

Health Care Support Worker Job Description

Job Description

Job Title: Health Care Support Worker
Service Area: All Primary Care Centres
Hours: Flexible (to include nights, bank holidays and weekends)
Reports to: Operations Manager
Based at: Primary Care Centres

Summary

As a Health Care Support Worker you will work as part of a team under the supervision of qualified nurses and doctors and Health Care Support Worker Trainers to provide a high standard and quality of health care to patients in accordance with BADGER standards and clinical procedures.

Key Accountabilities

The main purpose of the role will be :-

1. To provide a high standard and quality of health care to patients and to work in accordance with BADGER standards and clinical procedures.
2. To provide support, health care and advice to the patients and cover under the instruction of BADGER clinicians.
3. To carry out the following clinical procedures in line with BADGER clinicians such as (this list is not exhaustive):-
 - Pulse Monitoring
 - Blood Pressure monitoring
 - Respiration checks
 - Peak flow measurements
 - Urine testing
 - Blood glucose testing
 - Temperature monitoring
 - Oxygen Saturation monitoring
 - Nebuliser Therapy
4. To report any changes in the condition and/or circumstances of patients to the BADGER clinicians.
5. To book patients in using the Adastra computer database and act as a receptionist as and when required.
6. To ensure accurate, timely and effective communication when receiving and reporting back information about patients to the BADGER clinicians.
7. To maintain accurate, timely and legible records and statistical returns using the Adastra database.
8. To maintain confidentiality at all times.
9. To keep up to date with all current issues and their relevance to their practice
10. To participate in audits as appropriate.

Training and Development

The post holder will be required to carry out a three-month mandatory training programme as part of their induction on commencement of the role.

Badger Group is committed to continuous quality improvement and service excellence and you will be required to undertake in-service training as and when required.

Equality and Dignity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression against its employees.

Confidentiality

Your attention is drawn to the confidential nature of the information collected. The unauthorised use of disclosure of patient information or any other personal information, staff code of conduct and/or Data Protection Act 1998 is a disciplinary offence and could result in prosecution or action for civil damages under the Data Protection Act 1998.

Criminal Records Bureau

This appointment will be subject to a criminal record check from the Criminal Records Bureau at Enhanced level.

Pre-Employment Health Check

The appointment will be subject to a satisfactory Pre-Employment Health Check.

The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the operation

Health Care Support Worker

Person Specification

Criteria	Essential	Desirable
Experience	Experience of dealing with members of the public with the ability to relate to people from a wide variety of backgrounds.	Experience of working with people and relatives within a care setting.
Education	Intermediate English/Literacy and Numeracy Skills Willingness to achieve mandatory Care qualification (Cavendish).	NVQ Level 2/3 in Health & Social Care First Aid and manual handling.
Skills and Knowledge	Ability to communicate effectively (verbal and written) with patients, their families, colleagues and other care professionals. Awareness of Health and Safety issues within the workplace. Ability to provide health care sensitively taking into account the clients culture, belief and wishes. Ability to generate written communication which is relevant, concise, accurate and legible. Ability to recognise the importance of feedback to qualified nurses Understand the importance of confidentiality and the consequences of breaking confidentiality. Awareness of CQC.	Ability to work on own initiative . Awareness of Data Protection Legislation. Ability to organise delegated work Demonstrate the ability to understand the scope of their role and the limitations that this brings
Personal Qualities	Ability to demonstrate a commitment to team working Genuine interest in the delivery of health care to the community A positive and flexible approach to self-development and training. Flexible/adaptable/agile attitude to change.	Interest in professional development and further training
Other requirements	Ability to work flexible hours across a 24 hour service ie: nights, weekends/bank holiday.	Other requirements