

## Employability Checklist (Health)

### Job Title

#### Support Services Worker (Health)

This document describes and details the baseline skills and attributes which are expected of a worker at this level within the health sector.

It is likely that a trainee may not meet all of these criteria on initial recruitment to this course, and the course has therefore been designed to enable and support trainees to meet these criteria on successful completion, and therefore be deemed job ready.

### Work Activities

**Support Services Worker (Health)** refers to Level 1 posts (Career Framework for Health) and includes the following work roles:

- **Hospital Porter**
- **Domestic Assistant**
- **Catering Assistant**
- **Laundry Assistant**

Details of associated work related activities can be found in the **Recruitment Checklist**

### Skills

#### Communication

- Communicate clearly and effectively with a range of people on day-to-day matters in a way that is appropriate to the situation (face to face, telephone)
- Actively seek to reduce barriers to good communication
- Pass on information in a timely and accurate way
- Use telephone and other technology to obtain, give and receive information (e.g. voicemail, e-mail, computer printouts)

#### Reading, writing and number

- Reading skills (e.g. read safety signs and notices)
- Writing skills (e.g. complete straightforward forms and work records)
- Number skills (e.g. complete a timesheet, measure liquids or chemicals)
- Understand information in written and graphical form (e.g. lists, rotas, shift charts, diagrams)

#### Self management

- Treat people with dignity and respect
- Respect confidentiality
- Remain calm in stressful situations
- Act within limits of own responsibility and competence

- Accept and provide feedback in a constructive and considerate manner
- Plan and manage own work time and avoid/minimise waste (e.g. work resources, cleaning materials, consumables)
- Prioritise tasks when necessary
- Refer or check decisions with others, when necessary, before taking action
- Carry out tasks to satisfactory completion
- Report and record work activities in line with organisational procedures

### Behaviours

- Assess, check and comply with Health and Safety requirements before taking action
- Good personal hygiene
- Maintain clean and tidy appearance
- Comply with policies and procedures relevant to the work role
- Report problems promptly as they arise, and contribute to resolving them
- Identify anything which may cause problems and report these promptly
- Alert line manager/work team when colleagues, patients, service users or the public are adversely affected by issues relating to service delivery

### Attitudes

- Take pride in doing a job well
- Respond positively to learning and development opportunities
- Open to, and respond constructively to change
- Adapt own practice and actively work to improve quality of service
- Develop new skills in line with job role, as required
- Understanding and empathy towards those with a health problem, their visitors and companions
- Assess situations and seek further guidance prior to taking action
- Acknowledge and respect different ideas and perspectives
- Share information and expertise to improve service
- Work in a positive manner to achieve objectives and team goals

### Personal Attributes

- Reliable and responsible
- Good timekeeping
- Flexible approach in changing work situations (e.g. when a department is particularly busy)
- Appropriate degree of self confidence
- Deal with people, problems and situations with honesty and integrity
- Learn from experience
- Work effectively independently or as a part of a team or department
- Work with minimal supervision

- Learn from mistakes and accept feedback
- Present a positive image of self and organisation

These materials have been developed by **Skills for Health** in conjunction with employers from the sector and are available free of charge for use in supporting training programmes.