

NHS Grampian  
JOB DESCRIPTION



SECTION 1

**JOB IDENTIFICATION**

**Job Title:** Senior Healthcare Support Worker

**Department(s):** Out Patients/ secondary care Hubs

**Location:** Aberdeen Royal Infirmary

**Hours:** 37 hours per week

**Grade:** Band 3

**Salary:** £28,011 - £30,230 pro rata per annum

**Contract:** Permanent

**Job Reference:** KWG229875

## SECTION 2

### Job Purpose -

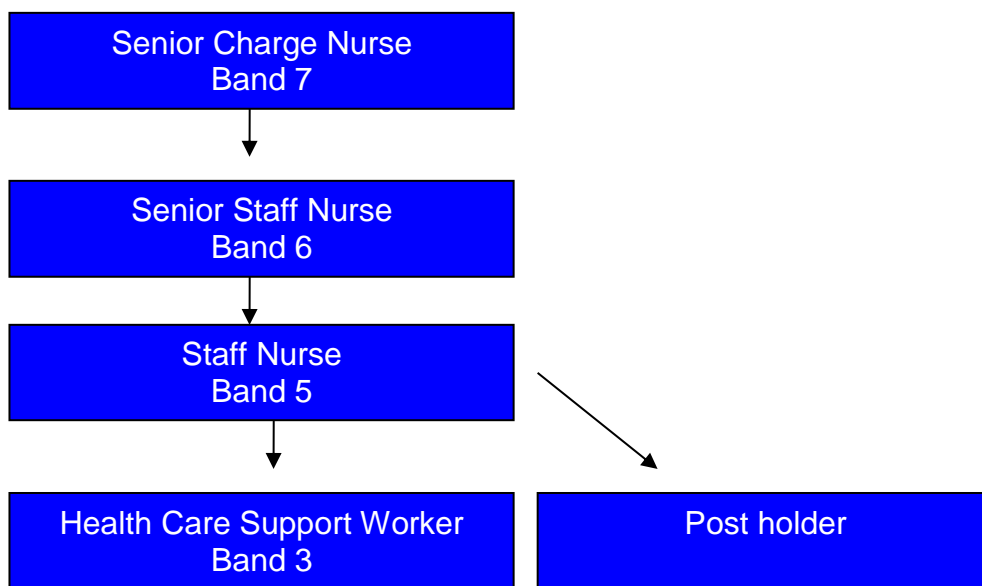
To work as part of the Outpatient Secondary Care Hub multi disciplinary team, ensuring that every patient receives high quality of care, delivered safely and effectively.

To provide community diagnostic support for patients attending Secondary Care to inform consultants of ongoing treatment plans.

Undertake basic diagnostic tests within a community hub environment, working flexibly and professionally in order to be responsive to changing clinical scenarios and ensuring provision of care to meet patients' needs.

To support the general Outpatient clinics if required in periods of high demand.

### Organisational Chart



1	<p><b>Communication and relationship skills</b></p> <p><b>Profile Statement:</b>  <b>Provide and receive routine information; barriers to understanding</b></p> <p><i>Exchanges of factual information with patients using persuasion, reassurance, tact empathy; may overcome barriers to understanding e.g. patient/client has physical impairment, mental health condition or learning disabilities</i></p> <p><b>Level 3a</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Frequent verbal communication throughout the day with patients, their carers, nursing staff and the wider multidisciplinary team. Verbal communication could be face to face or over the phone.</li> <li>• Communicates the patient's condition and care and issues relating to resources including staff and equipment.</li> <li>• Documents factual information accurately on the correct formal documentation, charts or electronic system in a timely manner</li> <li>• Adapts communication skills to meet the differing needs of patients and to overcome barriers to communication such as age, physical, mental or learning disabilities, anxiety or confusion.</li> <li>• Practices and promotes confidentiality and dignity at all times.</li> <li>• Communicates effectively with patients and carers, ensuring their involvement in decision making regarding their care, where possible.</li> <li>• Demonstrate the ability to effectively listen to other points of view.</li> <li>• At times the post holder may have to deal with distressed, upset, angry or anxious patients and carers and handle such circumstances in a professional and caring manner demonstrating empathy and reassurance.</li> <li>• Use own judgement whilst observing patient's condition, reporting any deviation from the planned care to relevant disciplines in a timely manner.</li> <li>• Actively participate in departmental meetings.</li> </ul>
2	<p><b>Knowledge, training and experience</b></p> <p><b>Profile Statement:</b>  <b>Range of work procedures and practices; base level of theoretical</b></p> <p><i>Knowledge of care and related procedures, clinical observations, relevant legislation; NVQ3 or equivalent experience</i></p> <p><b>Level 3</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• 2 years recent experience as a health care support worker or relevant NVQ/SVQ level 3</li> <li>• Evidence of caring/working with adults in a paid or unpaid capacity</li> <li>• Basic education, including English and numeracy at Standard Grade or equivalent</li> </ul>

	<ul style="list-style-type: none"> <li>• Recording vital signs on electronic system and acting appropriately on observations</li> <li>• Operates machinery used to measure vital signs</li> <li>• Attends mandatory training as outlined by NHS Grampian policy</li> <li>• Maintains responsibility for own personal development under supervision of registered nurse.</li> <li>• Adult protection awareness.</li> <li>• Basic skills to use information technology to operate such systems as Turas and Trak Care.</li> <li>• Ability to work independently and as part of a team</li> <li>• Actively participate in the in-service opportunities available.</li> </ul>
3	<p><b>Analytical and judgemental skills</b></p> <p><b>Profile Statement:</b>  <b>Judgements involving facts or situations, some requiring analysis.</b></p> <p><i>Assess patient/client condition through basic observations/test results, assess comfort of patient/client, instigate emergency procedures</i></p> <p><b>Level 2</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Communicate in a timely manner any alteration in patients condition identified through observation/ routine observations, escalating when necessary using protocols</li> <li>• Demonstrates ability to use own initiative but works under direct/indirect supervision of registered nurses.</li> <li>• Plan and prioritise workload based on clinic worklists, adapting flexibly to competing demands from various people.</li> <li>• Aware of protocol and procedures surrounding their role in the event of a fire and/or clinical emergency.</li> </ul>
4	<p><b>Planning and organisational skills</b></p> <p><b>Profile Statement:</b>  <b>Organise own day to day work tasks or activities</b></p> <p><i>Plans own work activities</i></p> <p><b>Level 1</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Demonstrate ability to take responsibility for own workload.</li> <li>• Effectively analyse, prioritise and organise delegated workload.</li> <li>• Demonstrate ability to use own initiative but working under the direct or remote supervision of registered nurses.</li> </ul>

<p><b>5</b></p>	<p><b>Physical Skills</b></p> <p><b>Profile Statement:</b>  <b>Physical skills obtained through practice/Developed physical skills; manipulation of objects, people; narrow margins for error; Highly developed physical skills, accuracy important; manipulation of fine tools, materials.</b></p> <p><i>Hand eye co-ordination required when using test equipment, e.g. blood glucose monitors, psychometric testing, manipulating wheelchairs, driving/Restraint of patients/clients; venepuncture</i></p> <p><b>Level 3b</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Requires good sight and hearing to be able to accurately observe patient condition.</li> <li>• Requires dexterity and good hand eye co-ordination to perform some of the duties</li> <li>• Perform venepuncture.</li> <li>• Basic skills to use information technology to operate such systems as Turas and Trak Care. Required to read information on a computer screen and update information using keyboard and mouse multiple times during the day.</li> </ul>
<p><b>6</b></p>	<p><b>Responsibilities for patient/client care</b></p> <p><b>Profile Statement:</b>  <b>Implement clinical care/care packages</b></p> <p><b>Undertakes a range of delegated clinical duties; record patient observations</b></p> <p><b>Level 4a</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Participate in the delivery of a high standard of care for patients within their clinical area/department.</li> <li>• Assist with patient care throughout the patient's journey by supporting the multidisciplinary team.</li> <li>• Treat patients, carers and their families with reassurance, ensuring they are comfortable.</li> <li>• Undertake clinical observations including monitoring the patient's pulse, oxygen saturation, temperature and blood pressure.</li> <li>• Document all aspects of nursing care in patient's records both written and electronic and ensure that these records are kept up to date</li> <li>• Actively participate and communicate as a member of the multi-disciplinary team, sharing in the delivery of high quality care.</li> <li>• Actively contribute to the provision of continuity of care for all patients.</li> <li>• Answer telephones referring matters to senior staff as appropriate.</li> <li>• Practice and promote confidentiality and dignity at all times.</li> <li>• Be aware of and assist with the prevention of cross infection, ensuring a clean and safe environment at all times.</li> </ul>

	<ul style="list-style-type: none"> <li>• Actively act as an advocate for the patient.</li> <li>• Collect and label specimens accurately.</li> <li>• Demonstrate ability to adapt to the variety of situations presented as a result of changing clinical and departmental scenarios.</li> <li>• Initiate appropriate emergency care.</li> <li>• Communicate effectively with patients, carers and families ensuring involvement in decision-making regarding their care.</li> <li>• Work flexibly and professionally in order to be responsive to changing clinical scenarios and provision of care to meet individual patient needs.</li> <li>• Actively participate in health promotion and demonstrate adherence to NHS Grampian/local policies and procedures.</li> <li>• Demonstrate up to date knowledge of relevant conditions and procedures</li> </ul>
7	<p><b>Responsibilities for policy and service development implementation</b></p> <p><b>Profile Statement:</b>  <b>Follow policies in own role may, be required to comment</b></p> <p><i>Follows policies, may participate in discussions on proposed changes to procedures</i></p> <p><b>Level 1</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Demonstrate positive attitude to suggest changes in practice through the introduction of evidence based practice.</li> <li>• Participate in ward/unit reviews of policy or practice</li> <li>• Actively participate in departmental meetings</li> <li>• Assist colleagues in contributing towards the future development of the service.</li> <li>• Be aware of the procedures for reporting accidents, hazards and incidents, taking appropriate action when necessary, ensuring a safe environment for staff and patients.</li> <li>• Actively participate in possible developments within the department, contributing to policy where relevant.</li> <li>• Be aware of the development and implementation of Health and Safety management and Risk management processes, and their application to the department.</li> <li>• Be aware of Lone Working protocols and processes</li> <li>• Demonstrate adherence to NHS Grampian/local policies and procedures.</li> </ul>
8	<p><b>Responsibilities for financial and physical resources</b></p> <p><b>Profile Statement:</b>  <b>Personal duty of care in relation to equipment, resources/Handle cash, valuables; safe use of equipment other than equipment used personally; maintain stock control</b></p> <p><i>Careful use of equipment/handles patient/client valuables; ensure equipment used by others, e.g. hoists, is safe and properly used; orders supplies</i></p> <p><b>Level 2abc</b></p>

	<p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Demonstrate an awareness of available resources and how they should be most effectively used.</li> <li>• Demonstrate economy in the use of supplies, maintaining agreed stock levels within clinical areas.</li> <li>• The post holder is required to directly use and actively participate in the care and maintenance of departmental equipment</li> <li>• There is a need for accuracy and knowledge in the use of all equipment.</li> <li>• Demonstrate adherence to NHS Grampian local policies and procedures e.g. in relation to handling personal belongings of patients</li> </ul>
<p><b>9</b></p>	<p><b>Responsibilities for human resources</b></p> <p><b>Profile Statement:</b>  <b>Demonstrate own activities to new or less experienced employees/ Day to day supervision</b></p> <p><i>Demonstrates own duties to new starters/supervises work of students and junior staff</i></p> <p><b>Level 1</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Work with more junior/inexperienced staff/learners to enhance their understanding of nursing knowledge and care.</li> <li>• Once experienced and fully competent in role assist in assessment of more junior health care support workers.</li> <li>• Maintain responsibility for own personal development under supervision and guidance of qualified staff.</li> <li>• In conjunction with line manager and nurse education team identify own development needs in relation to current practice and possible future work, and take responsibility and ownership of own Personal Development Plan.</li> <li>• Actively participate in supporting learning.</li> </ul>
<p><b>10</b></p>	<p><b>Responsibilities for information resources</b></p> <p><b>Profile Statement:</b>  <b>Record personally generated information.</b></p> <p><i>Contributes to updating patient records.</i></p> <p><b>Level 1`</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Proficient in all relevant record keeping including both written and electronic data capture to ensure accurate patient documentation. Uses patient information system many times a day including Trak Care and Order Comms.</li> <li>• Maintain confidentiality at all times and work in accordance with information governance policies and procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Utilise NHS e-mail to send and receive updates and communications relevant to role understating the importance of Data Protection</li> <li>• Use Intranet and associated links to access relevant information resources</li> <li>• Report any accidents, hazards and incidents via Datix and Senior Charge Nurse</li> </ul>
1 1	<p><b>Responsibilities for research and development</b></p> <p><b>Profile Statement:</b>  <b>Undertake surveys or audits as necessary to own work.</b></p> <p><i>Occasionally participates in audits, surveys, research and development activities.</i></p> <p><b>Level 1</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Contribute to the collection of data for patient safety as delegated by registered nurses</li> <li>• Occasionally participate in audit or surveys as required.</li> </ul>
1 2	<p><b>Freedom to act</b></p> <p><b>Profile Statement:</b>  <b>Standard operating procedures, someone available for reference.</b></p> <p><i>Acts on own initiative in delivering patient/client care, supervision accessible.</i></p> <p><b>Level 2</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Works under remote / direct / indirect supervision at all times.</li> <li>• Delegated duties undertaken according to standard operating procedures</li> <li>• Procedure and plans of care written by registered nurses or local or national policy</li> <li>• Practices within local procedures, guidelines, best practice statements and agreed competencies.</li> <li>• Acts and reacts on own initiative, adapting to a variety of situations which may present due to changing clinical and departmental scenarios</li> <li>• Care is always pre-determined by registered nurse, changes in a patient's condition or variation from the expected recovery are relayed in a timely manner to the registered nurse</li> <li>• Adhere to code of conduct for Health Care Support Workers</li> </ul>
1 3	<p><b>Physical effort</b></p> <p><b>Profile Statement:</b>  <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><i>Turns, manoeuvres patients/clients for toileting, bathing using aids, restrains patients/clients, active participation in physical activities, e.g. sports activities; toileting, bathing without mechanical aids</i></p> <p><b>Level 3c</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Much of the work entails physical work and manual handling skills should be updated annually</li> <li>• The post holder is required, on a daily basis, to participate in moving and handling of patients and objects.</li> <li>• The post holder may be required to work within various community environments and spaces, and will be required to assist patients in a variety of settings.</li> <li>• Much of the shift will be spent standing or walking</li> </ul>
<p>1 4</p>	<p><b>Mental effort</b></p> <p><b>Profile Statement:</b>  <b>Frequent concentration; work pattern predictable/unpredictable.</b>  <i>Concentration required for clinical and personal care procedures, predictable/unpredictable when responding to emergency situations e.g. patient/client restraint</i></p> <p><b>Level 3a</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• The post holder is required to work within a multi-disciplinary team which may have inherent tensions due to differing priorities</li> <li>• Safety of the patient's physical and emotional wellbeing must be provided at all times. This requires frequent concentration to varying patient's clinical, personal care and emotional care requirements.</li> <li>• Required to prioritise work and multitask activities several times a day in a very busy department with competing demands</li> </ul>
<p>1 5</p>	<p><b>Emotional effort</b></p> <p><b>Profile Statement:</b>  <b>Occasional distressing or emotional circumstances/Frequent distressing or emotional circumstances; Occasional highly distressing or emotional circumstances</b></p> <p><i>Care of patients/clients with chronic illness/conditions, terminally ill and deaths, challenging behaviour</i></p> <p><b>Level 2a</b></p> <p><b>Evidence</b></p> <ul style="list-style-type: none"> <li>• Occasionally be involved with adverse patient outcomes.</li> </ul>

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## **Working conditions**

### **Profile Statement:**

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

*Foul linen, body fluids; physically aggressive behaviour*

### **Level 4b**

#### **Evidence**

- The post holder is, on a daily basis, exposed to and may have to handle bodily fluids and is required to handle sharps in a safe manner in accordance with standard operating procedures
- Working in confined spaces on a daily basis
- Adheres to NHS Grampian local, national, Control of Substances Hazardous to Health and Health and Safety policies and procedures.
- The post holder may be exposed to confused, aggressive patients and/or families.
- Adapt to different shift patterns as required by department within European Working Time Directives
- Working conditions may involve working in awkward positions particularly when performing with venepuncture
- Assist with the general tidiness, cleanliness, disposal of refuse within the department.

# NHS GRAMPPIAN

## PERSON SPECIFICATION

The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below.

**POST/GRADE:** *Band 3 Health Care Support Worker*

**LOCATION/HOSPITALS:** **Outpatient Services, Secondary Care Hubs**

**WARD/DEPARTMENT:** **Ambulatory Care, ARI**

ATTRIBUTES	ESSENTIAL	DESIRABLE
<i>Qualifications</i>	Educated to SVQ level 3 or related NHS experience to this level Current NHS employee Venepuncture	
<i>Experience</i>	Evidence of generic basic nursing skills Evidence of lone working  Able to organise and prioritise own workload	Previous experience in an out patient environment
<b>Special Aptitude and Abilities</b>	Committed to lifelong learning Ability to work as a team member and working alone with remote support Good problem solving and decision making skills Ability to multi task	Experience of change management
<b>Disposition</b>	Calm, outgoing personality. Adaptable to multiple clinic areas across NHS Grampian	
<b>Physical Requirements</b>	Adherence to Trust sickness and absence policy. Bending and lifting required. Extended periods of standing and walking	
<b>Particular Requirements of the Post</b>	Confident and adaptable. Driving licence and use of vehicle	

	Good organisational skills. Motivated. Flexible. Enthusiastic	
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