

# Transferable Role Template

Career Framework Level 1

Support Worker Ward Based Care

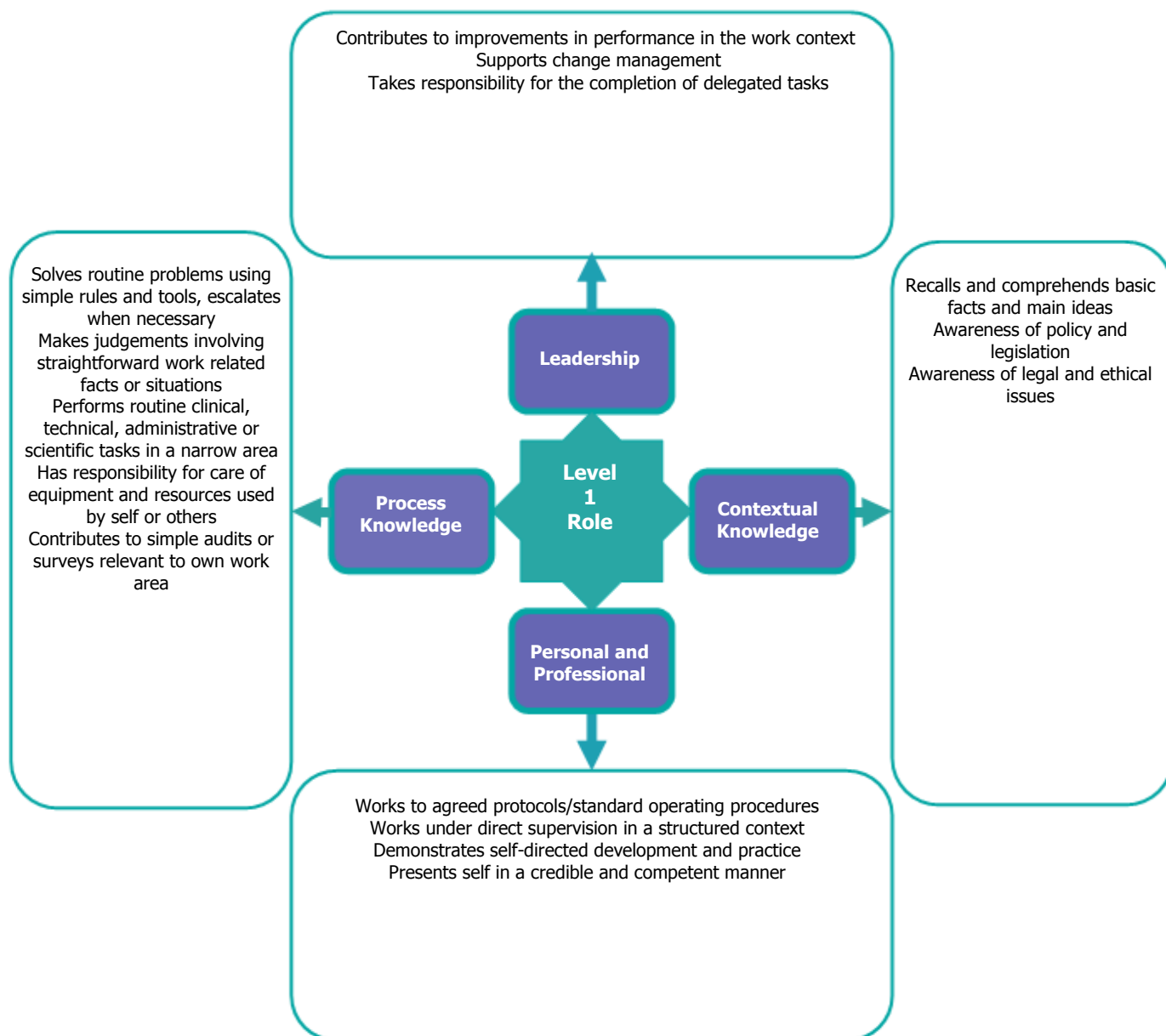
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Developers

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## Level Descriptors

### Key characteristics of a Level 1 Role



### 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	<b>Support Worker Ward Based Care</b>
Area of work	Hospital NHS Or Independent
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 Care

Health Centre Care/Community Care

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
<b>1. COMMUNICATION</b>	1.2	Communicate effectively	GEN97 Communicate effectively in a healthcare environment <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3001">http://tools.skillsforhealth.org.uk/competence/show/html/id/3001</a>
<b>2. PERSONAL &amp; PEOPLE DEVELOPMENT</b>	2.1.1	Develop your own practice	SCDHSC0023 Develop your own knowledge and practice <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3517">http://tools.skillsforhealth.org.uk/competence/show/html/id/3517</a>
<b>3. HEALTH SAFETY &amp; SECURITY</b>	3.5.1	Ensure your own actions reduce risks to health and safety	IPC2.2012 Perform hand hygiene to prevent the spread of infection <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3309">http://tools.skillsforhealth.org.uk/competence/show/html/id/3309</a>
			PROHSS1 Make sure your own actions reduce risks to health and safety <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3327">http://tools.skillsforhealth.org.uk/competence/show/html/id/3327</a>
			PMWRV1 Make sure your actions contribute to a positive and safe working culture <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/4027">http://tools.skillsforhealth.org.uk/competence/show/html/id/4027</a>
	3.5.2	Protect individuals from abuse	SCDHSC0024 Support the safeguarding of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3518">http://tools.skillsforhealth.org.uk/competence/show/html/id/3518</a>
<b>5. QUALITY</b>	5.1.1	Act within the limits of your competence and authority	GEN63 Act within the limits of your competence and authority <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/85">http://tools.skillsforhealth.org.uk/competence/show/html/id/85</a>
<b>6. EQUALITY &amp; DIVERSITY</b>	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3506">http://tools.skillsforhealth.org.uk/competence/show/html/id/3506</a>
<b>B. HEALTH INTERVENTION</b>	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2820">http://tools.skillsforhealth.org.uk/competence/show/html/id/2820</a>
<b>D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY</b>	D2.4	Maintain information / record systems	CFA_BAD332 Store and retrieve information using a filing system <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/4104">http://tools.skillsforhealth.org.uk/competence/show/html/id/4104</a>
<b>H. MANAGEMENT &amp; ADMINISTRATION</b>	H1.3.1	Contribute to the effectiveness of teams	SCDHSC0241 Contribute to the effectiveness of teams <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3509">http://tools.skillsforhealth.org.uk/competence/show/html/id/3509</a>
	H2.6	Receive and pass on messages and information	ESKITU020 Use digital communications <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/4150">http://tools.skillsforhealth.org.uk/competence/show/html/id/4150</a>

## Role Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
<b>2. PERSONAL &amp; PEOPLE DEVELOPMENT</b>	2.1.2	Reflect on your own practice	SCDHSC0033 Develop your practice through reflection and learning <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3415">http://tools.skillsforhealth.org.uk/competence/show/html/id/3415</a>
<b>3. HEALTH SAFETY &amp; SECURITY</b>	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 <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3362">http://tools.skillsforhealth.org.uk/competence/show/html/id/3362</a>
			IPC5.2012 Minimise the risk of exposure to blood and body fluids while providing care <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3364">http://tools.skillsforhealth.org.uk/competence/show/html/id/3364</a>
			IPC7.2012 Safely dispose of healthcare waste, including sharps, to prevent the spread of infection <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3366">http://tools.skillsforhealth.org.uk/competence/show/html/id/3366</a>
			IPC9.2012 Minimise the risk of spreading infection when removing used linen <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3371">http://tools.skillsforhealth.org.uk/competence/show/html/id/3371</a>
			IPC10.2012 Minimise the risk of spreading infection when transporting clean and used linen <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3372">http://tools.skillsforhealth.org.uk/competence/show/html/id/3372</a>
<b>B. HEALTH INTERVENTION</b>	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2820">http://tools.skillsforhealth.org.uk/competence/show/html/id/2820</a>
	B3.3.1	Prepare and dress for specified health care roles	GEN2 Prepare and dress for work in healthcare settings <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/383">http://tools.skillsforhealth.org.uk/competence/show/html/id/383</a>
	B3.3.3	Move and position individuals	SCDHSC0223 Contribute to moving and positioning individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3528">http://tools.skillsforhealth.org.uk/competence/show/html/id/3528</a>
	B3.3.6	Support others in providing health care actions	GEN8 Assist the practitioner to implement healthcare activities <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/389">http://tools.skillsforhealth.org.uk/competence/show/html/id/389</a>
	B10.2	Provide first aid to an individual	CHS36 Provide basic life support <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/906">http://tools.skillsforhealth.org.uk/competence/show/html/id/906</a>
	B14.4	Undertake personal care for individuals	SCDHSC0218 Support individuals with their personal care needs <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3526">http://tools.skillsforhealth.org.uk/competence/show/html/id/3526</a>

	B16.1	Support individuals during and after clinical/therapeutic activities	GEN5 Support individuals undergoing healthcare activities <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/312">http://tools.skillsforhealth.org.uk/competence/show/html/id/312</a>
			SCDHSC0224 Monitor the condition of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3529">http://tools.skillsforhealth.org.uk/competence/show/html/id/3529</a>
	B16.3	Assist individuals in undertaking activities	SCDHSC0215 Help individuals to maintain mobility <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3524">http://tools.skillsforhealth.org.uk/competence/show/html/id/3524</a>
	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 <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3507">http://tools.skillsforhealth.org.uk/competence/show/html/id/3507</a>
	B17	Work in collaboration with carers in the caring role	SCDHSC0227 Contribute to working in partnership with carers <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3532">http://tools.skillsforhealth.org.uk/competence/show/html/id/3532</a>
<b>H. MANAGEMENT &amp; ADMINISTRATION</b>	H2.6	Receive and pass on messages and information	SCDHSC0242 Deal with messages and information <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3510">http://tools.skillsforhealth.org.uk/competence/show/html/id/3510</a>
	H2.6	(Contd..) Receive and pass on messages and information	CFABAA621 Make and receive telephone calls <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3693">http://tools.skillsforhealth.org.uk/competence/show/html/id/3693</a>
	H2.7	Use office equipment	CFABAA231 Use office equipment <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3708">http://tools.skillsforhealth.org.uk/competence/show/html/id/3708</a>

**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

<b>Transferable role</b>	<b>Support Worker Ward Based Care</b>
<b>Formal endorsed learning</b>	
<b>Informal learning</b>	
<b>Summary of learning and development including aims and objectives</b>	
<b>Duration</b>	
<b>National Occupational Standards used</b>	
<b>Credits (including framework used)</b>	
<b>Accreditation</b>	
<b>APEL and progression</b>	
<b>Programme structure</b>	
<b>Continuous Professional Development</b>	Not specified
<b>Resources required, e.g. placement learning, preceptors, accredited assessors etc</b>	
<b>Quality Assurance</b>	
<b>Policies included in learning programme documentation</b>	
<b>Funding</b>	
<b>Leading to registration or membership with:</b>	

**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](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/rn>  
Skills for Health,(2010) Career Framework Level Descriptors