**Job Description**

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| **Job Title:** | Healthcare Apprentice |
| **Base:** | Great Western Hospital |
| **Grade:** | Intermediate (Level 2) Apprentice |
| **Reporting to:** | Department Manager |

**Our Values**

Our STAR values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

**Service** We will put our patients first

**Teamwork** We will work together

**Ambition** We will aspire to provide the best service

**Respect** We will act with integrity

**Main Purpose of the Job**

The Healthcare Apprentice is a key member of the multidisciplinary care team and will have continuing responsibility to deliver an effective and competent level of care under the guidance and supervision of the Registered Practitioner being fully aware of the needs of patients over a 24 hour span of care

**Main Responsibilities and Duties**

1. Consistently delivering a patient focused service, which promotes optimum independence
2. To undertake identified allocated tasks under indirect supervision, only in areas where training has been given, in relation to the care environment and to the direct care of the patient as identified by the Registered Practitioner
3. Offering appropriate support and advice to patients
4. To ensure the comfort and consideration of the patient and his/her family/friends showing respect and courtesy at all times.
5. Maintain a clean and healthy environment for patients
6. Promote a healthy, safe and secure environment by adhering to Trust statutory health and safety requirements and maintain confidentiality of information regarding patients at all times
7. Identify own limitations and work within those limitations seeking advice as and when necessary
8. Noting and reporting accurately any care given and/or information required by the Registered Practitioner

**Patient Care**

Assist patients to wash / dress as required

Provide pressure area care

Help patients to use toilet facilities

Assist in the preparation and serving of meals and supplements. Assisting patients to eat and drink, recording on charts as required

Ensure informed consent is obtained throughout the whole of the patient’s experience

Ensure all patients are treated in a person centred way

Report all of the outcomes and any concerns of all care duties undertaken clearly and promptly to the Registered Practitioner and document as required

Ensure anxieties, problems and complaints are reported promptly to the Registered Practitioner

**Budget Responsibilities**

Not applicable – this is not a budget holder post.

**Responsibilities for People or Training**

Not applicable – this is not a post with responsibilities for staff or training

**Other Factors**

All staff will support their managers to make efficient and effective use of resources. All staff are responsible for identifying any actual or potential deviation from budgets and are to work with the budget holder or manager to find effective ways of handling it.

All staff must ensure they use resources in a manner consistent with organisational objectives and policies, ensuring that resources are realistic, justified and of clear benefit to the organisation.

Has a responsibility to participate in regular performance review in line with department development plan

All staff has a responsibility to undertake statutory and mandatory training as deemed appropriate

*In addition to the duties and responsibilities listed above, the post-holder may be required to perform other duties assigned by the supervisor/manager from time to time*

**Flexibility**

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only.  The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

**Supplementary Information**

This job description should be read alongside the Supplementary Information provided on NHS Jobs for applicants and alongside the Employee Handbook for current staff members.

**Person Specification**

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The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

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| **Criteria** | **Essential** | **Desirable** |
| **STAR Values** | We will expect your values and behaviours to reflect the STAR Values of the organisation:  **Service** - We will put our patients first  **Teamwork** - We will work together  **Ambition** - We will aspire to provide the best service  **Respect** - We will act with integrity |  |
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| **Education, Qualifications and Training** | * 4 GCSE’s grade A\*- D / 3-9 * Ability to meet Level 1 literacy at selection * Ability to meet Entry level 3 Numeracy at selection * Willing to work towards apprenticeship framework. |  |
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| **Experience** | * Demonstrate an understanding of customer care when liaising face to face with the public or on the telephone and electronic * Ability to communicate effectively and sensitively | * Experience of team working |
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| **Knowledge and Skills** | * A caring attitude * Ability to work under supervision and confidence to seek advice when appropriate * Accuracy and attention to detail * Basic computer skills i.e. able to use email and internet to send and retrieve information * Ability to maintain strict confidentiality at all times | * Evidence of ability to complete tasks effectively * Knowledge of nursing / health as a career |
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| **Other**  **Job-Related Requirements** | * Willingness to participate fully in an apprenticeship training programme * Willingness to complete the Care Certificate * To have a professional appearance at all times and be willing to adhere to the relevant dress code * Willingness to travel to meet the demands of the post and training requirements (local travel pass will be provided) * Ability to work the hours required of the post * Ability to receive workplace health clearance for the post. * Willing to work in other areas of the Trust or Trust-wide as and when required to do so. | • Friendly, efficient and willing to use initiative |