

Case Study – Healthcare assistant role profile



Better Skills
Better Jobs
Better Health

Southampton University Hospital Trust

The Wessex Cardiothoracic Centre used the CHD competence framework to develop a new competence-based job description and incorporate this into the hospital's appraisal process.

The situation

Southampton University Hospital Trust is a large acute teaching trust. Within the Trust, the Wessex Cardiothoracic Centre provides the local population with emergency services related to CHD and acts as a tertiary centre for all CHD patients in Hampshire, Isle of Wight and areas of Dorset, Wiltshire and West Sussex.

The Cardiothoracic Centre comprises a multi-professional team of cardiac surgeons, cardiologists, nurses and nurse practitioners, cardiac physiologists, cardiac radiographers, cardiac physiotherapists, cardiac pharmacists, perfusionists, critical care technicians, healthcare support workers, cardiac rehabilitation nurses, specialist nurses and many other clinical and non-clinical support staff.

The aim

In order to pilot the CHD competence framework, it was decided to develop a job description for a new role – that of Healthcare Support Worker.

The action

Firstly, the competences from phase 2 of the CHD competence framework were considered. Those that appeared relevant to the healthcare support worker role were selected and reviewed.

Having done this, it was apparent that there were a number of gaps – therefore, the competences from phase 1 of the CHD competence framework were also considered and relevant competences from phase 1 were also added to the role profile.

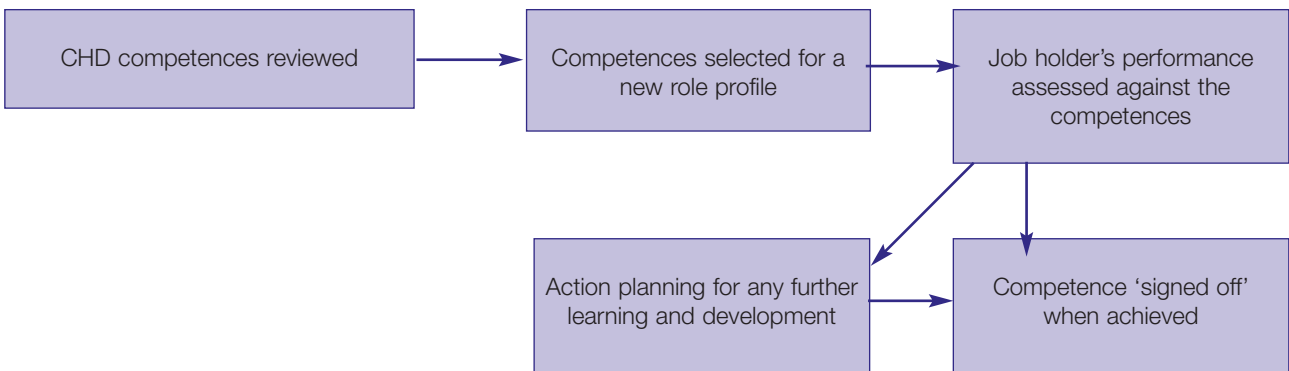
A file was put together for the new job holder containing the competences from her role profile. In putting this file together, it was initially divided into sections based upon the areas A to I from the Functional Map. Although this seemed a logical way to start, the disadvantage of this approach was found to be that, due to the nature of the role, there were very few competences in the first few sections (i.e. none from section A).

The results

The process of selecting the relevant competences for the role profile was found to be less daunting than it had at first appeared. Some gaps and duplication were found in the

CHD competence framework and these were reported back to the *Skills for Health* project team as part of the piloting process. A role profile based on the competences was successfully developed for the Healthcare Support Worker.

It was then decided that a process was needed to assess whether job holders were meeting the standards described in the competences. Therefore, the Healthcare Support Worker role profile was incorporated into the hospital's competency programme used for staff appraisal. This provided a performance rating scale, a record of when competence was achieved and a procedure for action planning and review.



The future

The competency framework will continue to be used for developing role descriptions.

Job descriptions based on the CHD competences will be incorporated into the competency programme assessment framework to support the assessment and development of individuals in line with their job descriptions.

Contact details

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