Transferable Role Template

Career Framework Level 1

Support Worker Health Centre Care
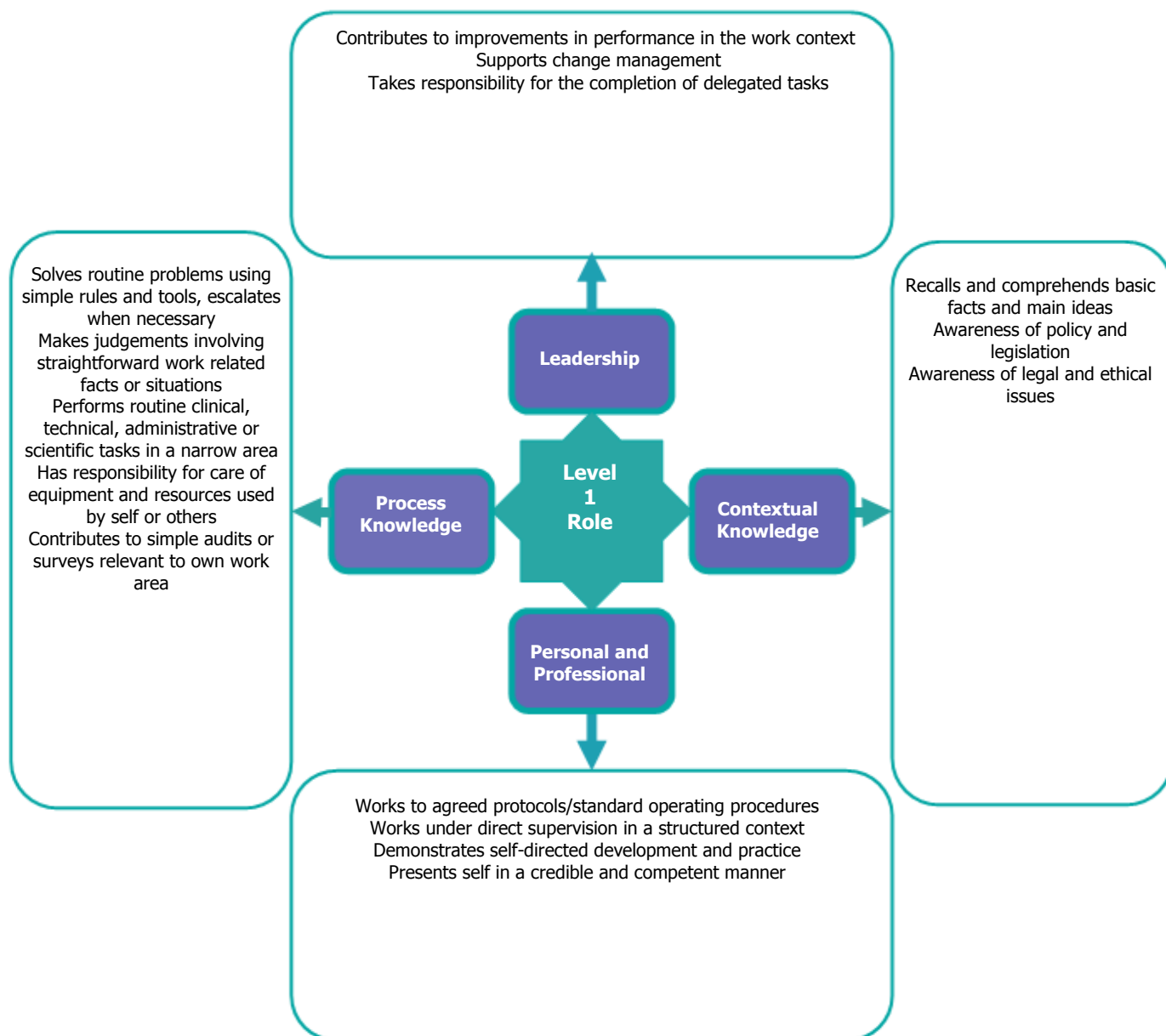
Level Descriptors
Key characteristics of a Level 1 Role

Contributes to improvements in performance in the work context
Supports change management
Takes responsibility for the completion of delegated tasks

Solves routine problems using simple rules and tools, escalates when necessary
Makes judgements involving straightforward work related facts or situations
Performs routine clinical, technical, administrative or scientific tasks in a narrow area
Has responsibility for care of equipment and resources used by self or others
Contributes to simple audits or surveys relevant to own work area

Leadership

Level 1 Role

Process Knowledge

Contextual Knowledge

Personal and Professional

Recalls and comprehends basic facts and main ideas
Awareness of policy and legislation
Awareness of legal and ethical issues

Works to agreed protocols/standard operating procedures
Works under direct supervision in a structured context
Demonstrates self-directed development and practice
Presents self in a credible and competent manner

Definition of the Level 1 Role
People at level 1 are at entry level, and require basic general knowledge. They undertake a limited number of straightforward tasks under direct supervision.

Example of Role at Level 1
Support Worker:

Level 1 support workers work to agreed protocols and procedures in stable structured work areas. They are able to solve routine problems and make straightforward judgements based on established protocols. They have general skills in a specific aspect of service delivery and work under direct supervision.

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

Basic Information:

Named Role	**Support Worker Health Centre Care**
Area of work	Primary Care
Role Family	Nursing
Experience required	None.
Career Framework Level	1

Summary of Role

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.

Scope of the Role

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 care

To 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 provider

Initially 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 clinics

Competences 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 Carer, Health Centre Carer, Community Carer Phlebotomy, Clinics

Therefore 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.

All level 1 roles will have the following common/core competences.

All competences are national occupational standards (NOS)

Level 1 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
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
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
2. PERSONAL & PEOPLE DEVELOPMENT	2.1.2	Reflect on your own practice	SCDHSC0033 Develop your practice through reflection and learning http://tools.skillsforhealth.org.uk/competence/show/html/id/3415
3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	IPC3.2012 Clean, disinfect and remove spillages of blood and other body fluids to minimise the risk of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3362
			IPC5.2012 Minimise the risk of exposure to blood and body fluids while providing care http://tools.skillsforhealth.org.uk/competence/show/html/id/3364
			IPC7.2012 Safely dispose of healthcare waste, including sharps, to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3366
			IPC9.2012 Minimise the risk of spreading infection when removing used linen http://tools.skillsforhealth.org.uk/competence/show/html/id/3371
			IPC10.2012 Minimise the risk of spreading infection when transporting clean and used linen http://tools.skillsforhealth.org.uk/competence/show/html/id/3372
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
	B3.3.1	Prepare and dress for specified health care roles	GEN2 Prepare and dress for work in healthcare settings http://tools.skillsforhealth.org.uk/competence/show/html/id/383
	B3.3.3	Move and position individuals	SCDHSC0223 Contribute to moving and positioning individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3528
	B3.3.6	Support others in providing health care actions	GEN8 Assist the practitioner to implement healthcare activities http://tools.skillsforhealth.org.uk/competence/show/html/id/389
	B10.2	Provide first aid to an individual	CHS36 Provide basic life support http://tools.skillsforhealth.org.uk/competence/show/html/id/906
	B16.1	Support individuals during and after clinical/therapeutic activities	GEN5 Support individuals undergoing healthcare activities http://tools.skillsforhealth.org.uk/competence/show/html/id/312

			SCDHSC0224 Monitor the condition of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3529
	B16.4	Support individuals to retain, regain and develop the skills to manage their lives and environment	SCDHSC0235 Enable individuals to make their way around specific places http://tools.skillsforhealth.org.uk/competence/show/html/id/3507
	B17	Work in collaboration with carers in the caring role	SCDHSC0227 Contribute to working in partnership with carers http://tools.skillsforhealth.org.uk/competence/show/html/id/3532
H. MANAGEMENT & ADMINISTRATION	H2.6	Receive and pass on messages and information	SCDHSC0242 Deal with messages and information http://tools.skillsforhealth.org.uk/competence/show/html/id/3510
	H2.6	(Contd..) Receive and pass on messages and information	CFABAA621 Make and receive telephone calls http://tools.skillsforhealth.org.uk/competence/show/html/id/3693
	H2.7	Use office equipment	CFABAA231 Use office equipment http://tools.skillsforhealth.org.uk/competence/show/html/id/3708

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	Support Worker Health Centre Care
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	Not specified
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:

European Commission. (2008). The European qualifications framework for lifelong learning (EQF). Luxembourg: Office for Official Publications of the European Communities

NHS Education for Scotland (NES). (2009, revised 2010). A Guide to Healthcare Support Worker Education and Role Development http://www.nes.scot.nhs.uk/media/350213/hcsw_report_final.pdf

Skills for Health (2010). Summary of Attributes and Definitions for Career Framework Levels. http://www.skillsforhealth.org.uk/workforce-transformation/customised-career-frameworks-services/

Skills for Health,(2010). Career Framework Level Descriptors