

1. JOB IDENTIFICATION

Job Title: Health Care Support Worker – Band 2

Department(s): Wards B1, B2, B3, C4, C5, C6, D7, D8, D9, CAU

Job Holder Reference:

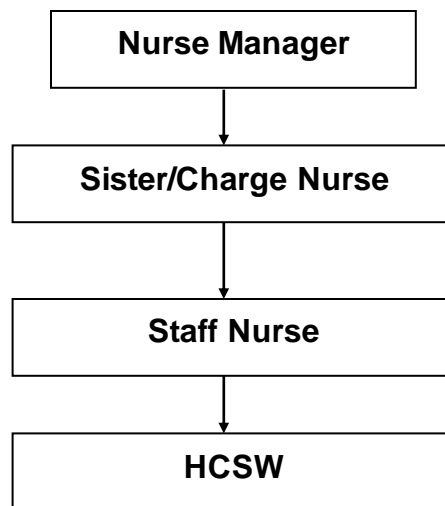
No of Job Holders:

2. JOB PURPOSE

To assist in the delivery of nursing care programmes as prescribed by a qualified nurse as part of the multi-disciplinary / multi – agency team.

To liaise with and provide support to families and carers.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

Will assist in providing quality nursing care to individuals and their families / carers under the guidance of a registered nurse.

To actively participate within the multi-disciplinary multi – agency team.

5. MAIN DUTIES/RESPONSIBILITIES

Your performance must comply with the Mandatory Induction Standards for Healthcare Support Workers in Scotland as well as the Code of Conduct. Failure to adhere to the Standards or to comply with the Code may result in poor performance measures or Disciplinary action could lead to dismissal.

Assist in the individual personal care of adults in accordance with developed care plans. Report and record both verbally and in written format all, information and observations concerning patients/carers.

Ensure that a safe environment is created and maintained for all patients and fellow workers.

Maintain high standards of cleanliness in accordance with Infection Control Policy.

Work in accordance with Health and Safety standards and protocols.

Assist medical, surgical & nursing staff as required.

Take part in the multidisciplinary team discussions.

Respect and promote the individuality, dignity, and independence of patients/ family/carers.

Answer telephones, take, record and communicate messages and reports.

Take part in in-service activities in order to enhance practice and personal development.

Assist in the provision of food and refreshments.

Assist with the feeding of patients.

Be aware of the safe use of equipment and report any faults

Be aware of the security of the premises.

Ensure safe custody of patient's property and valuables.

Assist in diversional therapy/rehabilitation of patients.

Participate in audit and quality initiatives as required.

Assist with last offices.

To be aware of and adhere to policies and procedures laid down by NHS Dumfries and Galloway.

Assist with the transportation of patients and chaperone duties.

To undertake, following training and supervision, the particular skills required for this specific area / speciality, e.g. monitoring and recording basic vital signs, phlebotomy.

To undertake mandatory training requirements as outlined in NHS Dumfries & Galloway policy.

To undertake duties and deliver care as outlined and relating to the competencies within SVQ qualifications.

6. SYSTEMS AND EQUIPMENT

Will be expected to use manual handling equipment, electronic information systems and other manual/electrical equipment relevant to the unit following the appropriate training and development.

DECISIONS AND JUDGEMENTS

Work under the direct guidance of registered nurses.
Follow written care plans.
Adhere to all local and national policies
Respond to changing patient condition / needs as appropriate, always acting in the individual's best interest.

8. COMMUNICATIONS AND RELATIONSHIPS

Communicate to patient/carers relevant information in conjunction with the registered nurse.
Overcome barriers to understanding when patient are confused and disorientated or may have some form of sensory impairment.
Report all relevant patient information to the registered nurse.
Effectively communicate with the multi-disciplinary / multi-agency team.

9. PHYSICAL DEMANDS OF THE JOB

Required to move and handle patients/equipment using prescribed manual handling techniques.
Will be expected to exhibit an appropriate degree of dexterity while performing procedures.
A moderate degree of stamina is required for the role.
Exposure to unpleasant conditions eg, contact with body fluids.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Able to cope with providing a diverse range of care input from activities of daily living to terminal care.
Coping with challenging behaviour
Expected to work in a changing environment, which at times may be unpleasant or stressful.
Manage challenging and aggressive behaviour in line with local policies and to participate within the organisation's Response Team as required.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Preferably will have an SVQ qualification or be prepared to work towards this or similar qualification.
Post holder will be keen to learn and gain experience in their particular work.
Required to have/obtain a Food Handling Certificate.
Required to attend mandatory training in accordance with NHS D&G policy.
Required to work to a personal development plan
A driving licence may be required.

Required to have an awareness of legislation relevant to the specific area(s).
Expected to have a flexible and adaptable approach.

12. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:



Person Specification
Health Care Support Worker Band 2

NHS DUMFRIES & GALLOWAY PERSON SPECIFICATION	
Job Title:	HCSW
Department:	
<u>ESSENTIAL</u>	<u>DESIRABLE</u>
QUALIFICATIONS Basic Arithmetic English	Completion of skills development course
EXPERIENCE Previous experience as HCSW although not essential	
SKILLS Literacy Numeracy	Venapuncture & cannulation. ECG
KNOWLEDGE Literacy Numeracy Awareness of the role of the HCSW	
PERSONAL CHARACTERISTICS Able to work in stressful situations Able to prioritise workload	