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| **Organisation Name** *Free text/cut and paste from a word document* |  |
| **Title of Job***Free text or if chosen automated population from a chosen* *transferable role template* | Support Worker Health Centre Care |
| **Scope of Job**  sets the context, job profile*Free text or from automated population from chosen TRT*  | This level one role is responsible to the registered nurse or designated mentor on duty. All work undertaken will be supervised by the registered nurse or designated mentor. The scope of the role is as follows:To work as part of a team within the ward environment, in order to assist in the provision of a professional, inclusive service for patients, staff and visitors, whilst promoting a healthy environment for all. To assist in care duties of patients under the direction of the registered nurse or designated mentor in order to carry out fundamental patient careTo support activities of daily living, whilst encouraging active participation and monitoring changes in patients condition, reporting and recording as required, under supervision. To undertake training and gain a Diploma in Clinical Healthcare Support/Health and Social Care at Level 2, as an apprentice within Liverpool Community Health NHS Trust, with a view to progression to clinical healthcare support worker level 3 or as appropriate to previous qualifications. All pastoral care and assessment will be undertaken by the Trusts designated training providerInitially the role will be focused on bed based care. However this focus will ultimately encompass community and walk-in health centre care, phlebotomy and other clinicsCompetences for the level 1 health care support worker role have been identified in the following categories:  Core to all level one roles  Specific to three discreet aspects or facets of the role. These facets are:Ward Based CareHealth Centre Care/Community CarePhlebotomy, ClinicsTherefore all health care support workers delivering any aspect of care will include the core competences plus one or more of the specific competence sets as required.It may be necessary for a small number of additional competences to be added to the template dependent upon local need at a later stage.N.B. Competences may be added locally but they cannot be removed from the agreed profiles contained in this document. Any additional competences, identified locally using the competence tools and the health functional map can then be added to the template using the same format. |
| **Responsible to***Free text* |  |
| **Accountable to** *Free text* |  |
| **Contract type and** **working hours***Free text* |  |
| **Pay Grade** *Free text* |  |
| **Career Framework Level** *Short descriptor from Career Framework automated population from chosen TRT* | People at level 1 are at entry level, and require basic general knowledge. They undertake a limited number of straightforward tasks under direct supervision.  |
| **Key Areas of Responsibility***Free**text* |  |

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| **Level 1 Core Competences / National Occupational Standards:** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **1. COMMUNICATION** | 1.2 | Communicate effectively | GEN97Communicate effectively in a healthcare environment"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3001" |
| **2. PERSONAL & PEOPLE DEVELOPMENT** | 2.1.1 | Develop your own practice | SCDHSC0023Develop your own knowledge and practice"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3517" |
| **3. HEALTH, SAFETY & SECURITY** | 3.5.1 | Ensure your own actions reduce risks to health and safety | IPC2.2012Perform hand hygiene to prevent the spread of infection"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3309" |
|  |  |  | PROHSS1Make sure your own actions reduce risks to health and safety"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3327" |
|  |  |  | CFAWRV1Make sure your actions contribute to a positive and safe working culture"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3610" |
|  | 3.5.2 | Protect individuals from abuse | SCDHSC0024Support the safeguarding of individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3518" |
| **5. QUALITY** | 5.1.1 | Act within the limits of your competence and authority | GEN63Act within the limits of your competence and authority"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/85" |
| **6. EQUALITY & DIVERSITY** | 6.1 | Ensure your own actions support equality of opportunity and diversity | SCDHSC0234Uphold the rights of individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3506" |
| **B. HEALTH INTERVENTION** | B2.1 | Obtain information from individuals about their health status and needs | CHS169Comply with legal requirements for maintaining confidentiality in healthcare"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/2820" |
| **D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY** | D2.4 | Maintain information / record systems | CFABAD331Use a filing system"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3691" |
| **H. MANAGEMENT & ADMINISTRATION** | H1.3.1 | Contribute to the effectiveness of teams | SCDHSC0241Contribute to the effectiveness of teams"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3509" |
|  | H2.6 | Receive and pass on messages and information | ICF:FSIT communication fundamentals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/2883" |

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| **Role Specific Competences / National Occupational Standards:** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **2. PERSONAL & PEOPLE DEVELOPMENT** | 2.1.2 | Reflect on your own practice | SCDHSC0033Develop your practice through reflection and learning"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3415" |
| **3. HEALTH, SAFETY & SECURITY** | 3.5.1 | Ensure your own actions reduce risks to health and safety | IPC3.2012Clean, disinfect and remove spillages of blood and other body fluids to minimise the risk of infection"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3362" |
|  |  |  | IPC5.2012Minimise the risk of exposure to blood and body fluids while providing care"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3364" |
|  |  |  | IPC7.2012Safely dispose of healthcare waste, including sharps, to prevent the spread of infection"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3366" |
|  |  |  | IPC9.2012Minimise the risk of spreading infection when removing used linen"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3371" |
|  |  |  | IPC10.2012Minimise the risk of spreading infection when transporting clean and used linen"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3372" |
| **B. HEALTH INTERVENTION** | B2.1 | Obtain information from individuals about their health status and needs | CHS169Comply with legal requirements for maintaining confidentiality in healthcare"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/2820" |
|  | B3.3.1 | Prepare and dress for specified health care roles | GEN2Prepare and dress for work in healthcare settings"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/383" |
|  | B3.3.3 | Move and position individuals | SCDHSC0223Contribute to moving and positioning individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3528" |
|  | B3.3.6 | Support others in providing health care actions | GEN8Assist the practitioner to implement healthcare activities"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/389" |
|  | B10.2 | Provide first aid to an individual | CHS36Provide basic life support"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/906" |
|  | B16.1 | Support individuals during and after clinical/therapeutic activities | GEN5Support individuals undergoing healthcare activities"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/312" |
|  |  |  | SCDHSC0224Monitor the condition of individuals"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3529" |
|  | B16.4 | Support individuals to retain, regain and develop the skills to manage their lives and environment | SCDHSC0235Enable individuals to make their way around specific places"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3507" |
|  | B17 | Work in collaboration with carers in the caring role | SCDHSC0227Contribute to working in partnership with carers"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3532" |
| **H. MANAGEMENT & ADMINISTRATION** | H2.6 | Receive and pass on messages and information | SCDHSC0242Deal with messages and information"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3510" |
|  | H2.6 | (Contd..) Receive and pass on messages and information | CFABAA621Make and receive telephone calls"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3693" |
|  | H2.7 | Use office equipment | CFABAA231Use office equipment"https://tools.skillsforhealth.org.uk/role/edit\_role\_template/96/competence/show/html/id/3708" |

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| **Facets of Role (National Occupational Standards):** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **Locality Specific Competences / National Occupational Standards:** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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|  |  | None Assigned |  |

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| **Personal Specification** |

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| **Criteria** | **Essential**(pre-requisite for job) | **Desirable** | **Evidence****Application and/or Selection process****A and /or S** |
| **Physical requirements** |  |  |  |
| **Knowledge and skills required for post** Education/ Qualification |  |  |  |
| **Experience,** **Previous experience relevant to the post.** |  |  |  |

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| **Skills in communication, mathematics and use of IT** (Employability Skills Matrix, Skills for Health 2014) |

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| **Communications and Customer Care*** Communicate effectively and appropriately with people in the workplace
* Listen and respond in discussions
* Understand straightforward texts, write simply and clearly and complete simple forms
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| **Mathematics*** Complete simple calculations and understand and use simple charts, tables and graphs
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| **Use of IT*** Use IT as directed, maintaining confidentiality
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| **Team working skills and attributes**(Employability Skills Matrix, Skills for Health 2014) |

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| **Working with Others*** Work with others towards achieving shared goals, learning from mistakes
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| **Solving Problems*** Follow a given procedure in response to a problem
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| **Personal: personal skills, qualities, values and behaviours**(Employability Skills Matrix, Skills for Health 2014) |

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| **Demonstrate positive attitudes, values and behaviours*** Demonstrate honesty, integrity care and compassion at all times, and maintain the dignity and confidentiality of the service user.
* Take care of your personal health, including hygiene and appearance.
* Show an interest in your work and be prepared to make suggestions.
* Recognise and reflect on your own work and value other peoples�.
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| **Be responsible*** Be responsible and accountable for your own actions, manage your work/life balance, and attend work as required on time.
* Understand your rights and responsibilities at work, comply with health and safety and equality policies, practices and procedures.
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| **Be adaptable*** Be open and positive in response to change.
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| **Learn continuously*** Take responsibility for own learning and be willing, with support, to make use of learning opportunities.
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