-operate with supervisors, managers and other employees to achieve a healthy and safe environment, to take reasonable care of your own health and safety and that of other persons who may be affected by your actions, to carry out your responsibilities in ways that help to ensure a safe and healthy place of work.

In the course of your work you are to bring to the attention of your supervisor or manager:

- Any situation which reasonably could be considered to represent a serious or immediate danger to the health and safety of any person.
- Any matter which reasonably could be considered to represent a shortcoming in the Trust's health and safety protection arrangements.

Manual Handling

Manoeuvre **heavy** goods and equipment and assist people to move, in accordance with manual handling regulations and good practice.

Equal Opportunities

Carry out your duties in line with Trust Equality policies and procedures, including relevant legislation, to deliver and promote equity of access to healthcare and equality of opportunity at work at all times.

Infection Prevention and Control

Be familiar with and follow the Trust Infection Control Policies and designated hand hygiene procedures appropriate to your post. In addition you should take action to report to your manager or appropriate person any incidents or poor practice that may result in the spread of infection.

Mandatory Training

Be aware of and undertake mandatory and other training requirements necessary for the successful and safe performance of your job, including relevant updates.

Safeguarding Children & Adults

Understand and work within policies and local procedures relating to Safeguarding Children and the Protection of Vulnerable Adults.

Right Care Values

Responsible for embodying, and encouraging in others, the Right Care Values, using the behaviours identified for each value as a basis for decision making and your behaviour.

Information Governance

Maintain and process all information concerning patients, staff, contractors or the business of the Trust to which the post holder has access, without divulging such information to any third party or make use of information gained in the course of employment, except where this is clearly within the remit of the post holder and the other party's responsibility.

The Trust recognises the importance of reliable information. The quality of this data is crucial in that it should give a complete, accurate and timely representation of events to support patient care, clinical governance, monitoring performance, management and service agreements for healthcare planning and accountability. All information entered onto any record whether manual or electronic or any other media (film, tape etc.) should be accurate, timely, complete, valid, defined, appropriately sought, appropriately recorded and should be stored securely and confidentially. Further information on the Trust's "Health Records Policy" can be obtained from the Trust's Intranet site.

Restriction on Smoking

The Trust is "Smokefree". You may not smoke in Trust owned buildings or grounds except in the designated smoking zones.

PERSON SPECIFICATION

TITLE OF POST	APPRENTICE HEALTHCARE SUPPORT WORKER
BAND	Apprentice Health Care Support Worker
DEPARTMENT	Clinical areas within Airedale NHS Foundation Trust
LOCATION	AIREDALE NHS FOUNDATION TRUST

REQUIREMENTS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
KNOWLEDGE	<ul style="list-style-type: none"> Knowledge of the NHS Constitution & 'Understanding the New NHS' An understanding of working in a healthcare setting 		Application Form Interview
QUALIFICATIONS	<ul style="list-style-type: none"> Functional Skills to at least Level 1 in English and Maths (Entry level 3 with the potential to achieve level 1 will be accepted in 1 subject) 	<ul style="list-style-type: none"> GCSEs Grade A - C in English and Maths GCSEs Grade A - D in 2 other subjects 	Application Form Interview
SKILLS	<ul style="list-style-type: none"> To be able to communicate effectively with a range of people, both verbally and in writing. To be able to demonstrate literacy and numeracy skills - able to demonstrate a good standard of written and spoken English. Ability to work well within a team 	<ul style="list-style-type: none"> The ability to explain simple concepts clearly. 	Application form Assessment Process Interview
COMMUNICATION	<ul style="list-style-type: none"> Able to communicate accurately and effectively with patients, members of the public and colleagues both verbally (face to face and over the telephone) and in writing. Able to follow instructions and complete assigned tasks Able to support and reassure patients/carers in distress 	<ul style="list-style-type: none"> Computer Literate 	Application Form Assessment Process Interview
EXPERIENCE	<ul style="list-style-type: none"> Contributing to a team environment 	<ul style="list-style-type: none"> Experience of working in a customer care environment Experience of acting in a caring capacity 	Application Form

REQUIREMENTS	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Demonstrates the following values and behaviours: <ul style="list-style-type: none"> ○ Honesty & Integrity ○ Listening & Communicating ○ Supportive & Approachable ○ Even Handed & Encouraging ○ Patient Centred & Compassionate ○ Leads by Example & Self Aware • Demonstrate self-motivation and initiative • Demonstrates positive values towards others • Demonstrates respectful behaviours towards others and an ability to develop good working relationships. • Demonstrates a desire and ability to contribute effectively to a health care team • Demonstrate emotional maturity and resilience. • Demonstrate a willingness to learn and personal development. 		Application Form Assessment Process Interview
OTHER	<ul style="list-style-type: none"> • Punctuality • Flexible approach to shift patterns 		Application form and Interview