

Job Description

Title: Health Care Support Worker/Health Care Assistant (HCA) Facilitator

Responsible to: Primary Care Nurse Facilitator

Job summary

This role will support the Shropshire, Telford & Wrekin (STW) Training Hub with the development of the HCA workforce in GP practices across our STW Integrated Care System (ICS) footprint.

The post holder will act as HCA Facilitator to support the development and upskilling of the HCA workforce and role within primary care. They will support the delivery of projects relating to recruitment and development of HCAs in primary care liaising with key stakeholders including primary care employers, Primary Care Networks (PCN), partner Trust organisations, STW CCG, Health Education England (HEE), Health Education Institutes (HEI) and link into ICS initiatives.

Reporting to the Primary Care Nurse Facilitator, the HCA Facilitator will support other HCAs and projects in relation to workforce development within the STW ICS footprint for this role.

Demonstrating a commitment to high standards of service delivery and training, you will be a learning facilitator with demonstrable enthusiasm for supporting the HCA role in primary care.

Key responsibilities

Practice

The post holder will be employed to the role to deliver clinical and non-clinical duties and responsibilities as listed:

1. To participate in recruitment and training of HCAs.
2. Develop and facilitate trainee Nursing Associate placements in general practice.
3. Build working relationships with system partners to facilitate the development of the role in particular the developing ICS Health Care Support Worker (HCSW) Training and Preceptorship Academy workstream linking into the ICS Nursing and HCSW Council.
4. Promote the role of HCAs across the STW ICS footprint, in accordance with local and national guidelines.
5. To offer guidance, support and updates to HCAs.
6. Identify areas for HCA workforce development.
7. Support the STW Training Hub team to support practices across STW ICS with workforce development.
8. Promote the HCA role and support package to all PCNs to increase understanding of development and upskilling opportunities.
9. Seek advice from other health professionals/ senior system educators on matters beyond level of competence.
10. Support the identification and development of learning opportunities for HCAs and contribute to design of training and development programme and courses.

11. Respond to requests for advice and support from PCNs and clinicians.
12. Adhere to organisational, local and national guidelines.
13. Collect data for audit purposes and to inform Training Hub workforce data collection.
14. Attend meetings as required.
15. Undertake additional training where necessary to provide improved or new services.
16. Act as a mentor for peers.
17. Create and manage a HCA support group/forum under the supervision of the Nurse facilitator.

Key Stakeholders

1. Shropshire, Telford & Wrekin Training Hub
2. STW CCG
3. Primary Care Networks
4. STW ICS workforce groups
5. Health Education England
6. Primary Care organisations – GP practices/Out of Hours/PCNs
7. HEIs
8. HEE Midlands Training Hubs
9. Secondary Care and interfacing groups
10. Other regulatory bodies.

Quality

1. Participate in the maintenance of quality governance systems and processes across partner organisations.
2. In partnership with other members of the organisations team, collaborate on improving the quality of health care, responding to local and national policies and initiatives.
3. Support and participate in shared learning across the organisation and third-party institutes.

Personal and People Development

1. Take responsibility for own development, learning and performance including acting as a positive role model.
2. Understand own responsibilities and accountability in the design of delivery of services to patients, ensuring that the needs of the patient are the priority.
3. Contribute and participate in the development of local guidelines, protocols and standards.

Communication

Maintain effective communication with individuals and groups within the working environment and with external stakeholders.

Additional Responsibilities

This job description is not an exhaustive list of duties. It aims to highlight the main responsibilities of the post. It may be reviewed from time-to-time in agreement with the post holder.

Criteria	Essential	Desirable	Method of Identification
Qualification			
1. NVQ Level 3 in Health & Social Care	X		Expression of Interest Form
2. Education to GCSE equivalent of Maths & English	X		Expression of Interest Form
3. HCA Award or similar		x	Expression of Interest Form
Knowledge			
1. Management of patients with long term conditions	X		Expression of Interest Form /Interview
2. Local and national health policy		X	Interview
3. Clinical governance issues in primary care	X		Interview
4. Ability to identify determinants on health in the patient population		X	Interview
5. Demonstrates ability to identify where there is a gap in the evidence base to support good practice	X		Interview
6. Clinical knowledge to implement in practice to design and deliver new services.	x		Interview
Skills			
1. Ability to work well independently as well as part of a team	X		Expression of Interest Form
2. Ability to maintain confidentiality	X		Expression of Interest Form
3. Ability to contribute to teaching and development of HCAs	X		Expression of Interest Form / Interview
4. Ability to work under pressure	X		Interview

5. Commitment to HCA education and professional development	X		Expression of Interest Form
6. Ability to use own initiative to develop and promote the role to stakeholders	X		Expression of Interest Form /Interview
7. Commitment towards bridging the gap between HCA education, training and practice	X		Interview
Experience			
1. Ability to organise and prioritise workload	X		Interview
2. At least three years experience of working at level 3		X	Expression of Interest Form
3. Ability to exercise sound judgements when faced with conflicting pressures	X		Expression of Interest Form
4. Ability to design, implement and interpret policies and procedures		x	Expression of Interest Form
5. Experience of conducting clinical audit and non clinical audits	X		Expression of Interest Form
6. Working knowledge of all sectors of HCA role		x	Expression of Interest Form
7. Teaching/supervising/ training and mentoring ability across the multidisciplinary team	X		Expression of Interest Form /Interview
8. Experience working as a HCA in Primary Care		x	Expression of Interest Form
Others			
1. Highly motivated	X		
2. Flexible	X		
3. Enthusiastic	X		
4. Innovative	X		
5. Team player	X		
6. Ability to work across boundaries	X		
7. Excellent communication skills	X		

8. Willingness to undertake a DBS check	X		
9. Be able to meet the travel requirements of the role	X		