NHS Grampian

**Job Description**

# SECTION 1

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| JOB IDENTIFICATION |
| **Job Title:** | Healthcare Support Worker |
| **Department(s):** | Clinical support  |
| **Location:** | Dr Gray’s Hospital |
| **Hours:** | 37.5 per week |
| **Grade:** | Band 3 |
| **Salary:** | £21,709 – 23,603 (Pro rata per annum) |
| **Contract:** | Fixed-term or Secondment |
| **Job Reference:** | PR073494 |

######  Section 2

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|  | **Job Purpose**  - In order to reduce Junior Doctors hours of work the Senior Healthcare Support Worker role has been devised as one of the roles to reduce the identified low grade workload previously undertaken by Junior Doctors and to provide a comprehensive support service to junior medical staff.As a member of the multi-disciplinary hospital clinical team to provide high quality care to patients the post holder will have work delegated to them by members of the medical and nursing team. The post holder will work without direct supervision as part of a ward team. The Healthcare support worker will be managed by an assigned Senior Charge Nurse.The post holder will be required to provide care and treatments currently performed by other professional groups – providing core tasks Cannulation, Venepuncture, providing occasional tasks ECG recording, bladder scanning etc.The post holder will be expected to work in any of the clinical specialities throughout the hospital assisting in providing care to improve the patient’s journey in the acute setting. |
|  | **Organisational Chart** Unit Operational ManagerSenior Charge NurseRegistered ward staff AMAU Senior Healthcare Support Worker |

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| **1** | **Communication and relationship skills**Contributes to effective written and verbal communication within the team and with other wards and departments to provide cohesive, efficient feedback regarding a patient’s condition.Communicates sympathetically and effectively with patients/ relatives in an emotionally volatile state of mind.* To develop working rapport with consulting staff, that projects an effective and proactive relationship.
* Communicates nursing or patient care issues with staff nurse or Lead staff nurse.
* To liaise with ward/department/unit medical and nursing staff.
* Practices and promotes confidentiality and understanding when communicating with patients and their relatives.
* Demonstrates the ability to listen effectively to other points of view.
* To communicate factual information to patients with reassurance, tact and sensitivity.
* Overcome any barriers to comprehension or understanding when patient has visual/ hearing impairment and/ or mental/ physical disability or when the patients’ first language is not English.
* Accessing patient information on a daily basis of IT systems- Trac-care, SCI store
* Reports any incidents using the online Occurrence Reporting System (DATIX)

Methods- verbal, non-verbal, written, electronic, video conferencing, listening and questioning.**Internal** (NHSG)- Daily  **External**(NHSG)- DailyNursing Colleagues Medical Staff PatientsWard Administration Staff Relatives Labs Visiting Medical StaffIT Department language interpretersEstates Department Portering StaffHospital management team |
| **2** | Knowledge, training and experience* Post holder will have consolidation practice at Healthcare Support Worker level (band 2)
* SCQF level 7/SVQ3 or equivalent. Must be willing to undertake and achieve qualification within one year of commencing post.
* Ability to work independently and within a team.
* IT skills and use of hospital systems.
* Ability to work using own initiative, with little or no supervision.
* Effective communication skills.

Competent in the use of e-KSF, NHS Grampian Intranet, NHS Grampian Learning Zone. In addition the post holder must be able to safely utilise Physiological Monitoring Equipment such as: Blood Glucose measuring equipment, Non-invasive Blood Pressure measuring equipment (manual and automated), Pulse Oximeter, ECG monitor, Bladder Scanner (this list is not exhaustive providing training as new equipment is introduced)  |
| **3** | Analytical and judgemental skillsThe post holder will be required to use their own initiative and make reasoned decisions in prioritising their own workload and actively seek out guidance / supervision from senior staff members when needed.* Responsible for carrying out a variety of core and non-core clinical duties as assigned by Medical/Nursing Staff within their capabilities, e.g. ECG recording, venepuncture, cannulation, bladder scanner **.**There is no requirement or expectation to interpret results of tasks undertaken.
* Will assist in other areas where work load is increased and when there is shortages of HCSWs in some clinical areas
* Has the ability to recognise when clinical areas are under pressure and organises own workload accordingly, referring work back to medical team/ ward manager and line manager
* Has clear understanding of rights of patients and has the ability and knowledge to obtain informed consent.
* Expected to communicate with patients, relatives and visitors to the hospital in a friendly and efficient manner and has had sufficient training to deal with violent and aggressive incidents.
* Responsible for ensuring that the physical/psychological needs of the patients are met.
* Can act in accordance of the correct procedure in the event of a fire.
* Is able to carry out first line resuscitation procedure –annual mandatory update
* Participates in safeguarding health, safety and welfare of patients, visitors and staff within the working area.
* Demonstrates adherence to NHS Grampian and Local Policies.
* Participates in in-service led training as required.
* Computer literate and have ability to learn IT packages relevant to the post,
* Assist in the moving & handling of patients using appropriate equipment available.- annual mandatory update
* Required to communicate with all members of the multidisciplinary team, in relation to patient information concerns, eg, reporting back to medical staff or senior ward nurse if they are concerned re clinical condition of a patient they have attended and report to ward staff if a patient they have attended requires assistance.
* To adhere to policy for safe disposal of infected linen and sharps.
* Apply relevant monitoring to patients under the direction of the ward staff
* High risk of contamination and exposure of body fluids due to the nature of the tasks performed , PPE must be worn
* Demonstrates duties to new starts or less experienced staff
* Flexible in working pattern and ability to cover other specialities when level of HCSW reduced
* Adaptable to change
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| **4** | Planning and organisational skillsOrganise own day to day work tasks or activities * Expected to organise own delegated workload, and perform tasks independently within own competencies
* Expected to actively support and take instruction from other members of the team, participate in teamwork and demonstrate a positive and supportive attitude to change.
* Expected to carry out administrative duties such as retrieving patient notes, blood results etc. so that they are available to staff in the specific areas
* Accurately records/documents relevant information as required on appropriate charts, eg records cannulation in nursing cardex as per local policy.
* Collect and correctly label blood samples in accordance with existing policies.
* Be aware of and assist with the prevention of cross-infection ensuring compliance with relevant decontamination standards and local policies.
* Complies to policies regarding handling of hazardous waste eg. Body fluids (ie. Blood, urine, faeces and vomit)
* Promptly collect and dispatch specimens to laboratories
* Assist in the transfer of patients to X-ray if ward staff levels are reduced and delay in transfer would be detrimental to patient treatment and patient transfer to appropriate area
* In the absence of ward staff, answer the telephone or bleep and refer queries to the person in charge.
* Participates in audit relating to role and service development
* Prioritising of allocated tasks , depending on information gained from ward staff or Doctor and the condition of the patient
* Work pattern unpredictable due to the demands of the service and patient priorities and must be able to adapt to high pace at short notice.
* If workload is high in an area will be called on for assistance
* Concentration required for clinical procedures eg cannulation/venepuncture
* Ability to file notes correctly following appropriate training
* Must discuss holiday requests with line manager before booking holidays
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| **5** | Physical SkillsStaff will cover the whole of Dr Grays site as required.* To assess the patients condition, through a range of observations and report findings to consultant/ qualified nursing staff verbally and/ or in writing.
* To undertake basic level of observations independently, which include: Urinalysis, erect/ supine Blood Pressure, Pulse and Respiration, Pulse Oximeter, height/ weight and BMI, Blood Glucose and Electrocardiogram.
* A portion of job may entail physical work and post holder would require manual handling skills.
* To effectively perform regular venepuncture and cannulation as requested, sometimes in awkward physical positions. i.e. bending, kneeling, small spaces in which to manoeuvre.
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| **6** | Responsibilities for patient/client careThe post holder will actively deliver patient care without direct supervision as directed by the Consultant, ward staff or line manager on a daily basis.* To establish and maintain an effective patient relationship following initial assessment; being aware of the physical and psychological needs of the individual patient, taking into account terminal illness, mental health, learning disabilities and child health.
* To act as patients advocate with regards to patients communication limitations.
* Ensure each patient is fully informed of any procedure that are to be carried out: keep them fully aware before, during and after.
* To receive and implement instructions on patient care, whilst taking into account patient comfort and carrying out routine observations at own discretion.
* To assess the patients condition, through a range of observations and report findings to consultant/ qualified nursing staff verbally and/ or in writing.
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| **7** | Responsibilities for policy and service development implementationThe post holder demonstrates commitment to the services provided in Outpatients and supports service development.* Adheres to Health and Safety policies and procedures at a local and national level.
* Actively participates with the undertaking of surveys/ audits: to assess service provision.
* Demonstrates positive attitude to changes in practice, through the introduction of evidence based practice.
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| **8** | Responsibilities for financial and physical resourcesThe post holder uses resources economically and demonstrates an awareness of budget but has no responsibility for department finance.* To order stock from central stores and ensure that there is a sufficient level of stock.
* Demonstrates economy in the use of supplies, being aware of financial implications.
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| **9** | Responsibilities for human resourcesThe Post Holder works flexibly within the requirements of the service.They will be required to participate in the training and supervision of new and junior staff.* To develop working rapport with ward staff, that projects an effective and proactive relationship.
* To participate in education programme for newly appointed team members, in exchanging knowledge and providing supervision for new skills
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| **10** | Responsibilities for information resourcesTo fulfil all administrative tasks necessary to manage the service. * Activate PC and ensure fully functioning, prepare for daily workload.
* Complete training for IT programmes required for post ie Order Comms, MRSA data
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| **11** | Responsibilities for research and developmentThe post holder is willing to develop and maintain skills to develop their own role within the team and supports development of the service as a whole.* To annually demonstrate extended scope of practice clinical skills to department assessor.
* To attend all refresher training in connection with Health and Safety, Infection Control, Fire Safety, CPR and manual handling.
* To actively pursue and participate in personal development in line with PDP’s.
* Develop skills and expertise relative to the post by attending appropriate meetings and study days in both clinical skills and IT skills to enhance theoretical knowledge.
* Participate in audits relating to the team and the service.
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| **12** | **Freedom to act**Standard operating procedures, someone available for reference.* Within agreed protocols and guidelines acts on own initiative in delivering patient care for patients having cannula inserted or venepuncture
* Supervision available by registered practitioner if required.
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| **13** | Physical effortFrequent moderate effort for several short/long periods* The majority of the day is standing
* Wearing of PPE for procedures as per local policy
* Required to be moving and handling patients from bed/trolley/wheelchair
* Pushing phlebotomy trolley
* Bending/kneeling/sitting at bed sides during procedures
* Basic keyboard skills frequently used
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| **14** | Mental effortWorking under pressure in a stressful and demanding environment, in which the workload cannot always be predicted. * Having to multi-task- think ahead/ prepare next patient/ward/clinic- while carrying out other duties.
* At times, there are occasions when violent/aggressive incidents may occur. Regular sustained effort or sudden intense effort in the management of violent incidents for short or long periods of time may be require
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| **15** | Emotional effortThe post holder may support and assist with distressed, upset, angry or anxious patients, carers and relatives. This can be very demanding both emotionally and physically.* To communicate factual information to patients with reassurance, tact and sensitivity. Patients are extremely volatile when attending hospital and therefore can become intolerant, abusive and verbally aggressive.
* Supporting patient who have received bad news, are terminally ill or immobile.
* At times, there are occasions when violent/aggressive incidents may occur. Regular sustained effort or sudden intense effort in the management of violent incidents for short or long periods of time may be required
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| **16** | Working conditionsWorking under pressure in a stressful and demanding environment, in which the workload cannot always be predicted. * The Post Holder works as part of the team and is required to work flexibly within the requirements of the service.
* Ability to adapt to the shift pattern required within the European Working Time Directive and may be required to work a variety of shifts e.g. 12 hour shifts, short days, weekends and public holidays.
* General housekeeping of trolley, working area and storage area.
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**People Specification**

POST/GRADE: BAND 3

LOCATION/HOSPITALS: Dr Gray’s Hospital, Elgin

WARD/DEPARTMENT: Healthcare support worker – Phlebotomy team

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | Good educational background, educated to secondary education levelSVQ level 2 or 3 | Evidence of academic qualificationsBasic Life SupportMoving and Handling |
| Experience | Positive caring attitude  | Experience within acute hospital  |
| **Skills and knowledge** | Understanding of basic patient care, good written and verbal communication skills.Good understanding of Infection Control issues | Skilled in venepuncture and cannulation |
| **Disposition** | Ability to work in multi-Disciplinary TeamEnthusiastic and Motivated |  |
| **Physical Requirements** | Good physical and mental healthAdherence to Hospital dress policy | Minimal sickness record  |
| **Particular Requirements****of the Post** | To work flexibly to meet the needs of the service. |  |