

Job Title:	Assistant Health Care Support Worker – Grade 2
Reports to (job title):	Ward Manager
Line Manager to:	

## Job purpose

An Assistant Health Care Support Worker (AHCSW) is a core member of the team delivering personal care to patients and supporting registered practitioners to deliver high quality, compassionate care.

You will carry out a range of non-clinical healthcare tasks, under the direct supervision of the registered healthcare practitioner. Your role is to provide compassionate care, to agreed quality standards and in accordance with Trust values.

There will be opportunities to develop your knowledge and skills, specific to your individual needs. Training will be provided to ensure you have the required core skills and skills set specific to your area of work. You will also be supported to obtain your care certificate if you do not have this qualification.

## Base

Great Western Hospital

## This post is responsible for

- Develop the skills to obtain consent prior to giving care in accordance with Trust policies.
- Under supervision follow individual patient care plans and report any changes immediately to the Registered Nurse/Assistant Practitioner.
- Participate in basic patient assessment whilst providing personal care and feeding back to the registered nurse to ensure high standards of care, in particular relating to skin integrity and the alertness of the patient
- Practice safe standards of care to patients following Trust guidelines and policies and be able to concentrate for periods throughout the day with occasional interruptions.
- Ensure care is given in accordance with the infection prevention and health and safety policies and procedures.
- Ensure that the patients bed space is clean, tidy, and accessible and that the person has what they need within easy reach.
- Develop the skills to actively facilitate self-care and independence with patients.
- Promote health education specific to the clinical area and in line with national and local policies

- Develop the skills to maintain effective record keeping and communication with patients, relatives, and members of the Multidisciplinary team regarding all aspects of care demonstrating a range of appropriate communication skills.
- Ensuring equipment and stores are well maintained, taking appropriate action if the equipment is faulty
- Work effectively as part of a team
- Demonstrate ability to access Trust policies and procedures and comply with those relevant to role.
- Act, at all times, in a manner which demonstrates respect for privacy, dignity and confidentiality.
- Embrace the Trust values and work in an inclusive way
- Act within limits of competence, ensuring actions support care, protection, and wellbeing.
- Develop and maintain skills, knowledge, and competence for the role, with support from supervisor
- Ensure all mandatory training is undertaken in line with Trust policy.
- Participate in team discussions / meetings as an integral member of the team
- Develop competent in the use of IT systems within the workplace environment.
- Participate in the induction and orientation of newly appointed staff, learners, and other visitors to the department.
- Comply with Trust policy regarding information governance and the care of patient property
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- Responsibilities for People or Training
- Undertake the Trust's corporate and local induction, and maintain your learning and compliance with training requirements for your role
- Complete mandatory training. This will vary depending on area of work.
- Attend In-service training.
- Successful completion of the Care certificate and practical competency assessment, within required timescales.
- Complete and return on time; all written work, reflective logs and assignments as required, if

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the

expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead

- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

## Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

Our STAR values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are. We will expect your values and behaviours to reflect the STAR Values of the organisation:

<b>Service</b>	We will put our patients first
<b>Teamwork</b>	We will work together
<b>Ambition</b>	We will aspire to provide the best service
<b>Respect</b>	We will act with integrity

## Essential

- Able to demonstrate literacy and numeracy skills at interview assessment.
- Prior experience of providing care in a healthcare or social setting
- Evidence of ability to work as a member of a team
- Experience of time management and prioritising work.
- Understands and is committed to a caring approach to patients and relatives
- Effective and appropriate communication skills both written and verbal
- Able to complete appropriate documentation accurately
- Demonstrate an awareness of healthcare work, policies and procedures
- Committed to providing high quality patient care
- IT skills, competent in Microsoft Office
- Keyboard skills
- Ability and willingness to undertake appropriate training within given time frames
- Flexible and adaptable to change, able to work a range of shifts and moving across wards/units dependent on clinical needs
- Able to demonstrate calm, caring patient manner and attitude
- Enthusiasm and commitment to working within the healthcare setting
- Willing to work in other areas of the Trust or Trust-wide as and when required to do so.
- Able to meet the physical and developmental demands of the role; The role is physically demanding and can include standing for prolonged periods, moving and handling patients and equipment and other healthcare related tasks.

## Desirable

- Level 2 QCF Diploma in Clinical Healthcare support or
- Level 2 NVQ in Healthcare Health & Social Care or
- Level 2 in Health & Social care (NVQ, QCF, RQF)
- GCSE A\*-D in English Language or equivalent
- GCSE A\*-D in Mathematics or equivalent

Employee signature

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Manager signature

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