

Person Specification

Post: Health Care Support Worker (Apprentice)

Band 3 Agenda for change Annex 21 of Band 3

As an apprentice, it is not expected that you will have all the necessary skills to complete the essential criteria of the Band 3 Healthcare Support Worker on commencement of your role. The apprentice role will ensure you receive training and gain experience while completing the Level 2 apprenticeship in Care as required to enable to you to develop to full Band 3 person specification.

Attribute	Essential The qualities without which a post holder could not be appointed	Desirable Extra qualities which can be used to choose between candidates who meet all the essential criteria	How Assessed e.g. application form, interview, test, in-tray exercise etc
Education / Qualifications	<ul style="list-style-type: none"> • GCSE (or equivalent level of education) with grade D/E (2/3) or above in English and Maths or functional skills level 1. <p>To be worked towards and achieved as an apprentice:</p> <ul style="list-style-type: none"> • Level 2 Vocational (or equivalent) qualification in Care, plus demonstrable experience equivalent to Level 3 • Completion of Care Certificate or willingness to complete • PMVA training or willingness and ability to complete upon appointment • Short courses to undertake patient and clinical care duties • Willingness to undertake and complete all essential training in accordance with compliance matrix for this role 	<ul style="list-style-type: none"> • Assessor in CC 	<ul style="list-style-type: none"> • Application Form • Certificate(s) • Interview

<p>Experience</p>	<ul style="list-style-type: none"> • Experience of working with diverse groups of people developing a range of basic care skills. • Experience of how to build up trust and rapport with people <p>To be worked towards and achieved as an apprentice:</p> <ul style="list-style-type: none"> • Previous experience of working in a care setting as a nursing assistant/healthcare support worker developing competencies in basic clinical care • Experience of being able to plan and prioritise own work under the direction of a qualified member of staff Previous experience with people with Mental Health or Learning Disabilities or experience in a clinical setting related to mental health • Experience of carrying out clinical observations • Range of work procedures and practices, base level of theoretical knowledge • Experience of Prevention and Management of Violence and Aggression techniques 	<ul style="list-style-type: none"> • Experience of working in a multi-disciplinary team. • Experience of being involved in the delivery of therapeutic activities. • Experience of using electronic patient notes and records, or willingness to undertake training 	<ul style="list-style-type: none"> • Application Form • Interview
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<p>Knowledge</p>	<p>To be worked towards and achieved as an apprentice:</p> <ul style="list-style-type: none"> • Knowledge of care and related procedures, clinical observations, relevant legislation • Awareness of Mental Health and Mental Illness, its effects on the individual, family and friends. Working knowledge of the Mental Health Act with willingness to learn • Awareness of the effects of illicit drug use. • Some awareness of early prevention of violence and aggression using least restrictive interventions and practices with willingness to undertake & complete PMVA training and engage in techniques as required • Willing and able to undertake and complete the required PMVA training and engage in techniques as required, with a commitment to maintain skills in practice and attend regular update training • Able to recognise changes in a patient's mental and physical condition and act appropriately by alerting the qualified practitioner or nurse in charge • An awareness of stigma and discrimination of people with mental health issues • Awareness of ward procedures and clinical observations 	<ul style="list-style-type: none"> • Understanding of emotional intelligence and reflective practice • Awareness of safeguarding considerations around children and vulnerable adults 	<ul style="list-style-type: none"> • Application Form • Interview
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<p>Skills and Abilities</p>	<ul style="list-style-type: none"> • Basic IT skills – ability to use MS outlook, word, and willing and able to be trained to use Trust IT systems and applications such as Electronic Patient Records or PARIS • Can demonstrate good interpersonal and verbal and written communication skills. • Good command of the English language both written and in spoken word • Ability to treat people with respect and dignity. <p>To be worked towards and achieved as an apprentice:</p> <ul style="list-style-type: none"> • Able to impart knowledge, supervise and direct the work of others under supervision. • Ability to engage with people who are experiencing mental ill health and communication barriers. • Able to respond sensitively to emotional distress and utilise communication skills to deescalate people who are angry or distressed • Ability to remain calm in challenging situations displaying patience and empathy • Ability to keep confidential information, and awareness of Data Protection and GDPR. • Commitment to self-development • Able to report observations accurately and concisely. • Able to develop and maintain effective therapeutic relationships with patients and families and communicate effectively • Able to organise day to day tasks and activities based on an agreed work plan. 	<ul style="list-style-type: none"> • Willingness to participate in staff induction and training for junior staff 	<ul style="list-style-type: none"> • Application Form • Interview
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<p>Work Related Circumstances</p>	<ul style="list-style-type: none"> • Willingness to work flexibly across the Trust footprint if required in line with service needs • Resilient and able to work within a challenging environment • Requirement to work flexibly and participate in a rota system undertaking a combination of night shifts, weekend work and day shifts. Subject to any requests made and agreed in accordance with the Trust's Flexible Working Policy • Use of a car or access to a means of mobility to travel across the Trust footprint in line with service needs • Willing to carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies • Appointments to regulated and controlled activities require an enhanced DBS disclosure 		<ul style="list-style-type: none"> • Application Form • Interview
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