



Eileanan Siar  
Western Isles



# Healthcare Assistant

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[wihb.scot.nhs.uk](http://wihb.scot.nhs.uk)

Western Isles Health Board  
**The best at what we do**



## Job Advert



### Healthcare Assistant (Emergency Department)

Salary £20,700 - £22,594 (pro rata)

Plus Distant Islands Allowance of £1,074 (pro rata)

23 hours per week

Permanent post

The above vacancy has arisen in the Emergency Department (ED) of the Western Isles Hospital.

The ED is a nurse-led service incorporating a minor injury service, assessment and triage of all emergency patients in a rural area. We are a dynamic team looking for a keen, enthusiastic and motivated HCA to assist ENPs in delivery of emergency care. Candidates are required to be forward-thinking, organised and have the ability to work in a busy environment. We are looking for a team member who has excellent communication and knowledge of computer systems. This post is night shift only, and the post holder would also be required to work extra shifts to cover annual leave.

You should have:

- Proven experience in an acute area.
- Basic Life Support.
- Proficient in Venepuncture, Cannulation and ECGs
- Up to date mandatory learn pro
- Good interpersonal skills.
- Flexibility to work co-operatively within a small team.

For further information please contact Susan Macaulay, Emergency Department Manager on 01851 704704 (ext. 2261).

AGENDA FOR CHANGE

JOB DESCRIPTION – TEMPLATE – VERSION 1

**1. JOB IDENTIFICATION**

**Job Title: Health Care Assistant (Emergency Department/Unscheduled Care)**

**Department(s): Emergency Department**

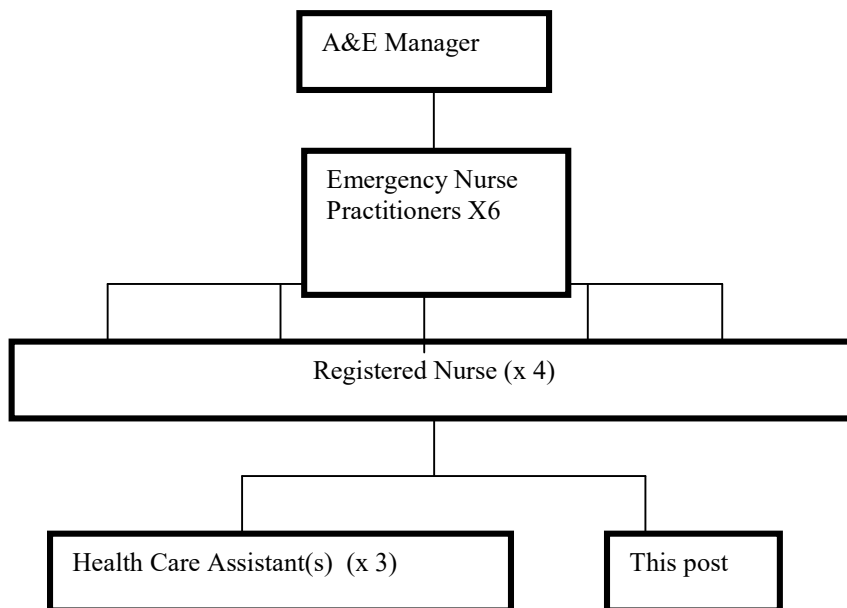
**Job Holder Reference:**

**No of Job Holders: 3**

**2. PURPOSE**

To assist members of the multidisciplinary team in the assessment and delivery of patient care in the Emergency Department. To feedback information relating to patients and others present in ED. The post holder will be expected to assist with procedures, techniques and information gathering under the guidance of registered nursing and medical staff in order to meet patient physical and emotional needs.

**3. ORGANISATIONAL CHART**



#### **4. MAIN DUTIES AND RESPONSIBILITIES OF THE POST**

##### Clinical

- Assist patients with all activities of daily living.
- Assist the Registered Nurse and where appropriate other members of the Clinical Team to deliver patient care.
- To record blood pressure, pulse, respirations, Oximetry, Blood Glucose and visual acuity and document correctly accordingly.
- Record patient observations e.g. Fluid balance, urinalysis and obtain specimens.
- Assist with the transfer of stable patients between the ward and other clinical areas unsupervised.
- To regularly undertake agreed direct care tasks e.g. venepuncture, cannulation, ECG recording, simple wound dressings, application of basic POP backslabs, limb splints and other clinical practice specific to specialist area of work.
- Ensure urgent transfer of specimens to lab and process blood gases in ED.
- To assist nursing and medical staff with clinical procedures such as catheterisation, Wound incision/drainage/closure.
- Prepare and support patients undergoing examination and procedures, maintaining privacy and dignity at all times.
- Co-operate with and maintain good relationships with other disciplines that are attending and treating clients to maximise patient care.
- Maintain good relationships and an empathetic approach to patients, carers and relatives and refer them to a registered nurse for any questions they may have on the patient's condition or for any suggestions or complaints that they wish to raise.
- Adhere to the organisational Infection control policy and procedures and act as a role model in the maintenance of a safe environment.

##### Analytical and Judgement skills

- Ability to recognise anomalies and deterioration in patients' general condition/ triggering NEWS and report to registered nurse in timely manner.
- Ability to assess comfort or distress of patient.
- Instigate emergency procedures such as basic life support, cardiac arrest call in absence of registered member of staff.
- Ability to recognise and manage potential or actual conflict and escalate to Police a required.
- Ability to recognise relative urgency of new patients and report to Registered Nurse.
- Ability to recognise that attendance at ED is unplanned and that anxiety and stress may impact on comprehension and behaviour of patients.

##### Systems and Equipment:

- Must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees.

- The post holder is responsible for inputting information into electronic patient records where applicable and also into patients written records. They will comply with the Data Protection Act, Caldicott Guidelines and local policies regarding confidentiality and access to medical records
- Booking patients in electronic, Topas system for episode of care, obtaining demographic and clinical details of presenting problem.
- Ability to use and access electronic systems to ensure patient information provided for medical and nursing staff , including Sci store, ECS, TOPAS
- Use of medical devices and all other equipment used in their clinical environment
- Ability to maximise the use of Information Technology to benefit personal development and patient care.

#### Responsibility for financial and physical resources

- Handle and record patients' personal belongings e.g. clothing and valuables in accordance with organisational policy.
- Maintain /department stock.
- Responsible for re-stocking of treatment rooms after clinical episode completed.
- Clean equipment including sanitary aids, cupboards and other ward/department equipment in accordance with department cleaning schedule and Western Isles NHS Board's infection control policy.
- Assist with general and specific cleaning duties including bodily fluids spillage according to local policies.
- Ensure maintenance of ward equipment and report faults.
- Share responsibility for key aspects of housekeeping and stock control demonstrating a good awareness of cost efficiency and safety.

#### Education and Research

- Participate in personal career development plan to develop and maintain skills and personal growth through training and education such as face to face and e-learning
- Participates in surveys or audits as required.
- Maintain statistics of ED activity for monitoring and audit purposes and establish patient information systems.

#### Organisational

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- Prioritise patient care according to urgency and trained nurse direction.
- Organise own tasks for shift within agreed parameters and tasks delegated by registered nurse

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#### Communication

- Retrieve medical notes and documents required for admission procedures.
- Answer telephone and radio communication equipment, take, record and relay messages from other agencies SAS/Coastguards/Police to nursing and medical staff.
- Establish and maintain professional relationships with colleagues and members of the team as appropriate to benefit patient care.
- Giving and receiving routine information which may be significant in relation to patient care, to patients, other staff, relatives, and members of multidisciplinary teams in both verbal, and written format.
- Observe confidentiality in accordance with NHS Western Isles policies.
- Contact may be face-to-face, by video and telephone, or be written/e-mail.
- Contact with a wide variety of NHS staff including consultants and specialists based at mainland hospitals, local hospital staff, other NHS staff and patients/family members/carers.
- Use tact, reassurance and sensitivity when necessary to overcome barriers to understanding with patients who first language may not be English, have learning difficulties or under the influence of drugs and alcohol.
- Use excellent communication skills to de-escalate situations with patients and relatives who may be volatile, abusive and stressed.
- Provide statement of events as required to do so by Manager/organisation and Police Scotland.

Responsibility for Human Resources:

- Assist new members of staff into the role of health care assistant.

## **5. SUPPORTING EVIDENCE**

Physical Demands of the Job

- Moving and handling patients and equipment using mechanical aids for a minimum of 25% of each shift.
- Peak periods of high activity for unscheduled and emergency care (daily)

Mental Effort

- Need to concentrate for 100% of time whilst carrying out clinical and personal care procedures.
- Ability to cope with unpredictable work patterns with constant interruptions and emergency situations e.g. acutely ill patients, resuscitation
- Ability to constantly be aware of own role in situations which rarely occur but occur with no prior warning e.g. Major Incidents, CBRN situations etc.

Emotional Effort

- Expect daily to participate in the care of seriously ill/injured patients and their families.

- Regularly involved in care under distressing situations e.g. people with challenging behaviours, angry patients and relatives, intoxicated by alcohol and other substances.
- Expect daily to be involved with patients and relatives who are frightened and stressed by the unexpected events leading to ED attendance.
- Ability to support patients, relatives and staff during emergency and challenging situations i.e. unexpected death/receiving of bad news. (Occasional)

#### Working Conditions

- Coping with unpleasant materials and smells, bodily fluids etc (frequently)
- Possible aggressive behaviour of patients and visitors.
- Minimum staffing (2) cover at all times (x1 Trained Nurse and x 1 HCA)
- Rota is night shift only
- Long periods of time in small consulting rooms with no windows (frequently)

## **6. STANDARD ELEMENTS**

### **Confidentiality**

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and the need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality. NHS Staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

### **Health and Safety:**

***Assist in maintaining own and others' health, safety and security.***

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

***Ensure own actions support equality, diversity and rights.***

This involves:

- (a) Acting in ways consistent with the Board's policies and procedures.
- (b) Treating those you come into contact with equitably and with respect.
- (c) Recognising the need for aids or adaptations.

**JOB DESCRIPTION AGREEMENT**

I, (Print Name)..... confirm that the job description(s) /person specification(s) attached have been discussed with me and are an accurate and up-to-date account of the duties and responsibilities and skills/qualifications required to undertake the post.

**Job Holder's Signature:**

**Date:**

**Head of Department Signature:**

**Date:27/08/20**

## NHS WESTERN ISLES - PERSON SPECIFICATION GUIDANCE

**Job Title:** Health Care Assistant (Emergency Department/Unscheduled Care)

**Department:** Should be blank for matching purposes

**Location:** Should be blank for matching purposes

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	Previous experience in health care	Acute or Emergency care experience
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	Evidence of ongoing development/training PDPs at SVQ level 2 or equivalent certificate training in venepuncture, NEWS and Acute illness management.	SVQ 3 De-escalation and breakaway skills  Cannulation experience
KNOWLEDGE AND SKILLS	Basic knowledge and understanding of IT systems.  Numeracy and literacy.  Competent in Venepuncture and carrying out ECGs  Willingness to learn new skills and participate in training opportunities including cannulation, basic life support and complete SVQ at level 3  Able to communicate effectively using: verbal, written, IT systems and ability to use or willingness to adapt to using telehealth equipment	Knowledge of systems SCI store, ECS
DISPOSITION	Able to work on own or as part of a team.  Willing to work flexible hours predominately night shift e.g. un-social hours, weekend, to meet departmental needs.	

OTHER	<i>This could include physical attributes, social activities, leisure activities, personal circumstances</i>	
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# About the Western Isles

The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.

Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.

The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.

The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer them.

## Links

[visitouterhebrides.co.uk](http://visitouterhebrides.co.uk)  
[welovestornoway.com](http://welovestornoway.com)  
[hebrides-news.com](http://hebrides-news.com)  
[hebrideanhousing.co.uk](http://hebrideanhousing.co.uk)  
[cne-siar.gov.uk](http://cne-siar.gov.uk)

# About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

**Stornoway**—Western Isles Hospital (Ospadal nan Eilean Siar)

**Benbecula**—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

**Barra**—St Brendan’s Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

Web

[wihb.scot.nhs.uk](http://wihb.scot.nhs.uk)

The latest information about the Board’s response to the COVID-19 pandemic can be found on the Board’s dedicated website.

Web

[coronavirus.wi.nhs.scot](http://coronavirus.wi.nhs.scot)



# Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

**Stornoway Airport**—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

**Benbecula Airport**—Glasgow, Inverness, Stornoway

**Barra Airport**—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



## Links

Ferry Travel:  
[calmac.co.uk](http://calmac.co.uk)

Air Travel:  
[loganair.co.uk](http://loganair.co.uk)

Car Hire:  
[carhire-hebrides.co.uk](http://carhire-hebrides.co.uk)  
[lewis-car-rental.com](http://lewis-car-rental.com)

Air Discount Scheme:  
[airdiscountscheme.com](http://airdiscountscheme.com)