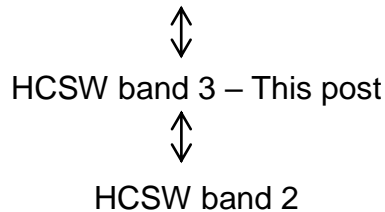


## JOB DESCRIPTION

<b>1. JOB IDENTIFICATION</b>	
Job Title:	<b>Healthcare Support Worker Level 3 (Band 3)</b>
Responsible to:	ANPs SDEC
Accountable to:	Clinical lead SDEC
Department(s):	Same Day Emergency Care (SDEC) WGH
No of Job Holders:	3 WTE
<b>2. JOB PURPOSE</b>	
<p>The band 3 role is seen as an essential part of the SDEC team.            To work within the Multi-disciplinary team, providing high quality patient triage, assessment, and care.            Integral in managing patient flow and unit coordination in a busy unit.            Working on a regular basis without direct supervision from a registered nurse.</p>	
<b>3. DIMENSIONS</b>	
<p>SDEC is a new emergency unit within the acute medicine services of the WGH.</p> <p>Located in ward 31 WGH it currently operates 8-8.30 Monday to Friday with reduced hours at the weekends</p> <p>Financial/Budgetary e.g. ordering supplies, stock control            The post holder is not responsible for managing the budget however will require to monitor the use of resources available and work within the financial envelope. Ensuring that equipment is maintained and stock managed to ensure economical use of resources</p> <p>The post is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.</p>	
<b>4. ORGANISATIONAL POSITION</b>	
<div style="display: flex; align-items: center; justify-content: center;"> <div style="margin-right: 20px;">[</div> <div style="text-align: center;"> <p>Service Director</p> <p>↕</p> <p>Clinical Service Manager</p> <p>↕</p> <p>Clinical Nurse Manager</p> <p>↕</p> <p>Lead ANP</p> <p>↕</p> <p>ANP Team</p> </div> <div style="margin-left: 20px;"> <p>Managerial/ Business issues</p> </div> </div> <div style="margin-top: 20px; margin-left: 20px;"> <p>Associate Nurse Director</p> <p>(Professional/clinical issues)</p> <p>↔</p> </div>	



## 5. ROLE OF DEPARTMENT

To provide high quality same day assessment, investigation and management of medical patients as an alternative to hospital admission.

Scheduled appointments as an alternative to busy emergency waiting rooms.

The multi- disciplinary team is made up of Band 3 nurses, ANPs, registrars and consultants, admin and domestic staff, ensuring the highest standard of patient care and management in a busy department

## 6. KEY RESULT AREAS

To carry out a range of clinical duties with minimal / no supervision, triaging patients on arrival to unit, including for example; blood pressure monitoring, oxygen saturation levels, body temperature, pulse rate and respiration rate, ECG, glucose monitoring, collection and testing of urine samples / faecal samples / sputum samples and wound swabs ensuring delivery of high-quality patient care at all times. NB: this list is not exhaustive and will vary depending on area of work.

To undertake venepuncture procedures and remove cannula in a safe manner in order to reduce any risk of infection. To take swabs without supervision from patients to test for various infections such as MRSA.

Provide high quality holistic patient care and escalate unwell patients to other clinical staff.

Assist in co-ordinating patient flow within the department by liaising with porters, radiology departments, and relatives

To reorganise/reprioritise own workload according to patient need and ward needs without direct supervision, including escort duties.

To co-operate with and maintain good working relationships with both the multidisciplinary team and other Healthcare and Social Care professionals. Have an empathetic approach to patients, carers and relatives, answering any queries, suggestions or concerns they may have where possible, referring them to the registered nurse where appropriate.

To maintain up to date written and electronic records and reporting and escalating as required, informing the ANP of any changes or outcomes of clinical interventions undertaken including any observed change in, or concern with the patient's condition. Recording any changes / treatments administered/action taken to comply with local, Professional and Health service standards. Maintain patient confidentiality at all times.

To be responsible for ensuring personal ongoing training as required, ensuring

skills/competencies are maintained.

To work within defined standards, protocols, policies and procedures for the unit, directorate and NHS Lothian including the development of risk assessments to ensure delivery of the highest level of patient care at all times.

To have an overall awareness of potential risks within the unit assessing these at all times to ensure the health and safety clients, visitors and staff and compliance with related legislation and guidelines.

To monitor stock levels of all supplies and carry out/delegate housekeeping duties, to support and maintain the running of the ward in order to promote the effective and efficient use of resources.

To participate in clinical audit of services provided to ensure evidence based practice is identified and implemented.

To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.

## **7a. EQUIPMENT AND MACHINERY**

The following are examples of equipment which will be used when undertaking the role:

- Personal Computer, to locate case records, patients, view/print results, order stationery.
- Telephone for internal and external communication.
- Fax Machine sending and receiving documents.
- Photocopier, duplicating information

### Medical Equipment :

Glucometer, Blood pressure and temperature monitoring system, blood collection systems, ECG machine

### Other:

wheelchairs, trolleys, weighing scales, height measurement tool

This list is not exhaustive.

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided.

## **7b. SYSTEMS**

The following are examples of system which will be used when undertaking the role:

- Maintenance of patient records
- for ordering stores and supplies

- Risk assessments
- eLearning modules – personal development
- Intranet and internet – access to policies

**Note:** New systems may be introduced as the organisation and technology develops, however training will be provided.

## 8. ASSIGNMENT AND REVIEW OF WORK

The post holder is responsible for planning and organising his/her own work on a daily basis in liaison with the ANP team, band 3 colleague, and wider MDT

- Annual appraisal from Senior ANP
- Ad hoc meetings, e.g. sickness absence/return to work are required.

## 9. DECISIONS AND JUDGEMENTS

Performing initial assessment and triage of patients

Recognising abnormal readings when undertaking clinical observations of patients and escalating these to the ANP team

Uses own initiative to assess patient condition, pertaining to both the emotional and physical needs, making recommendations to changes to planned care to team to improve outcomes within the bounds of existing knowledge and skills.

Recognition of periods where unit is close to capacity or waiting times become lengthy-escalation to ANP team to ensure patient safety

## 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Undertaking a physically, mentally and emotionally demanding job whilst at the same time taking care to safeguard their own health and safety as well as those of colleagues and patients.

Maintain high standards of patient care within defined resources.

Managing patient flow (as part of the MDT team) in a busy unit with high volume of quick turnaround patients.

Time management in order to maintain scheduling and ensure patients attend for allocated investigation slots.

Working with patients who may be distressed or anxious.

Maintaining skills and knowledge level in clinical competencies and core skills.

## 11. COMMUNICATIONS AND RELATIONSHIPS

The post holder will communicate on a regular basis with the patient, their relatives, the multidisciplinary team, internal and external agencies involved with the provision of care using effective verbal, non verbal and written communication.

Will communicate proficiently with regards to planning, implementation and review of workload.

Requires to communicate effectively with patients who may be distressed / worried or anxious.

Communicate with the ANP team regarding any patient care concerns and their personal development needs.

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

### **Physical Skills**

Venepuncture.

Cannulation

ECG

PC skills.

Manual handling skills.

### **Physical Demands:**

Manual handling on a daily basis for ambulant patients including e.g. wheelchairs, trolleys

Activities include repeated bending, crouching, and kneeling in restricted areas as well as standing/walking for long periods during the shift.

May participate in resuscitation procedures at the direction of the registered nurse/more senior staff.

### **Mental Demands:**

Maintaining high levels of patient interaction on a daily basis and concentration required when observing patients conditions and undertaking clinical duties.

Maintaining high levels of concentration on a daily basis when managing flow, scheduled care and documenting observation whilst subject to frequent interruptions from patients/relatives/team members.

Ability to deal flexibly with frequently changing situations and unpredictable events (e.g. patient illness) prioritising demands of clinical and non-clinical workload.

Constant awareness of risk factors.

### **Emotional Demands:**

Communicating with distressed, anxious, worried patients/relatives/carers and supporting relatives/carers following receipt of bad news.

Supporting new staff and learners.

### **Environmental:**

Working in conditions, which involve daily exposure to bodily fluids including sputum, vomit, urine, faeces, open wounds and exudates.

Potential exposure to episodes of verbal and physical aggression from patients / relatives / carers.

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

SCQF Level 7 in Healthcare related subject with previous experience working in a healthcare setting.

Effective written and verbal communication skills.

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

Ability to show initiative, take responsibility and work without supervision on a daily basis.

Organisational and time management skills

The ability to undertake venepuncture would be a desirable skill but one the postholder would be expected to acquire within 2 months of commencing the role.

### **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:

Head of Department Signature:

Date:

Date: