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# Contents

A warm welcome from our Chief Nursing Officer .....	2
About the Royal Devon .....	3
Start your career with us .....	4
What is a Healthcare Support Worker? .....	6
What does the day-to-day role look like? .....	7
Where will I be working? .....	8
Urgent Community Response (UCR) team .....	10
Your career, your way .....	12
Benefits .....	.....



## Start your career with us

Are you looking to start your career in healthcare? You've come to the right place. Working in a Healthcare Support Worker role is an excellent way to discover a career path that's perfect for you.

You don't need any previous experience. We provide all the training you need to get started, which means you can learn and progress whilst also being paid.

We'll welcome you into the fold with a bespoke package of learning, support, and a full induction programme, equipping you with all the tools you need to reach your potential. Plus, you'll have a designated 'buddy' to work with whilst you learn the ropes.

We are incredibly proud of our HCSW workforce, your contribution is vital for delivering exceptional patient care in our acute settings, and out in the community as part of our Urgent Community Response teams. It is important to protect your wellbeing, so we will always be on hand with support alongside your warm and compassionate team of fellow professionals.

Once qualified, your role can be tailored to suit the hours you need, whether you need the flexibility of shift patterns split across weekdays, weekends, and nights, or part-time hours to fit around family and study time.



## Where will I be working?

A HCSW role is so incredibly varied that you could find yourself working across all kinds of different specialties. Here are just a few of the areas you may work in:

- Medical and surgical wards
- Community settings including community hospitals and patients' own homes
- Emergency Department, Medical Assessment Unit and Intensive Care Unit
- Radiology
- Theatres, day case surgery and endoscopy
- Oncology
- Pathology
- Paediatrics
- Outpatients
- Maternity (including antenatal, day assessment, labour ward and postnatal ward)
- Therapies (physiotherapy, occupational therapy, speech and language therapy and dietetics)

# Urgent Community Response (UCR) team

Transforming people's lives starts at home, and that's why the work of our Urgent Community Response team is so vital for our services. Urgent Community Response Teams are community-based and their primary focus is to enable a person to stay safe and well in their own home.

We also support people during periods of ill health if their medical needs can be managed safely out in the community.

This crucial role has great variety where no two days are the same. You'll be caring for our most vulnerable patients across a wide geographical area that encompasses sleepy seaside villages and bustling market towns.

You will be making a huge difference every day, whether you are guiding someone's healing after an operation, or making sure an unwell person with dementia can stay safely in their familiar environment. Dignified, compassionate care is our priority, and our specialist care and support mean that those receiving End of Life care can stay at home with loved ones and avoid hospital admissions.

## About the Urgent Community Response team

The Urgent Community Response team (UCR) provide short-term care and support to people in their own homes and care settings. Helping individuals stay in their familiar environment enhances recovery and provides a dignified and compassionate service to those receiving end-of-life care.

Our service keeps families together safely at home, removing the added worry and stress of repeated trips to hospital.

As well as collaborating with patients, their families and carers, we work with a wide range of professionals ranging from paramedics and community-based specialists through to teams and departments within the acute care setting.

## What's great about this role?

Starting your career within the Urgent Community Response team is a great way to boost your skillset and gain first-hand experience, leading to a rewarding career in whatever direction you choose.

There are also many other benefits too:

- Excellent support and guidance from a wide team of experts
- Great variety in location and environment
- Opportunities to develop comprehensive skills
- Individually tailored training packages
- Autonomy to manage your own caseload as you grow in confidence

As a HCSW out in the community, you'll be building unforgettable relationships with your patients, following their journeys and discovering how your care makes a powerful difference to their wellbeing.

David Chadwick

I joined the NHS in 2018 as part of the Urgent Community Response team (UCR) as a Band 2 Healthcare Support Worker. My team helped me on my career journey, tailoring training to my needs, and the Trust supported me with my Level 3 Healthcare Diploma.

Most of this training took place during work time and I was able to expand my skills, clinical competencies and health knowledge. I began working as a Band 3 Support Worker once qualified.

I strove to learn more, pushing myself and furthering my skills as I progressed along the Assistant Practitioner pathway. This helped me to discover a passion for Occupational Therapy, having worked as part of a multi-disciplinary team alongside various professions such as speech and language therapy and other professions.

I will soon be starting my next adventure as a student Occupational Therapist with UWE Bristol, where I'll be able to study whilst working alongside my current team.

I have been very well supported during my time with the UCR team, who have always been there for me. Not only have I learned new skills, I have discovered my passion and I'm excited to be following this career pathway. If you have the willingness to learn and develop your skills, this is the perfect role to help you grow.

# Your career, your way

Working in a Healthcare Support Worker role is an ideal vantage point for exploring the different careers available within the NHS. We are proud to nurture a workforce of real homegrown talent, many of whom discovered their dream job during their time working as a HCSW. Guided by senior members of the team and collaborating with all kinds of different specialties, you'll progress along your chosen career pathway with the help of our learning and development opportunities. This all starts with a fantastic induction programme, after which you'll be teamed up with a 'buddy' to find out more about your specific clinical area.

## What training and support can I expect?

Throughout it all, you'll be supported by a team that feels just like family. Learn from experts in their field as you join forces with different professionals, working shoulder-to-shoulder as you deliver the best health and social care for your caseload. This will help guide you as you discover your career passion, and we'll provide everything you need to progress.

## Your bespoke learning journey

You'll be supported to create your own personal development plan. This is used to identify your individual training needs, which can be met from the wide range of learning opportunities available such as clinical skills, management development, coaching and mentoring, IT skills and much more.

## How do I get started?

You don't need experience to get started!

Come on board as a Band 2 Healthcare Support Worker and we'll provide bespoke training on the job that's carefully tailored to your role.

## Care Certificate and Level 3 Diploma in Health and Social Care

Working towards your Care Certificate is one of the first steps you'll take towards advancing your career. We'll help every step of the way, providing dedicated time to practice your skills, and equip you with key guidance and protected time to study. This usually takes between 6-12 months.

When you have achieved your Care Certificate and providing you have Maths and English GCSE's or equivalent, we will support you as you study for your Level 3 Diploma in Health and Social Care. Once you've gained clinical experience and qualified, you will progress to a Band 3 Senior Support Worker.

## Next steps

As a Band 3 Senior Support Worker, you'll have a choice of career pathways to choose from.

You may be inspired to follow a nursing career pathway, which could include a Trainee Nursing Associate role and once qualified, Nursing Associate. Or perhaps if you discover a passion for Allied Health Professions, which include Occupational Therapy, Podiatry, Physiotherapy, Radiology and more, you'll become a Trainee Assistant Practitioner and once qualified, Assistant Practitioner.

Both of these roles involve studying for a Level 5 Foundation Degree Apprenticeship, after which you'll be able to build on your training to become a qualified Nurse or Practitioner.

The Royal Devon will help you realise your ambition, helping you to gain plenty of experience as you grow and learn.

## At a Glance

Working Bands  
Band 2

What experience is required?  
No previous experience required

Qualifications  
Working towards Care Certificate

Next steps  
Senior Support Worker,  
Trainee Assistant  
Practitioner or Trainee  
Nursing Associate

## Enhance your career even further

These are just some of the career pathways within reach once you qualify:

- Qualified Nurse
- Midwife
- Speech and Language Therapist
- Occupational Therapist
- Dietitian
- Physiotherapist
- Radiographer
- Trainee Healthcare Scientist
- Other Assistant Practitioner roles





# Working and living in Devon



