



NEW TO CARE HEALTH CARE SUPPORT WORKER APPRENTICE INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	New to Care Health Care Support Worker Apprentice
Band	Apprentice
Directorate	Various Wards
Accountable to	Ward Manager
DBS Required?	Enhanced

JOB OVERVIEW

The New to care Health Care Support Worker apprenticeship will be based clinically on a ward within the Trust, working under the direct supervision of qualified staff in the delivery of high quality, direct patient care for all patients and their families/carers. Throughout the apprenticeship you will be expected to develop your knowledge and skills to that of a competent Health Care Support Worker (HCSW) and contribute to the ongoing continuity of compassionate care and excellent teamwork.

As an apprentice HCSW you will attend Telford College for one day per week. At the start of your apprenticeship, you will complete Health Care Academy which will provide you with an enhanced induction to working within the NHS.

Your clinical hours will follow a shift pattern including day and weekend shifts. In some cases, there may be a requirement to rotate onto night shifts, to cover the needs of the clinical area and / or the Trust.

You will develop your skills, knowledge and competence to gain a Healthcare Support Worker Level 2 Apprenticeship. This will be achieved through on the job training, guidance and supervision and attendance at relevant training sessions provided by the employing Trust, the Training Provider (Telford College) and assessment in the workplace. Apprentices will be employed by Shrewsbury and Telford Hospital NHS Trust and based in one of the Trust's medical or surgical clinical areas.

The following job description is intended as a summary; therefore, there may be a requirement to occasionally undertake tasks not included but within the level of competence of the jobholder

MAIN DUTIES AND RESPONSIBILITIES

- Under the direct/indirect supervision of trained staff and competent HCSWs, be able to assist patients in all activities of daily living within own level of competencies.
- At no time should the apprentice HCSW undertake tasks where specific training has not been received or delivered or deemed appropriate for this role.
- Assist patients to maintain and improve their mobility to their full potential. Working with the senior nurse to ensure you are aware of the patient's level of ability and assisting with dressing, promoting independence as much as possible within the boundaries of the patient's functional ability.
- Encouraging patients to cooperate with prescribed treatments and care required
- To maintain the dignity and privacy of all patients and their families and carers and respect their right to confidentiality.
- Provide patient care, which may require the use of physical effort to roll, manoeuvre and stand patients. The use of manual handling equipment and training is essential, to reduce physical strain and maintain safety of the patient. Annual manual handling training is mandatory.
- Assist other team members to maintain the skin integrity of all patients and have a working knowledge of all aids that are available to support this practice.
- Provide a safe and clean environment for patients by having and demonstrating a working knowledge of all Health and Safety issues.
- Once competent, undertake a range of physiological measurements using the appropriate equipment including height, weight, temperature, pulse, breathing rate and blood pressure. This includes knowledge and use of the Early Warning Scoring systems, and the required reporting to an appropriate qualified practitioner.
- Assist patients to select and advise patients on appropriate dietary intake. Have a working knowledge of available supplementary foods, which may be prescribed. Provide assistance and monitoring with eating and drinking as required, whilst still attempting to promote patients' independence
- Be able to handle waste body fluids, ensuring correct disposal according to Trust policies. Take specimens of urine, faeces, sputum, wound and other swabs, when requested to do so from a qualified nurse.
- Basic life support skills are essential and will be updated at least yearly
- Be able to instigate help and support staff in the event of an emergency.
- Assist other members of the multidisciplinary team as and when require

RESPONSIBILITY FOR RESOURCES

- Have a basic understanding in the safe use of wheelchairs, commodes and other equipment available within the clinical area.
- Report any defects with equipment, immediately and in the most appropriate way.
- Ensure due regard is given to the safety of patients' belongings according to Trust policies.
- Assist other members of the team in the maintenance and control of stock/equipment e.g., linen, supplies etc.

RESPONSIBILITY FOR ADMINISTRATION

- Maintain accurate, timely and legible records, appropriate to your role, and in accordance with the Trust's standards for record keeping.

AREAS OF SPECIALISM

- Will be encouraged and supported to develop expertise in looking after individuals in their designated clinical area.

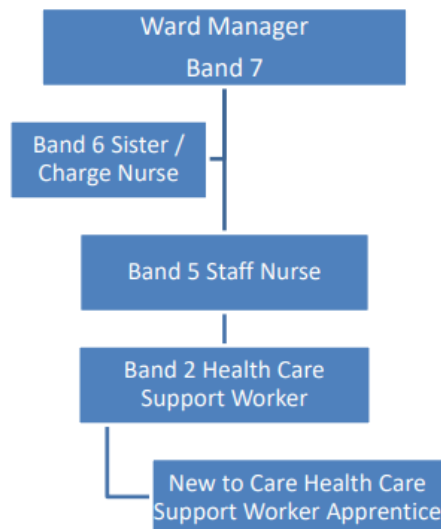
ORGANISATIONAL SKILLS

- Uphold apprentice learning contracts/agreements
- Undertake any work required for the achievement of your qualification; actively participating in the process of action planning, producing work and evidence in line with the agreed plan.
- Prepare for, attend and make best use of meetings with your nominated assessor, as well as participating in relevant training programmes as requested by the Training Provider and the Trust.
- Manage your clinical and academic workload, utilising study time effectively.
- Undertake statutory training, on both LMS and face-to-face to ensure adherence to Trust policy and current legislation.
- Participate in a yearly talent conversation (appraisal), setting personal objectives for your own personal development.

COMMUNICATION AND WORKING RELATIONSHPIS

- Develop close working relationships with RNs, HCSWs, AHPs and doctors.
- Maintain good interpersonal relationships with patients and relatives, whilst maintaining confidentiality.
- Ensure due regard is given to the customs, culture, values and spiritual beliefs of the patient, family, carers and staff. To uphold the Trust's Diversity/Equal Opportunities Policy.
- You will have contact with complex or sensitive information about patients. You may have to deal with confrontation where you will develop the skills to reassure, calm and refer to a senior nurse.
- Share any significant information gathered from the carers/ relatives regarding the patient's care needs with the person in charge or relevant member of the Multi-disciplinary Team.
- Participate in the nursing huddles and handovers, sharing any relevant information regarding the patient's progress.

ORGANISATIONAL CHART





PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Candidates should be 17 years and above. • Level 1 maths and English. • A desire to start a career pathway in health. 	<ul style="list-style-type: none"> • Level 2 maths and English. • Care certificate. • A minimum of 1 year in further education completing a health and social care course

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • This is a training position therefore knowledge and experience are not essential. • Candidates will be expected to demonstrate attitudes and behaviour aligned to the Trust Values. 	<ul style="list-style-type: none"> • Previous experience within a health care setting • Knowledge of the NHS

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Caring and compassionate, with the ability to empathise with individuals, carers and relatives. • Good communication skills; written, oral and electronic. • Ability to work on own initiative and under pressure. • Ability to cope with challenging behaviour • Ability to work within guidelines, seeking advice when necessary. • An effective team player. • An appreciation of the importance of maintaining confidentiality. • Must be able to work the required shifts as rostered by the employing clinical area. 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Cannot already be on an Apprenticeship or any Government funded training • Cannot have a qualification at the same or higher level in the same vocational area. • Has been a UK resident for 3 or more years or meets the eligible and valid residency status and permission to work in the UK criteria in Annex A of the Apprenticeship funding rules document 2024 – 2025: Apprenticeship funding rules 2024 to 2025 (publishing.service.gov.uk) 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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