

Healthcare support worker benefits, training, and further information

What is a Healthcare Support Worker?

You don't need any healthcare experience to join us as a Healthcare Support Worker. It's what makes you 'you' that counts. Your natural ability to put people at ease. Your pride in doing a job well. And your passion for making life that little bit better for everyone you meet. It's these skills that will help you hit the ground running and ensure our patients get the care they need and deserve. In turn, as well as a long list of benefits; you can make the most of the NHS's endless opportunities – or simply be the best Healthcare Support Worker possible.



Training you will receive

Our Healthcare Support Workers have found the role to be the perfect entry point into the NHS. You get all the training you need to be brilliant at what you do. Equally – if you want to – the expert team of doctors, nurses, midwives and other healthcare professionals around you will develop your skills, broaden your experience and champion your progress into new roles.

Whichever Healthcare Support Worker role you take on, you'll learn basic nursing skills and we'll support you through the Care Certificate as a first step, which uses a mix of workshops, conferences, events and e-learning to enhance your abilities and knowledge. As you take on more responsibilities, there'll be the chance to study further...

(Care Certificate - <https://www.nhsemployers.org/articles/care-certificate>)

The job and benefits

There are over 30 Healthcare Support Roles across the NHS, from Healthcare Assistant and Mental Health Support Worker to Nursing Assistant. What they all have in common is variety: the chance to learn lots of new skills, and the reward of seeing your work make a difference for patients. There'll likely be practical things to do, including washing and dressing patients, making beds and serving meals. And you might learn more technical skills, like how to take blood, or check a patient's blood pressure, temperature or heart rate. Virtually all the roles are shift based – there's enhanced pay for unsocial hours. And through it all, we'll want you to do what comes naturally: talk to our patients, and look after their wellbeing.

Benefits

As you'd expect, there's a comprehensive rewards package:

- 27 days of annual leave plus bank holidays (rising to 29 after five and 33 after 10 years service)
- Enhanced pay when you work unsocial hours
- Ongoing learning and development opportunities
- Structured personal development and career progression plan
- Generous NHS pension
- Great maternity, paternity and adoption support
- Childcare vouchers
- Health service discounts and online benefits
- Staff health and wellbeing opportunities
- Cycle to Work Scheme and discounts on public transport

Diversity and Inclusion

We are passionate about creating an inclusive workplace that promotes and values diversity. We know through experience that different ideas, perspectives, and backgrounds create a stronger and more creative work environment that delivers better patient outcomes. We welcome applications irrespective of people's age, disability, sex, gender identity and gender expression, race or ethnicity, religion or belief, sexual orientation, or other personal circumstances.

We have policies and procedures in place to ensure that all applicants are treated fairly and consistently at every stage of the recruitment process, including the consideration of reasonable adjustments for people who have a disability.

Applications are welcomed from applicants who wish to apply for a position on the basis of a smarter or flexible working arrangement. Where candidates are successful at interview, such requests will be taken under consideration and accommodated where the needs of the service allow.

Role Profiles:

Acute Care

Acute care is about active treatment for short term needs– teams like accident and emergency departments, medicine for older people and surgical wards. As a Healthcare Support Worker, it's very hands-on. As well as supporting patients' daily activities, like eating, drinking and washing; you'll collect their samples and swabs. We'll also ask you to record their fluids, take their temperature, pulse and blood pressure – and keep all their records up to date.

Mental Health

As a Healthcare Support Worker in Mental Health, you'll work closely with patients, visitors, carers and their families, social services and other voluntary organisations. In practice, it's likely you'll help patients with their treatment and recovery. We'll also invite you to discuss their care and progression in team meetings, prepare risk assessments and help design and apply care plans.

Community

Community services support everyone from children and older people to those living with frailty or chronic conditions. So the role here varies depending on where you're based. However, it's likely you'll get involved in developing care plans, explaining treatments to patients and educating people about health – as well as recording patients' progress and helping with hygiene and everyday activities.