

**COVID-19 Tester  
(Healthcare Support  
Worker)**

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## Welcome from Michael Dickson, Chief Executive

Thank you for your interest in this position.

Considering a move to somewhere like Orkney can feel like a daunting decision, what will it be like? Where will I live? What about Schools and childcare? Why should I come to Orkney?

We have tried to answer some of these questions and give you some information about living and working in Orkney and further details about NHS Orkney. I hope that you find this pack useful and it helps you come to the conclusion that you should apply to work with us.



NHS Orkney is committed to the delivery of high-quality, safe and effective care for all that need us. We are proud to employ about 700 staff across our community, primary and secondary care services.

NHS Orkney has seen significant changes in how we deliver services to our community with a real focus on providing care in Orkney and ideally in their own home. The pace of change will continue to accelerate driven by the committed staff who are keen to adopt new and innovative ways of working without losing what is special to working in Orkney, our community. I am committed to working in an open, honest and transparent way that supports staff to innovate, be bold and be brave knowing that not everything we do turns out as we intended, and it is important that we learn from these events so we can continue to improve what we do. NHS Orkney has a clear set of core and these drive all we do:

- Care and Compassion
- Dignity and Respect
- Quality and Teamwork
- Openness, Honesty and Responsibility

The final thing I would like to say to any prospective applicant is that Orkney occupies an enviable location at the north of Scotland with breath taking beaches, hills, mountains and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, with an open and vibrant community it is the perfect location to provide a safe and welcoming home. This, along with Orkney's direct flight connections to other major cities in Scotland, means the area can offer employees plenty of opportunities for those in pursuit of finding the right work-life balance.

Michael Dickson  
Chief Executive  
NHS Orkney



## Job Advert



### **COVID-19 Tester (Healthcare Support Worker)**

#### **Covid Assessment Centre**

**Band 3 £23,023 - £24,917 including Distant Islands Allowance per annum**

**Full time 37.5 hours per week – Part time hours may be considered**

**Fixed term until 31st March 2022**

An exciting opportunity has arisen for a COVID-19 Tester to perform viral swabbing as part of the testing team.

The post holder will be required to perform swabbing without direct supervision, working to protocol and procedures whilst adhering to strict infection control procedures at all times. You will also be required to undertake other tasks as directed to support the local test and protect response.

Applications are sought from individuals who are qualified to SVQ Level 3 in Care or working towards. Excellent communication skills and have an aptitude for working with people are essential for this role.

Orkney has been voted the happiest place to live in the UK, with Kirkwall, Orkney's capital, being voted Scotland's most beautiful high street in November 2019. Orkney offers low pollution, low crime, excellent schools, state of the art leisure facilities and homes are amongst some of the most affordable in the country.

To find out more about living and working in Orkney go to [www.orkney.com](http://www.orkney.com) or [www.orkneycommunities.co.uk](http://www.orkneycommunities.co.uk) and further information on NHS Orkney can be found at [www.ohb.scot.nhs.uk](http://www.ohb.scot.nhs.uk)

If you are looking for a new and exciting challenge, then we wish to hear from you.

**For further information on this post please contact Carl Ashford, Clinical Lead - COVID-19 Assessment Centre, by email [carl.ashford@nhs.scot](mailto:carl.ashford@nhs.scot) or phone 01856 888211**

This post is subject to a PVG Scheme Record check.

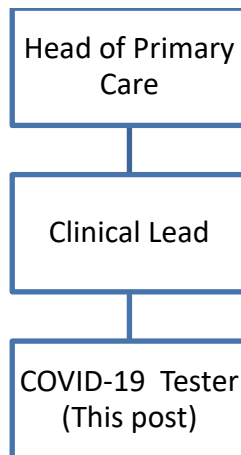
# Job Description

1. Job Details	
<b>JOB TITLE</b>	COVID-19 Tester (Healthcare Support Worker)
<b>SERVICE</b>	Primary Care
<b>DEPARTMENT</b>	COVID Assessment Centre
<b>GRADE</b>	Band 3
<b>LOCATION</b>	COVID Assessment Centre
<b>REPORTING TO</b>	Clinical Lead

## 2. Job Purpose

To perform viral swabbing for COVID-19 as part of the COVID-19 testing team, including swabbing at the CAC and as part of mass testing. To undertake other tasks as directed to support the local test and protect response.

## 3. Organisational Chart



## 4. Dimensions

Client group: Patients and members of the public in Orkney

Orkney has a population of around 22,000.

There are 6 single-handed island practices with GPs and Nurses providing 24/7 healthcare to the smaller islands of Orkney and 5 mainland independent GP practices.

## **5. Role of Department**

The Primary Care operating environment is required to be effectively managed on a day to day basis, to support the delivery of appropriate, effective high quality patient centred care, which meets the needs of patients and can be achieved within the revenue resource provided and that staff are developed and equipped to enable them to fulfil their roles and responsibilities.

## **6. Main Duties and Responsibilities**

To perform viral swabbing for COVID-19 without direct supervision, working to protocol and procedures at all times.

To ensure the accurate completion of relevant laboratory forms and specimen tube labelling and ensure that it is compliant with local laboratory policy.

To report any issues to Clinical Lead timeously.

Carry out duties as directed Clinical Lead.

Communicate clearly, actively listen and respond appropriately to both patients and staff.

Build and maintain efficient communication links enabling effective networking both within the wider organisation and with other agencies.

Follow instructions accurately and safely check anything that is unclear ensuring that information received from and given to others is accurate.

Accept individual responsibility for the principles embodied in the 'Code of Conduct for Healthcare Support Workers'.

Obtain consent from individuals before undertaking their required procedure in a manner which is consistent with NHS Orkney policy and procedure.

Alert the Clinical Lead, with whom you are working, when there are changes in the individuals' health, well-being or personal circumstances.

Support individuals, encouraging them to promote their own health and well-being.

Identify and modify the most appropriate communication method, using a tone and manner appropriate to the patient/relative/carer requirements e.g. hearing or visual impairments, cognitive impairment, learning difficulties, language differences or perceptual problems.

Ensure your own actions; support the equality, diversity, rights and responsibilities of individuals. Treat all colleagues, patients, carers and members of the department with respect, courtesy and consideration at all times.

Act in ways that recognise people are different and not discriminating because of those differences ensuring that practice is consistent with employers' procedures and the law.

Provide an advocacy role to ensure that patients' are at the centre of all care delivery.

Be aware of the importance of confidentiality, maintaining and respecting patient confidentiality at all times.

Work within organisational policies and procedures (e.g. Health and Safety, Security, Fire, Cardiac Arrest, etc) to ensure maintenance of safe working practices for patients and colleagues and promote the effective use of resources.

Adhere to processes for reporting accidents and clinical incidents, completing a Datix incident form in the event of an untoward incident or near miss occurring as well as reporting any incidents which may occur during the provision of patient care to the Public Health Senior with whom you are working, without delay.

Adhere to department procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.

Demonstrate a commitment to personal development by undertaking mandatory training requirements as outlined by NHS Orkney Policy and any specific training required to perform the role safely.

Participate in the Appraisal process to ensure that organisational and personal development objectives are met.

Be aware of personal limitations, acting within the limits of your competence and authority, seeking assistance from other members of the team when the skill or knowledge required is out-with your own skill level.

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

Assisting in the maintenance of storage areas and stock levels within the CAC and with the cleaning and maintenance of equipment, in order to support patient care and the smooth running of the CAC.

To provide assistance to the wider Test and Protect team as required.

Undertake data collection and collation activities effectively using agreed systems. Offer views on the process and results based on own experience.

Participate in audit and quality initiatives as required.

Adhere to NHS Orkney uniform policy and maintain a professional image.

### **Clinical**

Undertake Basic Life Support.

Undertake Infection Control Training as identified by the organisation and specific to COVID-19 swabbing.

Undertake Covid-19 swabbing and associated administration as per local procedures.

## **7. Equipment and Machinery**

Operate a range of equipment/ aids as deemed appropriate for the clinical area following appropriate training and development, including:

Moving and handling equipment

IT Equipment, e.g. computers, printers

## **8. Systems**

Awareness of organisational policies and how these apply to practice.

## **9. Assignment and Review of Work**

The daily workload will be organised by the Clinical Lead with whom you are working.

On a daily basis support and supervision is available from the Clinical Lead.

The Clinical Lead will carry out work review and formal appraisal of performance on an annual basis.

Ad hoc meetings e.g. sickness absence/ return to work will be carried out as required.

## **10. Decisions and Judgements**

Work under guidance of Clinical Lead.

Prioritise work within the confines of the daily workload.

Practice according to all relevant local and national policies.

Respond to the changing patients' needs/conditions as appropriate, always acting in the best interests of the individual.

It is a requirement of NHS Orkney and Primary Care Department staff are prepared to work across their own, and other localities, areas or islands or the wider service when needed which may also include shift patterns or ways of working different to those usually worked.

## **11. Most Challenging/Difficult Parts of the Job**

Managing competing demands timeously, within a restricted schedule.

Ensuring personal, patient and public safety at all times

Communicating with and supporting distressed/anxious/ worried patients/relatives.

## **12. Communication and Relationships**

The post holder will communicate factual information on a regular basis with the patient, their relatives and the multidisciplinary team involved with the provision of care. This will be undertaken in an open, friendly and co-operative manner to provide optimal patient care.

Demonstrate integrity, respect, kindness, courtesy, empathy and active listening skills to patients and carers.

## **13. Physical, Mental, Emotional and Environmental Demands**

### **Physical skills**

Skills to safely manoeuvre trolleys and other test equipment.

Dexterity viral swabbing for COVID-19.

### **Physical Demands:**

Standing for periods of time when assisting with clinical procedures

Sitting at workstation for periods of time to input clinical data and clinical note keeping.

**Mental Demands**

Concentration when setting up, performing swabs for COVID-19 and setting down, adhering to strict infection control procedures at all times.

Accurate completion of laboratory forms and specimen labels.

Planning and evaluating personal and patient risks.

**Emotional Demands**

Communicating with distressed/anxious/worried patients/relatives and carers.

Dealing with patients with challenging behaviour

**Variable**

Exposure to physical or verbal aggression/ behaviour.

**Working conditions**

Required to adhere to standard infection control precautions

Exposure to body fluids.

Busy, time pressurised clinic environment.

**Job Description Agreement**

Job Holder's Signature	Date:
Head of Department Signature	Date:

## Person Specification

**Job Title:** COVID-19 Tester (Healthcare Support Worker)  
**Department:** Primary Care  
**Location:** COVID Assessment Centre (CAC)

FACTOR	ESSENTIAL	DESIRABLE
Qualifications	SVQ Level 3 in Care – or be working towards this	
Experience	<p>Must have a recognised level of literacy and numeracy</p> <p>Ability to work with the public and as part of a multidisciplinary team</p> <p>Experience of working unsupervised</p>	<p>Understanding and experience of appraisal</p> <p>Audit experience</p>
Knowledge and Skills	<p>Awareness of need to work strictly according to role and limitations</p> <p>Able to maintain confidentiality and work within Board policy for data security and protection</p> <p>Effective written and verbal communication skills</p> <p>Possess excellent communication skills and have an aptitude for working with people</p> <p>Ability to communicate clearly and compassionately with people who are vulnerable</p> <p>Ability to carry out assigned tasks effectively in a busy environment.</p> <p>Ability to use own initiative</p> <p>Awareness of own limitations and understanding of the importance of seeking help from others when unsure</p> <p>Ability to work as part of a team</p>	<p>Ability to be flexible</p> <p>Ability to manage stock rotation, supply and ordering</p> <p>Ability to manage a budget and/or limited resources</p>

Personal Qualities/Other	Be Caring, Confident, Enthusiastic and Reliable Full UK driving Licence Willingness to undertake training as necessary to perform role	Interested in self-development and progression in role
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## Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Kirkwall are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children



and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to [www.orkney.com](http://www.orkney.com) or [www.orkneycommunities.co.uk](http://www.orkneycommunities.co.uk) and learn more about NHS Orkney at [www.ohb.scot.nhs.uk](http://www.ohb.scot.nhs.uk).



## Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

[ork.recruitment@nhs.scot](mailto:ork.recruitment@nhs.scot)

## Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>