

## NHS Grampian

### Agenda for Change Job Description

#### *SECTION 1*

JOB IDENTIFICATION	
<b>Job Title:</b>	Senior Health Care Support Worker
<b>Department(s):</b>	Forres Community Nursing Team - FNCT
<b>Location:</b>	Moray-Forres Health and Care Centre
<b>Salary:</b>	Band 3 (£29,103 - £31,409)
<b>Hours:</b>	22 hours per week
<b>Contract:</b>	Permanent
<b>Job Ref:</b>	NR246444

## SECTION 2

<b>1</b>	<p><b>Job Purpose</b></p> <p>To work in support of a registered nurse in the assessment, planning, implementation and evaluation of care and to work without direct supervision of a registered practitioner.</p> <p>As part of a multidisciplinary team, the post holder will carry out specific care duties for patients, delegated by a registered nurse or other relevant professional.</p> <p>The post holder will provide care and undertake a wide variety of clinical skills to patients in their own homes or homely setting. Record patient data on a computerised system, provide written information and arrange further appointments.</p> <p>Although you will be based at Forres Health Centre there is an expectation that you may have to work through Moray to meet the needs of the service.</p>
<b>2</b>	<p><b>Organisational Chart</b></p> <p>Reporting to Community Nurse Band 6 working within the Forres Community Nursing structure.</p> <p>Professional reporting structure is through the District Nurse Team Leader onto the respective HSCP professional structures:</p> <p style="text-align: center;">Locality Manager (Forres and Lossiemouth)</p> <p style="text-align: center;">.</p> <p style="text-align: center;">District Nurse/FNCT Team Leader</p> <p style="text-align: center;">.</p> <p style="text-align: center;">Band 6 Nurses</p> <p style="text-align: center;">.</p> <p style="text-align: center;">Band 5 Nurses</p> <p style="text-align: center;">.</p> <p style="text-align: center;"><b>Band 3 Health Care Support Worker (This Post)</b></p>

## Section 3

1	<p><b>Communication and relationship skills</b></p> <p><b>Provide and receive routine information; barriers to understanding</b></p> <p>In support of our core purpose of working together to achieve the healthiest life possible for everyone in Grampian we are committed to a culture that is caring, safe and respectful. The post holder is required to work collaboratively in a safe, caring and respectful way.</p> <p><i>In addition:</i></p> <p>The post holder will communicate on a regular basis with the patient, their relatives, the health and social care team, internal and external agencies involved with the provision of care using effective verbal, non-verbal and written communication.</p> <p>Communicate with the Band 6 Community Nurse Leader regarding patient's care, allocation of nursing interventions, workload issues and personal development.</p> <p>Communicate with the Band 6 Community Nurse Leader regarding any patient care concerns.</p> <p>Communicating effectively with patients and their carers who may be distressed, anxious, and terminally ill or have cognitive impairment and communication problems.</p>
2	<p><b>Knowledge, training and experience</b></p> <p><b>Range of work procedures and practices; base level of theoretical knowledge</b></p> <p>Minimum required undertaking the role. SCQF Level 7 e.g. SVQ 3 in healthcare or equivalent qualification / experience.</p> <p>Evidence of Mandatory and Statutory Training.</p> <p>An agreed period of mentorship and demonstration of up to date competencies for any additional skills required to undertake role.</p> <p>Experience working in a Community Setting/ Primary Care/Secondary Care.</p> <p>Effective team player.</p> <p>Effective written and verbal communication skills.</p> <p>Effective interpersonal skills.</p> <p>Experience of carrying out delegated responsibilities and working with direct and indirect supervision.</p> <p>Awareness of equality and diversity needs of patients and staff.</p> <p>Organisational and time management skills.</p>

	<p>IT literacy skills.</p> <p>Driving licence and access to own car.</p> <p>Experience of Community Nursing desirable.</p>
<b>3</b>	<p><b>Analytical and judgemental skills</b></p> <p><i>Judgements involving facts or situations, some requiring analysis</i></p> <p>To have an awareness of potential risks within the primary care setting, assessing these at all times, and work within the defined policies, procedures, standards and protocols to ensure maintenance of safe working practices for patients, carers and colleagues.</p> <p>In partnership with the registered practitioner discuss and agree delegation of nursing interventions to ensure safe and informed delegations, which are in the best interests of the service user.</p> <p>Within competency, clinically assess patients to establish any changes, inform other members of the multidisciplinary team as necessary and carry out subsequent agreed and delegated plan of care.</p> <p>Provide an overview of interactions/interventions with individual patients and report to registered practitioner any requirements/deterioration in condition by agreed route of escalation.</p> <p>Work at all times within own scope of practice, recognising when to seek help /advice from registered practitioner.</p> <p>Be able to respond to unpredictable/emergency situations by taking effective action.</p>
<b>4</b>	<p><b>Planning and organisational skills</b></p> <p><b>Organise own day to day work tasks or activities</b></p> <p>Plans own work activity.</p> <p>Work will be allocated by the nurse in charge</p>
<b>5</b>	<p><b>Physical Skills</b></p> <p><b>Physical Skills obtained through practice/ Developed physical skills; manipulation of objects; narrow margins for error; Highly developed physical skills, accuracy important; manipulation of fine tools, materials</b></p> <p>Personal care, medicine management, venepuncture, simple dressings, vital signs, ECG, INR and bladder scanning.</p> <p>Promoting Effective Medicines Administration Practice (PEMAP) Course to administer medications as delegated by registered nurse.</p>

	<p>Standard key board skills for clinical data entry and report writing.</p> <p>Responsible for the accurate recording of patient information both written and electronic (demographic information, test results, and clinical observations) on local IT systems (i.e. EMIS / MORSE).</p> <p>Maintaining skills and knowledge level in clinical competencies and core skills.</p>
<p><b>6</b></p>	<p><b>Responsibilities for patient/client care</b></p> <p><b>Implement clinical care/care packages</b></p> <p>Under the delegation of the Team Leader and within scope of role assess identified patients in their care, implement and evaluate programmes of care and consult / involve patient / carers at all stages of the patient journey to ensure patients receive a high standard of nursing care.</p> <p>To carry out a range of clinical duties with minimal direct supervision, adopting a holistic approach including clinical and psychological wellbeing, including for example, simple dressings, blood pressures, biometric measurement. NB: this list is not exhaustive and will vary depending on area of work.</p> <p>Recognise and respond to deteriorating patient or clinical emergencies such as anaphylaxis utilising skills learnt to assist in emergency situations.</p> <p>Maintain patient confidentiality at all times.</p> <p>To co-operate with and maintain good working relationships within the Health and Social care partnership, General Practice and Secondary Care. Have an empathetic approach to patients, carers and relatives, answering any queries, suggestions or concerns they may have where possible, referring them to the registered nurse where appropriate.</p> <p>Maintain high standards of patient care and recognising when to escalate any concerns re patient treatment.</p>
<p><b>7</b></p>	<p><b>Responsibilities for policy and service development implementation</b></p> <p><b>Follow policies in own role, may be required to comment</b></p> <p>To have an awareness of potential risks within the primary care setting, assessing these at all times, and work within the defined policies, procedures, standards and protocols to ensure maintenance of safe working practices for patients, carers and colleagues.</p> <p>Responsible for ensuring local and national policies for safe systems of work are followed at all times.</p> <p>To work within defined standards, protocols, policies and procedures for NHS Grampian as well as the standards set in the Health Care Support Workers Code of Conduct:</p>

	<p>(<a href="http://nhsgintranet.grampian.scot.nhs.uk/depts/facilitiesandstates/learning/documents/code%20of%20conduct%20for%20hcs.w.pdf">http://nhsgintranet.grampian.scot.nhs.uk/depts/facilitiesandstates/learning/documents/code%20of%20conduct%20for%20hcs.w.pdf</a>) to ensure the delivery of the highest level of patient care at all times.</p>
<p><b>8</b></p>	<p><b>Responsibilities for financial and physical resources</b></p> <p><b>Personal duty of care in relation to equipment, resources, safe use of equipment other than equipment used personally; maintain stock control</b></p> <p>The post holder is not responsible for managing the budget but needs to be aware of the resources available and the need to work within the financial envelope.</p> <p>Understands responsibilities and is knowledgeable in the safe use of all clinical and non-clinical equipment used within the area ensuring this is checked and maintained, escalating findings where problem are identified so that these are resolved and that all equipment is fit for purpose.</p> <p><i>For example:</i>  Responsible for emergency resuscitation equipment including defibrillator and oxygen cylinders.  Responsible for operation and checking of ECG Machine, Sphygmomanometer, Pulse Oximeter, Glucometer, digital thermometer.  Responsible for safe use of personal protective equipment when undertaking procedures or working with bodily fluids.  Responsible for ensuring local and national policies for safe systems of work are followed at all times.</p> <p><b>Note:</b> New equipment may be introduced as the organisation and technology develops, however training will be provided.</p> <p>Responsible for ordering and stock control of clinical supplies in a cost effective manner and in line with NHS Grampian wound formulary.</p>
<p><b>9</b></p>	<p><b>Responsibilities for human resources</b></p> <p><b>Demonstrate own activities to new or less experienced employees/ Day to day supervision</b></p> <p>The post holder will have other practitioners working with them who may need supervision.</p> <p>Actively support new staff and learners within the department to meet competencies within scope of the role and level of training.  For example support new staff to achieve the Mandatory induction standards.</p> <p>Actively involved in the support of others to learn for example reviewer of new staff.</p> <p>Develop the role by using evidence based practice and continuously improve own knowledge.</p>

	<p>Recognise own accountability to act where performance and practice of self and others should be improved.</p> <p>Community Nursing Services deliver highly skilled; evidence informed nursing care to people in a community care setting from across the age continuum, including infants, children and young people, adults and older adults. They work as partners with individuals, families and carers, anticipating health needs, promoting self-care and self-management, enabling individuals to be as healthy and independent as possible and providing support and care.</p> <p>Community Nursing Services will require the post holder to work within an integrated nursing team model including General Practice Nurses, District Nurses, Hospital Nurses, School Nurses and Health Visiting, in order to provide seamless access to appropriate patient pathways.</p> <p>The post holder accepts delegated task through the agreed referral management and work scheduling system.</p> <p>Community Nursing Services include many non-GP services that patients may need, including (but not limited to):</p> <ul style="list-style-type: none"> <li>• Management of minor injuries and dressings</li> <li>• Phlebotomy</li> <li>• Suture removal</li> <li>• Chronic disease monitoring and related data collection.</li> </ul> <p>Community Nursing Services will be delivered mainly in a community setting and be available to primary and secondary care colleagues for referral. For example, pre-hospital clinic bloods could be carried out for a requesting consultant without having to involve the GP practice staff.</p> <p>The post holder will provide assessment, treatment, and preventative care, screening, long term condition monitoring and patient education within a Primary Care/in patient setting.</p> <p>Participate in public health and wellbeing interventions by identifying and promoting the health and social care needs of the local population in partnership with colleagues, patients, careers and the local community.</p> <p>To support NHS Grampian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.</p>
<p><b>10</b></p>	<p><b>Responsibilities for information resources</b></p> <p><b>Record personally generated information</b></p> <p>Provide services within a robust clinical governance framework across all services in line with local and national strategies and priorities.</p> <p>To maintain up to date written and electronic records and reporting and escalating as required, informing the registered nurse of any changes or outcomes of clinical interventions undertaken including any observed change in the patient's condition. Recording any changes / treatments administered / action taken to comply with local,</p>

	<p>Professional and Health service standards.</p> <p>Ensure that audit systems are in place to monitor own areas of work.          DATIX Intranet - Manage Incident Reporting.          Responsible for coding of health assessments undertaken as part of daily work, as agreed with GP Practice.</p> <p>E-Learning modules – personal development.</p>
<p><b>11</b></p>	<p><b>Responsibilities for research and development</b></p> <p><b>Undertake surveys or audits, as necessary to own work</b></p> <p>Participate in audit systems to monitor the delivery and standards of care given to patients and their families.</p> <p>Participate in improvement projects such as information for patients. Liaise with other departments and services.</p> <p>Professional development plans and annual appraisal will be undertaken by the Band 6 Community Nurse</p>
<p><b>12</b></p>	<p><b>Freedom to act</b></p> <p><b>Standard operating procedures, someone available for reference</b></p> <p>The post holder is employed within NHS Grampian and there may be a requirement to work flexibly across the HCSPs to meet service demands.</p> <p>Activity is generated by the demands of the practice population and the multidisciplinary team.</p> <p>The post-holder will be expected to deliver delegated interventions within their scope of practice to best meet interest of patients, working with minimum or no supervision from the registered nurse. However a Nursing Team Leader will be available for clinical advice and professional guidance in person or by phone.</p> <p>The post-holder will be expected to work within the defined parameters of the post.</p> <p>Clinical supervision – the post holder is responsible to ensure this is accessed in line with NHS Grampian’s Clinical Supervision Policy. <b>OR</b> The post holder is responsible to take an active part in the appraisal process.</p>
<p><b>13</b></p>	<p><b>Physical effort</b></p> <p><b>Frequent moderate effort for several short periods/ Frequent moderate effort for several long periods; Occasional intense effort for several short periods</b></p> <p>A high portion of the job entails physical work and the post holder will require manual handling skills.</p> <p>To obtain consent and effectively perform regular venepuncture when requested,</p>

	<p>sometimes in awkward physical positions. I.e. bending, kneeling, small spaces in which to manoeuvre.</p> <p>Physically providing assistance with dressing / undressing and mobilisation of patients. This may include transfer from wheelchair to standing/ chair manually.</p> <p>Significant element of standing, walking and at times working within confined and awkward spaces.</p> <p>Occasional driving to visit community patients to undertake duties described above.</p> <p>Occasional transport and lifting of equipment within work base and patients homes.</p>
<p><b>14</b></p>	<p><b>Mental effort</b></p> <p><b>Frequent concentration; work pattern predictable/unpredictable</b></p> <p>Frequent concentration required when checking documents/patients notes, following chronic disease monitoring protocols.</p> <p>Responding to changes in patients' condition; concentration when observing, treating and recording patient interventions.</p> <p>Dealing with changes to patients needs at short notice.</p> <p>Dealing with challenging patients or carers.</p> <p>Undertaking a physically, mentally and emotionally demanding job whilst at the same time taking care to safeguard their own health and safety as well as those of colleagues and patients.</p>
<p><b>15</b></p>	<p><b>Emotional effort</b></p> <p><b>Occasional distressing or emotional circumstances/ Frequent distressing or emotional circumstances; Occasional highly distressing or emotional circumstances</b></p> <p>Occasional emotionally demanding elements of the post may include dealing with distressed patients, or patient relatives. Some patients may be confrontational.</p> <p>Post holder may, through exposure to clinical records, encounter unpleasant information such as reports of childhood trauma or neglect.</p> <p>There is a requirement to deal with complicated family dynamics and high levels of public expectation.</p> <p>There is often a requirement to work in hostile and emotive atmospheres, which may result in the need for sudden intense emotional effort.</p> <p>The post holder may be required to deal with verbal complaints.</p>

**16 Working conditions**

**Frequent unpleasant conditions; Occasional/ frequent highly unpleasant conditions/ some exposure to hazards**

Frequent exposure to body fluids, blood, sputum and body odours.

Exposure to infectious materials, occasionally high risk.

Working in isolation.

Occasionally dealing with challenging behaviours from staff/ patients/ carers and relatives.

**POST/GRADE: Health Care Support Worker / Band 3**  
**LOCATION/HOSPITALS: NHS Grampian**

**WARD/DEPARTMENT: Forres Community Nursing Team**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	<p>Standard Grades x 4 or</p> <p>Experience of working in primary care/community setting</p> <p>Venepuncture – willingness to undertake/learn</p> <p>SVQ level 3</p> <p>Evidence of being updated with mandatory and statutory training</p>	<p>Phlebotomy skills</p>
<b>Experience</b>	<p>Experience of working in a clinical environment</p> <p>Ability to work well within a wider Multidisciplinary team</p> <p>Evidence and understanding of effective written and verbal communication skills</p> <p>Evidence and experience of carrying out delegated responsibilities and working with direct and indirect supervision</p> <p>Evidence and awareness of limitations</p>	<p>Experience working within General Practice and Community Settings</p> <p>Experience in chronic disease monitoring, Blood pressure monitoring, Urinalysis, ECGs, applying simple dressings.</p> <p>Understanding of NEWS system</p> <p>Up to date knowledge of cross infection control</p>
<b>Special Aptitude and Abilities</b>	<p>Ability to describe and understand the role and the dimensions/outlines</p> <p>Computing skills</p> <p>Administration skills</p> <p>Personal Development Planning</p> <p>Evidence of reliability, honesty and respectful confidentiality</p>	<p>Experience of working with GP Practice Clinical Systems</p> <p>Ability to be receptive to change to benefit service delivery</p>
<b>Disposition</b>	<p>Excellent communication skills</p> <p>Excellent interpersonal skills</p> <p>Employs team working principles</p>	<p>Ability to display Initiative and adapt to situations and act accordingly</p> <p>Ability to remain calm</p>

	Flexible and Adaptable to needs of the service	Caring disposition Ability to report effectively and timeously
<b>Physical Requirements</b>	Care of acutely unwell, frail elderly, terminally ill, multi morbid, physical and mental disabilities  Awareness of limitations  <b>Driving license with access to a car</b>  Awareness of difficult driving conditions	Ability to risk assessment and manage situation safely and effectively
<b>Particular Requirements of the Post</b>	Evidence of conducting "self" in a professional manner  Flexibility and awareness of being part of an evolving Community Treatment and Care service  Understanding of equality & diversity  Compliance with the Induction Standards and Code of Conduct of Healthcare Support Workers.	Evidence of being receptive to change in a working environment

### **MAJOR RISKS IN DOING THIS JOB**

*Please indicate the major risks the job holder could face in doing this job - lifting patients/objects, working with hazardous substances, dealing with violence and aggression and lone working.*