

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME
JOB DESCRIPTION TEMPLATE**

1. JOB IDENTIFICATION

Job Title: Health & Social Care Support Worker

Reports to: Social work team manager/senior social work practitioner

Department, Ward or Section: Health & Social Care Partnership Community Services

Operational Unit/Corporate Department: South and Mid Health & Social Care Partnership

Job Code:

No of Job Holders: tbc

Date: **March 2022**

2. JOB PURPOSE

To provide support specifically to the Health and Social Care Team and deliver person-centred care within a reablement approach for the communities of East Ross supporting social work and Allied Health Professional teams both within the hospital and in the community.

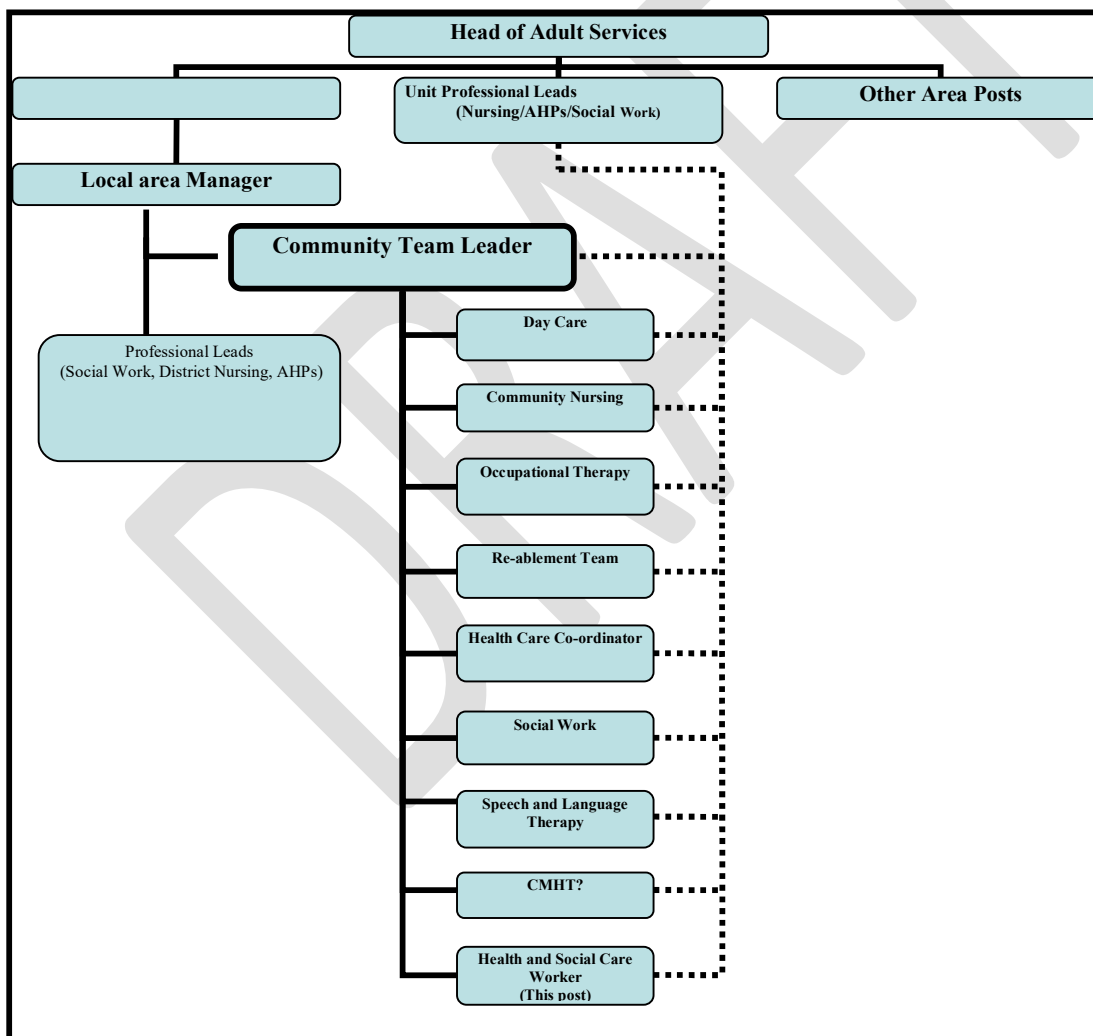
To work with patients/clients in hospital and within their own community setting in relation to identified care plans and goal centred activity, focussing on the key priority areas of maximising independence and supporting the individual to remain in their own home safely. Working to help support and facilitate prompt discharge from hospital and to actively work in a preventative way to reduce/prevent admission. Provide time-limited periods of intervention to facilitate jointly agreed goal planning and care objectives utilising an enabling approach.

To work within defined parameters and scope of practice often unsupervised with delegated case/workload to fulfil agreed / assessed needs with a person centred focus this will involve a variety of tasks within a multidisciplinary framework.

3. DIMENSIONS

- To assist qualified staff in the delivery of interventions, care and support, which will allow individuals to remain in their own homes, inform the assessment process and facilitate early discharge from hospital.
- To contribute to the efficient and effective running of the service. Travel will be required to meet the identified needs of clients and this will be dependent upon location and caseload. Services are delivered to the locality following referral by any individual requiring support or any health and care professional.
- HSCSWs will be expected to travel to training and education as agreed in the personal development plan.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT OR SECTION

The Community Team forms part of the services provided overall by East Ross Health & Social Care Partnership.

Members of the team are;

- GPs.
- Nurses, both hospital and community based.
- Social Workers.
- Home Care Officers.
- AHPs e.g. Physiotherapists, Occupational Therapists.
- Health and Social Care Support Workers.

The main functions and objectives of the Community Health & Social Care Team (HSCT) are to:

- Lead the delivery of health and social care in the community including support to community hospital, residential care units and progressive care centres and assist in driving the enablement agenda, working directly with the multidisciplinary team to prevent hospital admission and facilitate discharge.
- Lead in the assessment of service users/patients' needs, plan and deliver person centred care and support. Identify, promote and maintain the person's independence as appropriate in partnership with colleagues, individuals, families, carers and local community groups and service providers in a variety of settings.
- Undertake enablement and anticipatory care planning, working collaboratively with the person to plan their care provision and early interventions as assessed, to prevent hospital admission and to assist the person to live independently at home.
- Evaluate outcomes of planned programmes of care and support.

Care and support in the community will be delivered within a robust clinical governance framework in line with local and national health and social care priorities and standards.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Work as part of the multidisciplinary Health and Social Care team to assist with the delivery of care using the enablement approach.
- Work to facilitate prompt discharge from hospital and to assist and support anticipatory care planning to prevent readmission. Working to support patients in short goal centred activities to maximise recovery and to promote independence
- To provide personal care for individuals
- Meal preparation and screening/monitoring of nutritional status, dietary intake, assistance with eating/drinking.
- Administration of medicines to individuals and maintain records using a medication administration chart (MAR chart) in line with East Ross Medicines administration policy for Carers.
- Assist individuals to self-administer medication (e.g. by prompting, reading labels, opening packaging, ordering and collecting medication) and maintain records in line with East Ross Medicines administration policy for Carers.
- Communicate effectively with service users and relatives/carers to provide guidance and motivate them to progress.
- Work as part of a team to support people with palliative care needs where required.
- Contribute to the maintenance of care plans/records to reflect progress made to meet agreed care goals.
- To assist with Telecare provisions – basic installations and relevant paperwork.
- Inform the relevant professionals as appropriate of any changes in the service users/patient's condition or general health.
- To report regularly to Line Manager, both about the service provided to any particular service user and about the operation and development of the service delivery in general i.e. the care plan.
- Collecting data as part of the monitoring and evaluation of the service.
- Recording such information on work with individuals as may be required for collaboration with other service providers.
- To recognise risk in relation to care provision and develop risk assessment skills.
- To maintain accurate up to date records.
- Attend and actively participate in regular team meetings.
- Maintain/clean equipment regularly and ensure that no damaged or problem equipment is used.
- Assist and advise senior staff of any workforce planning / scheduling of rotas (Sickness).

7. EQUIPMENT AND MACHINERY USED

All employees must follow the Council's and Health and Social Care's health and safety policies, standards, systems and procedures and must follow any additional health and safety instructions required by their line management. Employees who manage staff (and/or control workers from outside bodies) must ensure that they comply with the Council's and Health and Social Care's health and safety at work procedures and ensure that all workplace risks are assessed, suitable control measures are put in place and that these are communicated to the workforce in a way they understand.

- Moving & Handling Equipment, Use of hoists, stand aids, wheelchairs as per Moving & Handling guidelines to ensure safety of service users/patients, colleagues and self.
- Walking Aids & OT equipment, provision of zimmers, crutches, walking sticks, bath aids, toilet seats, perching stools, bed lever and chair raisers, in both inpatient and community settings to improve/assist patient mobility and independence.
- Application of compression hosiery
- Screening Tools, e.g. MUST Nutritional Screening, Waterlow Score
- Gym Equipment, used in the rehabilitation treatment of patients in group sessions or one to one.
- Portable laptop and desktop computer for recording
- Telephone and telecare equipment, communicating directly with patients/service users/staff/external agencies.
- Car, Drive to different locations within the locality to provide service.

8. SYSTEMS

- Maintain client records (both manual and electronic) in accordance with set guidelines and NHS Highland standards.
- Practice within the statutes and guidelines of the Health and Care Professions, Council, NHS, National, and locally agreed policies and procedures.
- Adhere to all office systems e.g. completion of reports and personal plan outcomes.
- Utilise communication systems e.g. multidisciplinary team meetings.
- Provide written/verbal reports as required.

9. ASSIGNMENT AND REVIEW OF WORK

- The postholder is supported and supervised by qualified members of the HSCT.
- Regular formal supervision as well as day-to-day support is the responsibility of the senior social work team.
- A designated member of staff will delegate day to day duties and record sickness. Training requirements, planned leave and off duty will be co-ordinated from a central point to cover service delivery across the Locality.
- The postholder will work within the principles of Social Care, Nursing and AHP practice to respond to the needs of the population.
- Personal development is reviewed via 'Personal Development Planning and Review' process and recorded on the relevant systems.
- The postholder will be expected to work to codes of practice set down by SSSC.

10. DECISIONS AND JUDGEMENTS

- The role of the Health & Social Care Support Worker is to deliver care and support as prescribed by the registered health or social care professional.
- Has authority to undertake certain duties referring to qualified staff only in the event of deviation from normal, e.g. patient/service user becoming unwell, completing repair form for faulty equipment.
- Recognises own learning needs and actively seeks out opportunities to develop their own practice.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing daily the changing demands of individual people and professional colleagues.
- Emotional and physical demands of the workload
- Coping with anxious, sometimes demanding individuals and their relatives/carers and dealing with relatives/carers' enquiries/concerns.
- Adapting to unforeseen circumstances, using prioritisation and time management skills to use time effectively.
- Working within individuals' own homes where the environment may be unfamiliar/unsuitable.
- Driving on rural roads and during inclement weather.

12. COMMUNICATIONS AND RELATIONSHIPS

- Establish and maintain professional relationships with colleagues and members of the team as appropriate to benefit client/patient care.
- Observe confidentiality in accordance with NHS Highland and East Ross Council policies.
- Attend and participate in health and social care team and relevant profession's meetings.
- Relay information given by people or their relatives which might be significant, and is within the boundaries of confidentiality.
- Assist with the education of individuals on the use of adaptive techniques/equipment as part of their intervention programme.
- Contact may be face-to-face, telephone, written or electronic - by e-mail.
- Contact with community hospital staff, care home staff, health and social care team staff, care at home staff, voluntary agencies and others.

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

Physical Skills

- Moving & Handling skills obtained through training and updates and developed through practice.
- Driving throughout the locality on home visits, attending occasional meetings/training at other sites.
- Keyboard skills obtained through training and practice.

Physical Effort

- To provide personal care for individuals.
- Use of hoists, stand aids, wheelchairs as per Moving & Handling guidelines to ensure safety of service users/patients, colleagues and self, often in clients home where space could be restricted.
- Driving.
- Dealing with equipment which will require moving and handling.

Mental Effort

- Concentration while dealing with patients/service users.
- Jointly dealing with complex patients/service users.
- Managing daily the changing demands of individual people and professional colleagues.
- Emotional and physical demands of the workload.
- Coping with anxious, sometimes demanding individuals and their relatives/carers and dealing with relatives/carers' enquiries/concerns.

- Adapting to unforeseen circumstances, using prioritisation and time management skills to use time effectively.
- Working within individuals' own homes where the environment may be unfamiliar/ unsuitable.
- Driving on rural roads and during inclement weather.
- Concentration is high level when administering medication.

Emotional Effort

- Communicating, motivating and reassuring patients/service users.
- Dealing with patients/service users with difficult social circumstances.
- Dealing with anxious / distressed / aggressive patients/service users/family members.
- Dealing with chronically degenerative / terminally ill patients/service users.
- Giving treatment which causes distress to patient.

Environmental

- On Home Visits encountering unclean environments.
- Exposure to body fluids etc.

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

- Educated to Standard Grade, (minimum 3), or equivalent.
- Hold SVQ 2.
- Evidence of ongoing personal development/training in work setting.
- Ability to undertake a programme of preparation for the role.
- Experience in IT, e.g. Microsoft (Word & Excel), email (Outlook), internet
- An interest in caring for people.
- Ability to work as part of a team.
- Good organisational/time management skills.
- Ability to work single-handed with individuals or groups.
- Understanding of professional conduct.
- Ability to work flexibly.
- Understanding the need for confidentiality at all times.
- Health and safety risk awareness.

- Working knowledge of National Care Standards, SSSC Codes of Practice.
- Good communication skills, written, verbal, I.T.
- Ability to work single-handed with individuals or groups to teach practical skills.
- Good communication skills to enable regular dialogue with multi-disciplinary colleagues, patients/service users and their families/carers.
- Has completed or is willing to undertake a recognised national programme of competency-based training for Support Workers, e.g. SVQ 2 or equivalent within a two year period.
- 2 years relevant experience required working in health or social care.
- Experience in dealing with vulnerable adults, especially older adults, preferably in a caring capacity.
- Understanding of Adult Support & Protection legislation.

15. JOB DESCRIPTION AGREEMENT	
<p>I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.</p> <p>Job Holder's Signature:</p> <p>Manager's Signature:</p>	<p>Date:</p> <p>Date:</p>