

# Experienced Clinical Health Care Support Worker Opportunities

Recruiting now across Lincolnshire

What ever your background story, if you have a  
passion for caring and supporting others,  
we want to hear from you

Full & Part -Time Posts  
Vacancy Information Pack

**TALENT** ACADEMY

Inspiring Futures : Informing Careers



## **Full - and Part Time Clinical Healthcare Support Worker Opportunities**

Our Healthcare Support Workers deliver a key role that's at the very heart of healthcare, and can be found across a variety of settings, from hospital clinics, to our wards and outreach services.

We are currently recruiting for experienced Clinical Healthcare Support Workers across our hospital sites. These are full-time and part time posts and will require successful applicants to work across the full range of shifts, including days, long-days, nights and weekends on a rota basis. Flexible shift working can be agreed. There will be an expectation that within the first 3 months that staff will need to be able to work a mixture of shifts while that are being trained/inducted.

### **Experienced Band 3 Clinical Healthcare Support Workers**

For those with existing health and/or care experience, we have opportunities for Band 3 Clinical Healthcare Support Workers, whose role will be to undertake a range of delegated clinical care duties, recording patient observations and progressing patients treatment plans within guidelines set.

Clinical duties may include taking blood pressure, blood glucose monitoring, routine observations, wound observations and simple wound dressings, removal of peripheral cannulas and catheters.

Our Clinical Healthcare Support Workers are able to work autonomously without the need for direct supervision. Ongoing training and development would be provided to ensure the enhanced clinical competencies have been achieved relevant to the ward/area of specialty.

Full details of the post and entry requirements can be found within the Job Description and Person Specification included.

## **Candidate Eligibility Criteria Summary Experienced Clinical Healthcare Support Worker**

- Aged 18 years or above
- Right to live and work within the UK (see notes below)
- Ability to work full-time – 37.5hours per week or Part time hours as agreed.
- Ability to work across all shift patterns including unsociable hours – Days, Long-Days, Nights, and Weekends. Flexibility as agreed.
- Evidence of previous paid health or care experience

### **Right to Work / Visa Eligibility Notes**

#### **Acceptable Visa**

- British Citizen – Right to Work in the UK - No visa requirement
- Graduate Visa – Minimum of 18mths remaining
- Dependent / Spouse Visa
- Indefinite Leave to Remain (ILR) Visa
- EU Settlement Scheme – Pre-settled Status

#### **Not Permitted**

- Student Visa
- Skilled Worker Visa (requiring sponsorship)
- Graduate Visa – Less than 18months remaining

### **Simplified Application Process**

We understand that the size of the NHS can sometimes make it difficult to navigate, especially with the different areas and various specialities!

So, we've come together to simplify the process.

Acting centrally on behalf of our wards and departments, we will provide the details through a single advert, enabling individuals to apply once whilst being considered for the various opportunities available.

An applicants suitability for an experienced Band 3 position will be considered based upon previous experience outlined within their application and information supplied at interview.

Applicants will then be further assessed at interview and offers made to successful candidates following validation of experience during our pre-employment check process.

### **Age Criteria**

Applicants must be aged 18years and over to be considered for a post.

### **Working Hours**

Our Healthcare Support Workers typically work a mix of day, evening, and night shifts to ensure 24/7 care. Full-time NHS staff work 37.5 hours per week, which can be spread over various shift lengths, including 12-hour shifts. Specific shift patterns vary by role and department, with some roles having standard 8-hour shifts and others having longer or shorter shifts. Details of the specific shift patterns will be discussed upon successful appointment.

### **Right to Work / Visa**

Unfortunately, these posts are not eligible for sponsorship, and therefore all applicants must have the right to reside and work in the UK.

Full details of permitted visas can be found in the summary table above.



## Job Description

1. Job Details	
<b>Job title:</b>	Clinical Health Care Support Worker Higher Level (generic)
<b>Current Job grade:</b>	Band 3
<b>Reports to (Title):</b>	Ward/Department Lead
<b>Division</b>	To be confirmed
<b>Department/Ward:</b>	To be confirmed
<b>Location/Site:</b>	As per Advert

2. Job Purpose
<p>To support and work closely with registered practitioners to deliver a high standard of care to patients, families and their carers in a safe and supportive environment without the need for direct supervision.</p> <p>To work as part of the wider team in developing and maintaining services provided to patients and contribute to the safe, efficient and smooth running of the ward/clinical area or department.</p> <p>To complete and maintain on an ongoing basis a generic and specific portfolio of clinical competencies and Care Certificate. Understand own level of responsibility, scope of practice and accountability and at all times act within own capabilities.</p> <p>Maintain a high standard of personal behaviour, acting as a role model to support and guide others and ensure effective communication with all members of the multidisciplinary team, patients, families/carers and relatives.</p>

3. Organisation Chart
<pre> graph TD     Matron --&gt; Ward[Ward / department lead]     Ward --&gt; RN[Registered Nurse / practitioner]     RN --&gt; NRP[Non-registered practitioners]     NRP --&gt; CHCSW[Clinical Health Care Support Workers Higher Level (this post)]     CHCSW --&gt; HCSW[Health Care Support Workers]     Ward --&gt; Reception[Reception staff]     Ward --&gt; Housekeepers[Housekeepers]           </pre> <p>The organisation chart illustrates the reporting structure. At the top is the Matron, who reports to the Ward / department lead. The Ward / department lead reports to the Registered Nurse / practitioner, who reports to Non-registered practitioners, who report to Clinical Health Care Support Workers Higher Level (this post). This role reports to Health Care Support Workers. Additionally, the Ward / department lead has direct lines to Reception staff and Housekeepers.</p>

#### 4. Duties

1. To assist in planning, delivering and evaluating programmes of care prescribed by the registered practitioners, regularly liaising at the beginning and throughout each shift.
2. To observe, monitor and record patient activity and health status as appropriate, communicating any changes in their condition to the registered practitioners
3. To be responsible for progressing patient's treatment plans within guidelines set by registered practitioners and regularly contributing to the review of each patient's progress within the team.
4. To perform a limited range of delegated clinical care duties relevant to the work area; e.g. taking blood pressure, blood glucose monitoring, pregnancy testing, routine observations, observing patients for signs of agitation or distress, wound observations and simple wound dressings, removal of peripheral cannula, urinalysis, removal of catheter
5. To assess, prescribe and fit equipment and adaptations, where appropriate, and to train and supervise other staff, patients and carers in the appropriate use of aids and equipment
6. Assist patients to mobilise safely taking account of developmental/physical needs, using equipment and techniques as prescribed and recorded in plan of care and contribute to the falls and moving and handling risk assessment
7. To assist patients to meet their food and fluid intake giving attention to special diets, supplements, enteral feeding and cultural requirements and to recognise and understand the importance of adequate nutrition and hydration
8. Undertake patient transfer and escort duties between departments as appropriate and as per policy
9. To respond to distressing circumstances, supporting patients, relatives, carers and the team ensuring the care of a patient requiring end of life care is in accordance within their spiritual and cultural needs
10. Respond swiftly to individuals who require immediate assistance, are in pain, distressed, reporting to a registered practitioner.
11. Actively participate in handover process to ensure continuity of care and accurately feedback to a registered practitioner, the care given to patients during the shift and of any changes in the patient's condition
12. To monitor and maintain health, safety and security of self and others in own work area, identifying and assessing potential risks and taking appropriate action, and adhering to Trust and team's health and safety policies and procedures
13. The job description is intended as a guide to the main responsibilities of the post and is not an exhaustive list of duties. The post holder may be required to undertake other duties appropriate to the grade.

## **5. Skills required for the Post**

### **Communication and Relationship skills**

- Communicate effectively with patients, families/carers, recognising there may be a need to utilise alternative methods of communication. Where there are barriers to understanding, as required arrange access to information, support and other services to aid effective communication.
- Maintain professional boundaries and working relationships with patients and colleagues.
- Be familiar with the concept of working within a team, be involved in team discussions, meetings, project developments and audits.

### **Analytical and Judgment skills**

- Participate in the initial assessment of patient needs under the direct supervision of a registered practitioner.
- To perform clinical observations (following appropriate assessment of competence) accurately recording using agreed electronic National Early Warning Systems and report and escalate any concerns appropriately by reporting to the registered practitioner immediately.
- Recognise when a patient's condition changes and seek advice and expertise from registered practitioners in accordance with Trust policy.
- Contribute to, understand and report identified patient risk assessments, e.g. nutritional assessment scores, slips, trips and falls assessment.

### **Planning and Organisational Skills**

- Demonstrate flexibility and effective time management skills to prioritise and organise own workload and that of others acting on own initiative.
- To contribute to and follow a plan of care that accurately reflects the assessment needs of the patient.

### **Physical Skills**

- To demonstrate clinical competence in order to undertake minor dressings and treatment and as specified in the plan of care and in consultation with the registered practitioner.
- Competently obtain specimens as requested such as Mid-Stream Urine, stool, sputum, Urine analysis, hospital-acquired infections and any more specialist specimen as directed by the registered practitioner ensuring accurate labelling and transportation as per Trust policy.
- Ability to use medical equipment such as, for example, sphygmomanometer, glucose meter and other equipment to undertake clinical skills such as recording of physiological observations

## **6. Responsibilities of the Post Holder**

### **Responsibilities for Policy and Service Development Implementation**

- Be familiar with and adhere to Trust policies and procedures to ensure optimum patient care and safety of patients and staff.

### **Responsibilities for Financial and Physical Resources**

- Maintain a clean, tidy and safe working environment for patients, visitors and colleagues undertaking equipment checks and calibration and update records and restock items as required.
- Ensure all faulty equipment is taken out of service, cleaned, labelled correctly and sent for repair.



- Ensure all equipment is cleaned correctly (according to hospital policy) and stored appropriately
- Collect, deliver and store stock/equipment as per Trust policy ensuring effective use of Trust resources

### **Responsibilities for Human Resources (including training)**

- Undertake all statutory and mandatory training as required.
- Help orientate and act as a buddy/assessor for new staff and assist with the assessment of the Care Certificate if appropriate. With support from the registered practitioner, take responsibility for the development of others.
- Be able to acknowledge limitations to competence and do not act outside of these.
- Actively participate in own personal development and career progression undertaking an accredited, vocationally relevant qualification.

### **Responsibilities for Information Resources (including systems access)**

- Use paper and electronic systems to retrieve and record patient information in line with Trust documentation standards and operational systems. Ensure information is accurate and securely maintained
- Report all accidents, incidents and areas of concern to senior staff ensuring relevant documentation is completed and use of DATIX Trust reporting systems

### **Responsibilities for Research and Development**

- Support all monitoring of quality initiatives and evaluations within the clinical area, e.g. friends and family test
- Participate and contribute to research, clinical trials and/or projects that enable development of staff and raise profile of unit.

United Lincolnshire Hospitals Trust is committed to safeguarding and promoting the welfare of children, young people and adults, both as service users and visitors to Trust premises. All staff have a responsibility to safeguard and promote the welfare of children and adults. The post holder, in conjunction with their line manager, will be responsible for ensuring they undertake the appropriate level of training relevant to their individual role and responsibilities and that they are aware of and work within the safeguarding policies of the Trust.

The post holder is expected to treat patients, service users and carers with courtesy, care and compassion at all times, treating each person as an individual by offering a personalised service. Trust staff will adopt behaviours and attitudes, which promote, supports and respects privacy and dignity in accordance with the Trust Dignity policies and dignity in care pledges. Staff are expected to challenge poor practice in relation to dignity and treat each other with respect.

United Lincolnshire Hospitals Trust is committed to providing consistently excellent and safe patient-centred care for the people of Lincolnshire, through highly skilled, committed and compassionate staff working together. We do this by putting our patients at the centre of all that we do and providing the best quality care with passion and pride. We have a set of values that inform every action we take and every decision we make. They are the foundation of what United Lincolnshire Hospitals NHS Trust stands for and encompass a desire in all of us to provide the highest quality of care to patients and each other.



All staff are required to advocate, champion and demonstrate the below values and behaviours	
<b>Patient centred</b>	I am fully committed to providing the very highest standards of care to our patients
<b>Safety</b>	I do everything I can to keep my patients and my colleagues safe
	I keep my environment clean and tidy
	I recognise when something is going wrong and I have the courage to do something about it
<b>Compassion</b>	I show a genuine concern for my patients and my colleagues
	I communicate well with others, listening and showing an interest in what they have to say
	I am positive, approachable and friendly
<b>Respect</b>	I treat my patients and my colleagues with dignity and respect
	I work openly and honestly as part of an effective team
	I keep my promises and do what I say I will, when I said I will, or I will provide an explanation if I can't
<b>Excellence</b>	I will always go the extra mile and improve things for my patients and my colleagues
	I am competent to carry out my role and committed to my personal and professional development
	I will share good ideas and best practice and encourage my team members to do so too

## 7. Freedom to Act

The Health Care Support Worker will work under the direct or indirect supervision of a registered practitioner. The Health Care Support Worker will work independently within Trust policies and procedures, within limits of competence and ability.

## 8. Physical, Mental and Emotional Effort Required

### Physical Effort

- Moderate physical effort for short and long periods, moving and handling and positioning patients and equipment

### Mental Effort

- Frequent concentration required
- Work pattern can be unpredictable
- Concentration required for clinical and personal care procedures, unpredictable when responding to emergency situations, e.g. patient/client restraint

### Emotional Effort

- The role may require frequent exposure to distressing emotional circumstances e.g. assisting with difficult and emotional issues such as with end-of-life patients and their relatives and carers.

## 9. Outline of Working Conditions

- Limited exposure to hazardous substances but these are controlled
- May be exposed to violent and aggressive patients and members of the public
- Frequent exposure to highly unpleasant working conditions i.e. dealing with bodily fluids.
- Occasional exposure to extremes of temperature due to poor heating / ventilation in some clinical areas.

## Person Specification

### Post of Clinical Health Care Support Worker (Higher Level) Band 3

Job Related Criteria	Essential	How Identified	Desirable	How Identified
<b>Qualifications</b> (Academic, Professional & Vocational)	<ul style="list-style-type: none"> <li>Literacy and numeracy qualifications equivalent to Functional Skills level 2 or above (e.g. GCSE grade C/level 4 or above)</li> <li>Relevant experience or NVQ/QCF Level 3 in Care or equivalent qualification.</li> <li>Evidence of the Care Certificate or commitment to achieve on joining Trust.</li> <li>Motivated to develop knowledge and skills and to undertake self-development</li> </ul>	<p>Application Form/Test</p> <p>Application form/ Certificate</p> <p>Application form/ Certificate</p> <p>Application form/Interview</p>	<ul style="list-style-type: none"> <li>Understanding of the Code of Conduct for Health Care Support Workers and Adult Social Care Workers in England</li> </ul>	Application Form/Certificate
<b>Previous Experience</b> (Nature & Level)	<ul style="list-style-type: none"> <li>Significant experience of the NHS and/or health/childcare and an interest in the speciality with knowledge of wider issues relating to health care</li> <li>Clear understanding of professional accountability, delegation and professionalism related to the role of a band 3 worker.</li> <li>Makes a positive contribution as a team player and demonstrates awareness of importance of working as part of a team.</li> </ul>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>		

	<ul style="list-style-type: none"> <li>• Able to deliver a high standard of care for patients and always striving to improve on what you do through change and innovation.</li> <li>• Able to communicate effectively with patients/relatives and carers and all members of the multi-disciplinary team.</li> <li>• Is sensitive to the impact and implications of decisions and activities undertaken on other professionals</li> </ul>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>		
<b>Evidence of Particular:</b> <b>- Knowledge</b> <b>- Skills</b> <b>- Aptitudes</b>	<ul style="list-style-type: none"> <li>• Able to work under minimal supervision but fully aware when to escalate concerns to a registered practitioner</li> <li>• Flexible, adaptable. organised with good time management skills</li> <li>• Ability to cope effectively under pressure and resilient and work within the team to manage complex and challenging situations</li> <li>• Good written and verbal communication skills</li> <li>• Excellent interpersonal skills with tact, diplomacy, empathy and understanding</li> <li>• IT skills in order to access required systems such as electronic patient records</li> <li>• Ability to evidence/demonstrate key values and behaviours in line with the Trust framework:</li> </ul>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Interview</p>	<ul style="list-style-type: none"> <li>• Working knowledge of Health and Safety, Infection Prevention and Manual Handling</li> </ul>	Interview

	<ul style="list-style-type: none"> <li>➤ Patient Centred</li> <li>➤ Safety</li> <li>➤ Compassion</li> <li>➤ Respect and Excellence</li> </ul>			
<b>Specific Requirements</b>	<ul style="list-style-type: none"> <li>• Able to prioritise and to organise and motivate oneself and others to achieve delegated tasks.</li> <li>• Flexible approach to shift patterns and unit needs which may involve working in different areas or cross site working</li> <li>• Able to effectively and appropriately escalate concerns to reduce risk and promote patient safety</li> <li>• Able to use own initiative within the boundaries of the role and able to motivate oneself and others</li> </ul>	<p>Interview</p> <p>Application Form/ Interview</p> <p>Interview</p> <p>Interview</p>		

**Job Description Agreement**

I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.

**Signature**

**Date**

**Job Holder:**

**Line Manager:**