

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Healthcare support worker
Responsible to:	Manager Harm Reduction Team
Department:	Harm Reduction Team
Directorate:	REAS
Operating Division:	NHS Lothian
Job Reference	P-EHP-NA1
No of Job Holders:	
Last Update :	June 2014

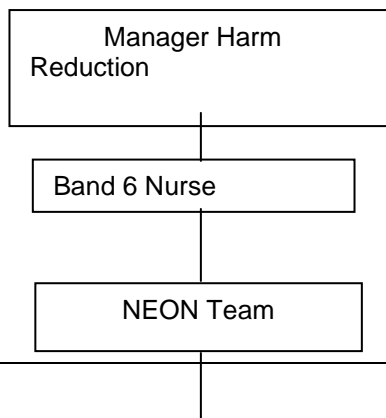
2. JOB PURPOSE

As part of a multidisciplinary team the post holder will provide care to patients as directed by the caseload holder and will regularly work without direct supervision.

3. DIMENSIONS

- Facilitation of joint drop in clinic sessions offering harm reduction services
- Provision of outreach harm reduction work in a variety of settings

4. ORGANISATIONAL POSITION



This post

The post holder is accountable to the Manager Harm Reduction Team .

5. ROLE OF DEPARTMENT

To provide a comprehensive Injecting Equipment Provision (IEP) Service to communities throughout all the Lothians, through direct service provision at the Spittal Street Centre and indirect provision through selected pharmacies and 3RD sector agencies.

To provide outreach needle exchange throughout Lothian, in collaboration with other agencies.

To provide a DBST testing service for those at risk of BBVs throughout Lothian.

To provide a Low Threshold Methadone Service to 60 chaotic drug users in Lothian, including individualised packages of care for those attending the Spittal Street Centre and those cared for in the community.

To provide training, support and consultation for staff within and outwith the Health Service on Harm Reduction.

To contribute to planning and policy in a number of related fields.

6. KEY RESULT AREAS

1. To provide patient care as delegated by the caseload holder and as per the patient's care plan to ensure delivery of high quality patient care.
2. Feedback to the caseload holder on a daily basis including changes in the patient's condition/circumstances.
3. Keep up to date and timely patient record of treatment received
4. Co-operate and maintain good relationships with patients, their carers/representatives and other disciplines that are attending and treating patients and their carers/representatives to maximise patient care.
5. Adhere to NHS Lothian policies and procedures to ensure maintenance of safe working practices for service users and colleagues as well as the safe and appropriate use of supplies and equipment.
6. Maintain stock levels of nursing supplies to support the smooth running of the nursing team.
7. Participate in the process of professional and personal development to maintain skills and develop personal growth through training and education.
8. Maintain patient confidentiality at all times.

9. To collect blood samples as requested by medical and nursing staff from patients by venepuncture ensuring relevant policies and procedures are adhered to.
10. To carry out a range of clinical duties with minimal/no supervision. i.e. Blood pressure monitoring, Oxygen saturation levels, body temperature, pulse rate and respiration rate. Glucose monitoring (BM Sticks), collection and testing of urine samples/faecal samples/sputum samples and wound swabs.
11. To carry out/administers simple dressings using both sterile and non sterile techniques, as per Treatment Plan, with minimal/no supervision

7a. EQUIPMENT AND MACHINERY

Syringes and needles

Sphygmomanometer, blood glucose monitor, thermometer, alcometer, weighing scales

Personal alarm

Use computer on a daily basis

May carry a work mobile telephone whilst on duty

7b. SYSTEMS

Contributes to maintenance of patient records

Responsible for recording activity on appropriate local system

Responsible for completing own mileage sheets

May be responsible for ordering nursing/clinical stores under the supervision of caseload holder

8. ASSIGNMENT AND REVIEW OF WORK

Assignment of work will be delegated by the caseload holder or this will be delegated to another registered nurse in the team.

Responsible for ensuring the caseload holder is informed of changes in patient care/circumstances.

The postholder will receive support and supervision on a daily basis from the caseload holder or from another registered nurse in the team.

The post holder will be expected to work without direct supervision and exercise initiative when providing patient care. However, a registered nurse will be available for advice, guidance and review at all times.

Receive an annual appraisal and agree a personal development plan with the caseload holder.

9. DECISIONS AND JUDGEMENTS

Planning order of own allocated work and carry out majority of work without direct supervision.

Ability to recognise change in patient condition and report back to caseload holder/registered nurse.

Occasional decisions may be made regarding patients' circumstances where immediate action is required.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing competing demands on time.

Encouraging patients to follow treatment plan

Working with patients/carers to follow agreed treatment plan.

Ensuring patient and staff safety at all times.

Involvement in a multi-disciplinary setting

Working across a variety of settings to access homeless people

11. COMMUNICATIONS AND RELATIONSHIPS

Communicate on a regular basis with the patient, their relatives, the multidisciplinary team and external agencies involved with the provision of care.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills:

Keyboard

Manual dexterity

Manual handling

Venepuncture

Physical Demands:

Personal safety

Working in variety of settings

Kneeling and bending frequently

Working in cramped and restricted conditions

Stairs

Frequently standing for long periods

Travelling

All of the above activities are required to be carried out on a daily basis

Mental Demands:

With the support of the registered nurse:

Concentration required when undertaking personal care for patients.

The ability to act expediently and appropriately when responding to crisis situations.

Working with patients with complex and diverse needs.

Emotional Demands:

With the support of the registered nurse:

Communicating with distressed/anxious/worried patients/relatives on a daily basis.

Caring for the chronically sick, disabled patients,

Caring for patients who regularly experience high levels of stress.

Caring for patients following receipt of bad news.

Dealing with patients whose health is not uppermost on their agenda

Dealing with patients with challenging behaviour.

Working Conditions:

Exposure to body fluids on a daily basis

Exposure to verbal and physical aggression

Homeless environments e.g. hygiene, ergonomics, pets

Lone working on a daily basis

Road traffic conditions

Inclement weather

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

SVQ2 essential

Knowledge of personal care and related procedures.

Previous experience in a caring environment/role.

Ability to work with people and as part of a multidisciplinary team.

Ability to work unsupervised.

Good written and verbal communication skills.

Ability to carry out assigned tasks effectively in busy environment.

14. 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: