Transferable Role Template

Career Framework Level 3

ERCH Level 3 Support Worker
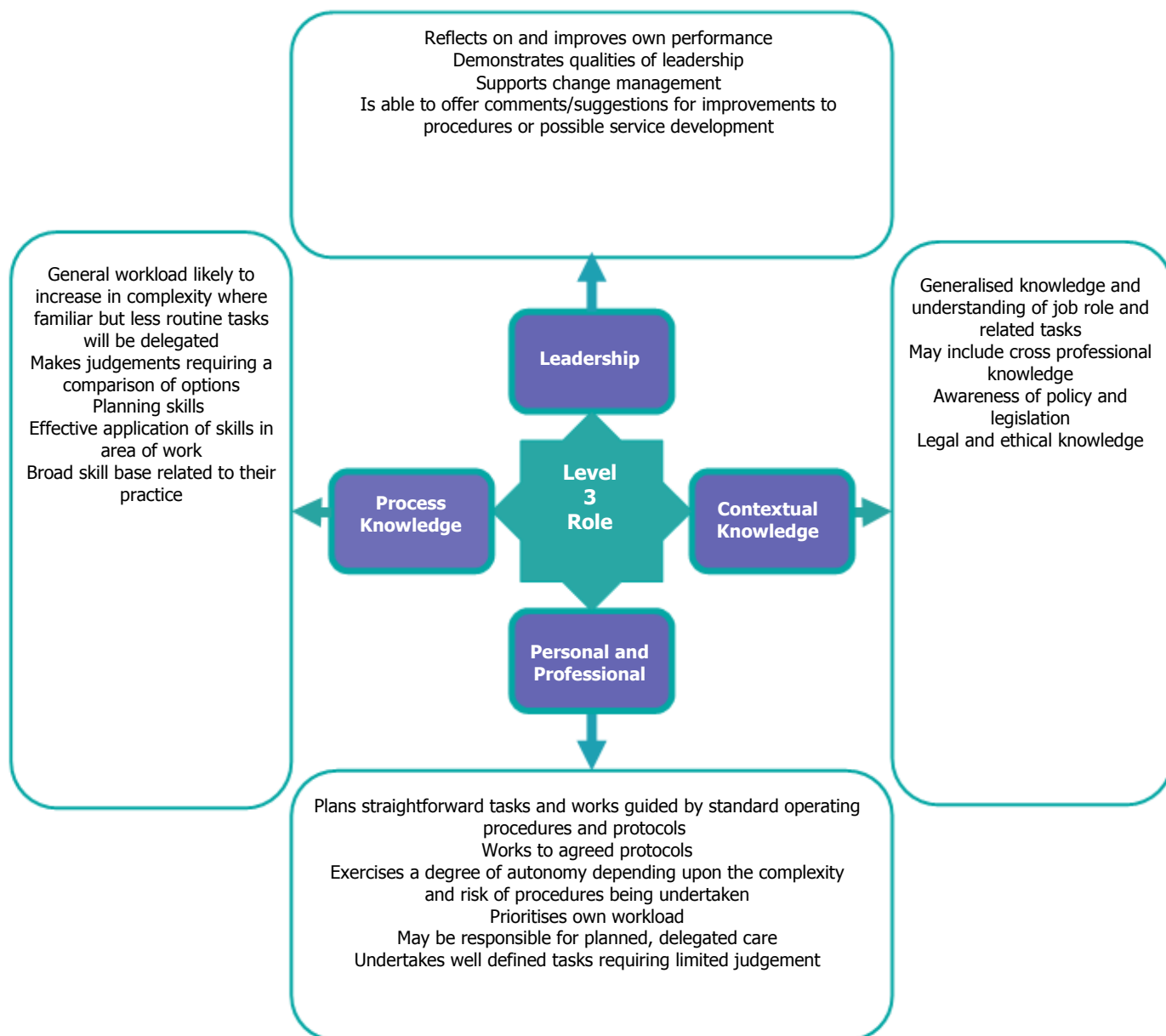
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Developers

Humber NHS Foundation Trust

Level Descriptors
Key characteristics of a Level 3 Role

Reflects on and improves own performance
Demonstrates qualities of leadership
Supports change management
Is able to offer comments/suggestions for improvements to procedures or possible service development

Leadership

General workload likely to increase in complexity where familiar but less routine tasks will be delegated
Makes judgements requiring a comparison of options
Planning skills
Effective application of skills in area of work
Broad skill base related to their practice

Process Knowledge

Level 3 Role

Contextual Knowledge

Generalised knowledge and understanding of job role and related tasks
May include cross professional knowledge
Awareness of policy and legislation
Legal and ethical knowledge

Personal and Professional

Plans straightforward tasks and works guided by standard operating procedures and protocols
Works to agreed protocols
Exercises a degree of autonomy depending upon the complexity and risk of procedures being undertaken
Prioritises own workload
May be responsible for planned, delegated care
Undertakes well defined tasks requiring limited judgement

Definition of the Level 3 Role

People at level 3 require knowledge of facts, principles, processes and general concepts in a field of work. They may carry out a wider range of duties than the person working at level 2 and will have more responsibility with guidance and supervision available when needed. They will contribute to service development and are responsible for self-development.

Example of Role at Level 3

Senior Healthcare Assistant:

Senior healthcare assistants or technicians support the work of practitioners at all levels and may work as part of a team. They demonstrate an ability to carry out tasks, solving straightforward problems and making some judgements, with guidance and supervision available. They have skills in specific focussed aspects of service delivery.

These characteristics have been developed by Skills for Health working with employers and other stakeholders.

Basic Information:

Named Role	**ERCH Level 3 Support Worker**
Area of work	Hospital NHS Or Independent
Role Family	AHPs, Nursing
Experience required	Some experience in a caring role
Career Framework Level	3

Summary of Role

This role incorporates nursing and some therapy tasks. The role holder will follow planned care programmes and be supervised by a registered professional or a level 4 support worker. The role is based on the inpatient ward.

Scope of the Role

This role incorporates nursing and some therapy tasks. The role holder will follow planned care programmes and be supervised by a registered professional or a level 4 support worker.

The role will support the delivery of inpatient services to patients admitted to East Riding Community Hospital. They will liaise with community services and have some day to day supervisory responsibilities for other support workers as agreed with their line manager.

They will work to established protocols and procedures.

Level 3 Core Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
1. COMMUNICATION	1.2	Communicate effectively	GEN97 Communicate effectively in a healthcare environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3001
2. PERSONAL & PEOPLE DEVELOPMENT	2.1.1	Develop your own practice	SCDHSC0023 Develop your own knowledge and practice http://tools.skillsforhealth.org.uk/competence/show/html/id/3517
	2.1.2	Reflect on your own practice	GEN23 Monitor your own work practices http://tools.skillsforhealth.org.uk/competence/show/html/id/2051
3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	IPC2.2012 Perform hand hygiene to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3309
			PROHSS1 Make sure your own actions reduce risks to health and safety http://tools.skillsforhealth.org.uk/competence/show/html/id/3327
			PMWRV1 Make sure your actions contribute to a positive and safe working culture http://tools.skillsforhealth.org.uk/competence/show/html/id/4027
	3.5.2	Protect individuals from abuse	SCDHSC0024 Support the safeguarding of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3518
5. QUALITY	5.1.1	Act within the limits of your competence and authority	GEN63 Act within the limits of your competence and authority http://tools.skillsforhealth.org.uk/competence/show/html/id/85
	5.1.2	Manage and organise your own time and activities	HT4 Manage and organise your own time and activities http://tools.skillsforhealth.org.uk/competence/show/html/id/2501
6. EQUALITY & DIVERSITY	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3506
B. HEALTH INTERVENTION	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare http://tools.skillsforhealth.org.uk/competence/show/html/id/2820
D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY	D2.4	Maintain information / record systems	CFA_BAD332 Store and retrieve information using a filing system http://tools.skillsforhealth.org.uk/competence/show/html/id/4104

H. MANAGEMENT & ADMINISTRATION	H1.3.1	Contribute to the effectiveness of teams	SCDHSC0241 Contribute to the effectiveness of teams http://tools.skillsforhealth.org.uk/competence/show/html/id/3509
	H2.6	Receive and pass on messages and information	ESKITU020 Use digital communications http://tools.skillsforhealth.org.uk/competence/show/html/id/4150

Role Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
1. COMMUNICATION	1.2	Communicate effectively	CHS126 Conduct handover between healthcare personnel http://tools.skillsforhealth.org.uk/competence/show/html/id/166
			LANACP6v2 Maintain communications and records within the organisation http://tools.skillsforhealth.org.uk/competence/show/html/id/2878
	1.3	Support individuals to communicate	GEN85 Support individuals with communication and interaction difficulties http://tools.skillsforhealth.org.uk/competence/show/html/id/2758
			SCDHSC0369 Support individuals with specific communication needs http://tools.skillsforhealth.org.uk/competence/show/html/id/3462
			SCDHSC0370 Support the use of technological aids to promote independence http://tools.skillsforhealth.org.uk/competence/show/html/id/3464
	1.5	Provide information, advice and guidance	CHS148 Provide information and advice to individuals on eating to maintain optimum nutritional status http://tools.skillsforhealth.org.uk/competence/show/html/id/2741
3. HEALTH SAFETY & SECURITY	3.6	Promote safe and effective working	SCDHSC0032 Promote health, safety and security in the work setting http://tools.skillsforhealth.org.uk/competence/show/html/id/3414
A. ASSESSMENT	A2.3	Assess an individual with a suspected health condition	CHS118 Form a professional judgement of an individual's health condition http://tools.skillsforhealth.org.uk/competence/show/html/id/434
B. HEALTH INTERVENTION	B3.2.4	Develop care pathways for patient management	CHS124 Manage and support the progress of individuals through patient pathways http://tools.skillsforhealth.org.uk/competence/show/html/id/2599
	B3.2.5	Arrange services and support with other healthcare and service providers	GEN38 Arrange access to services identified in the individual's rehabilitation plan http://tools.skillsforhealth.org.uk/competence/show/html/id/2211

	B3.4.2	Refer individuals to services for treatment and care	GEN123 Work with others to facilitate the transfer of individuals between agencies and services http://tools.skillsforhealth.org.uk/competence/show/html/id/3889
	B3.5.2	Carry out actions from a discharge plan	GEN16 Inform an individual of discharge arrangements http://tools.skillsforhealth.org.uk/competence/show/html/id/379
	B5.1	Obtain specimens from individuals	CHS131 Obtain and test capillary blood samples http://tools.skillsforhealth.org.uk/competence/show/html/id/2710
	B5.3	Package biomedical/clinical parcels for transportation	GEN24 Despatch biomedical samples http://tools.skillsforhealth.org.uk/competence/show/html/id/2204
	B6	Investigate specimens and samples using diagnostic procedures	CHS193 Perform standard tests using manual methodologies or commercial kits http://tools.skillsforhealth.org.uk/competence/show/html/id/2337
	B8.1	Undertake physiological measurements	CHS19.2012 Undertake routine clinical measurements http://tools.skillsforhealth.org.uk/competence/show/html/id/3399
	B8.2	Investigate system/organ function	CHS130 Perform routine Electrocardiograph (ECG) Procedures http://tools.skillsforhealth.org.uk/competence/show/html/id/2729
	B14.2	Implement care plans/programmes	CHS138 Assist in the implementation of mobility and movement programmes for individuals to restore optimum movement and functional independence http://tools.skillsforhealth.org.uk/competence/show/html/id/2732
	B14.4	Undertake personal care for individuals	CHS5.2012 Undertake agreed pressure area care http://tools.skillsforhealth.org.uk/competence/show/html/id/3395
			SCDHSC0218 Support individuals with their personal care needs http://tools.skillsforhealth.org.uk/competence/show/html/id/3526
			SCDHSC0219 Support individuals to manage continence http://tools.skillsforhealth.org.uk/competence/show/html/id/3527
	B16.3	Assist individuals in undertaking activities	GEN47 Agree actions to assist individuals in undertaking desired occupational and non-occupational activities http://tools.skillsforhealth.org.uk/competence/show/html/id/2225
	B16.4	Support individuals to retain, regain and develop the skills to manage their lives and environment	Diab TX03 Help an individual using insulin therapy to manage their diabetes understand the effects of food, drink, physical activity and medication on their health and well-being http://tools.skillsforhealth.org.uk/competence/show/html/id/2098

C. HEALTH PROMOTION & PROTECTION	C2.4	Enable people to address issues relating to their health and wellbeing	SCDHSC3112 Support individuals to manage their own health and social well-being http://tools.skillsforhealth.org.uk/competence/show/html/id/3419
	C2.6	Act on behalf of an individual, family or community (advocacy)	SCDHSC0367 Support individuals to access independent representation and advocacy http://tools.skillsforhealth.org.uk/competence/show/html/id/3460
	C2.6	(Contd..) Act on behalf of an individual, family or community (advocacy)	SCDHSC0410 Advocate with and on behalf of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3484
G. MEDICAL DEVICES PRODUCTS & EQUIPMENT	G3.6	Set up equipment, medical devices and products	CHS223.2014 Fit healthcare equipment, medical devices, or products to meet individuals' clinical needs http://tools.skillsforhealth.org.uk/competence/show/html/id/3910
H. MANAGEMENT & ADMINISTRATION	H1.3.1	Contribute to the effectiveness of teams	SCDHSC3100 Participate in inter-disciplinary team working to support individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3420

Facets of Role (National Occupational Standards):

Underpinning Principle	Reference Function	Competence
	None Assigned	

Locality Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function	Competence
	None Assigned	

Indicative Learning and Development

Transferable role	**ERCH Level 3 Support Worker**
Formal endorsed learning	
Informal learning	
Summary of learning and development including aims and objectives	
Duration	
National Occupational Standards used	
Credits (including framework used)	
Accreditation	
APEL and progression	
Programme structure	
Continuous Professional Development	It is recognised that continuing professional development is an essential component to maintaining competent, safe practice at all levels of the career framework. Learning should be active, with the impact on service delivery clearly defined and agreed between the learner and their line manager. A range of methods for capturing the impact of learning may be used e.g. learning contracts, reflective accounts, productivity measures, appraisals systems and processes. Wherever possible learning should be accredited and/or credit rated and should focus on the needs of the individual in the role.

Resources required, e.g. placement learning, preceptors, accredited assessors etc	
Quality Assurance	
Policies included in learning programme documentation	
Funding	
Leading to registration or membership with:	

References & Further Information:

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