**Purpose:** To assist the registered nurse with the delivery of patient centred care

**The post holder will:**

* Undertake delegated clinical tasks within the ward environment.
* Assist patients with all elements of patients needs including personal care needs
* Accurately update patient information on IT systems
* Ensure patient care areas are effectively maintained and well stocked.
* Follow standard operating policies and procedures

**Role Profile – Healthcare Support Worker (Inpatients)**

**Values**

Be Caring
• We know what we do matters
• We’re proud and enjoy what we do
• We promote a culture of care, respect compassion and wellbeing
• We protect the mutual ethos
    Be Connected 
• We collaborate and share across teams, departments and the business
• We listen to understand each other and our member’s needs
• We support one another by having open and honest conversations
• We recognise that we’re stronger together
Be Brave
• We embrace change 
• We challenge and ask ‘why’ as well as  ‘why not’
• We always want to learn
• We are not afraid of trying new concepts and ideas
      Be Smart
• We approach problems with a solution mind-set
• We actively seek to improve and be better and we learn from our mistakes
• We spend members money wisely
• We’re invested in the future of our business


**Key Result Areas**

* Act as the patient’s advocate, maintaining their dignity at all times
* Deliver high standards of evidence based care for patients and their relatives
* Contribute to budgetary management by exercising care and economy in the ordering and use of equipment and consumables
* Ensure storage of medicines in line with NMC Standards for Administration of Medicines and the hospital’s Medicine Management Policy.
* Administer oxygen in an emergency situation
* Maintain accurate records of observation and care as requested.
* Have an understanding of the proper storage of medical gases within the departments.
* Maintaining and rotate stock levels of sterile equipment and consumables, and provide administrative support when required
* Undertake clinical duties relevant to role with appropriate skill and competence

**Skills and Experience**

* + Educated to GCSE level or equivalent experience
* Relevant professional qualification i.e. NVQ Level III in Health & Social Care (or other relevant Health-related qualification). Or willingness to undertake.
* Basic Life Support training
* Good IT skills
* Proven ability to undertake multiple tasks under pressure
* Methodical in approach and pays attention to detail
* Effective verbal communication using tact and diplomacy
* Strong patient-centred approach

**Measurement**

• Adhere to all regulatory CQC requirements and clinical standards.

Comply with the Hospitals policies and procedures

• Maintain own clinical competency

• Performance will be measured against the specific objectives, targets and behaviours as identified and agreed within the PDR

• The post holder is expected to be familiar with, and work in line with, the hospital’s Values.

• The post holder is required to comply with all mandatory and statutory training, to include a regular update on fire safety, infection control, manual handling, information security, risk awareness and life support.

**Departmental Structure**

Matron for Surgery

Service Manager

Ward Sister

Administration

HCSW

Staff Nurse

|  |  |
| --- | --- |
| **Role Holder’s Signature** |  |
| **Date** |  |