



**Senior Healthcare  
Support Worker  
(Day Unit)**

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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 values 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, 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



### **Senior Healthcare Support Worker (Day Unit)**

**The Balfour**

**Band 3 £23,023 - £24,914 including Distant Islands Allowance pro rata per annum**

**Full time 37.5 hours**

**Fixed term or Secondment for 6 months**

We are looking for a dynamic, motivated, and clinically excellent Healthcare Support Worker (HCSW) with outstanding communication skills to join our friendly supportive team in the Day Unit.

As a HCSW you will act as a valued member of our Day Unit team and will be responsible for supporting the clinical team in the delivery of safe, high quality patient focused care under the direction of Registered Nurses.

If you have a positive attitude and are friendly, caring, and compassionate then we would love to hear from you.

Applicants should possess an SVQ3 in Health & Social Care or have demonstrable evidence of competence through equivalent work experience. Evidence of experience in a care setting is essential and computer literacy is desired.

**For more information, please contact Kirsten Gilbertson – Senior Charge Nurse by phone on 01856 88003 or by email at [Kirsten.gilbertson@nhs.scot](mailto:Kirsten.gilbertson@nhs.scot)**

This post is subject to a PVG Scheme Record check.

# Job Description

<b>1. JOB DETAILS</b>	
<b>JOB TITLE</b>	Senior Healthcare Support Worker
<b>SERVICE</b>	Day Unit
<b>DEPARTMENT</b>	Day Unit
<b>GRADE</b>	Band 3
<b>LOCATION</b>	The Balfour
<b>REPORTING TO</b>	Senior Charge Nurse

## **2. JOB PURPOSE**

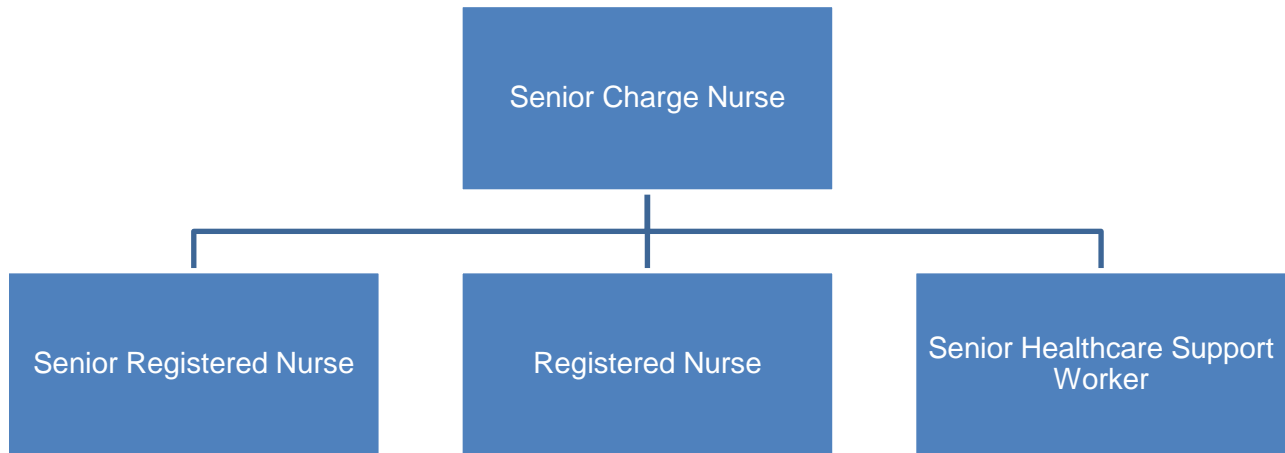
As part of a multidisciplinary team the post holder will carry out routine personal care duties for patients in support of and supervised by a registered nurse. Carry out assigned duties to maintain hygiene, order and safety within the ward environment.

Ability to work hours flexibly with other members of the team to cover the unit when there are differing theatre schedules Participate in delegated duties to support the registered nurses undertaking care of patients undergoing elective surgery i.e. venepuncture, routine observations.

## **3. DIMENSIONS**

The post holder will work as part of the nursing team in the Day Unit, responsible to the Senior Charge Nurse and under the direction of registered staff.

#### 4. ORGANISATIONAL CHART



#### 5. ROLE OF THE DEPARTMENT

The Day Unit is 10 bedded unit which provides care for patients undergoing day surgery and medical procedures.

#### 6. KEY RESULT AREAS

Carry out assigned tasks in delivering and supporting direct patient care under the direction of a registered nurse to ensure delivery of a high quality of patient care.

Obtain simple specimens from patients and undertake simple urine testing, recording and reporting the results.

Undertake patient observations, including temperature, pulse, respiration rate and blood pressure ensuring appropriate recording and reporting of results.

Undertake duties as delegated by registered nurses once full training and competence has been assured i.e. venepuncture, removal of venflons.

Co-operate with and maintain good relationships with other members of the multi-disciplinary team (MDT) that are attending and treating patients to maximise patient care.

Maintain good relationships and an empathic approach to patients' carers and relatives and refer them to a Registered Nurse for any questions they may have on the patients' condition or for any suggestions or complaints that they wish to raise.

Report observed changes in the patients' physical/psychological needs and participate in maintaining accurate and up-to-date records to ensure effective communication.

Work within NHS Orkney policies and procedures to ensure maintenance of safe working practices for patients and colleagues.

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

Maintain stock levels of all supplies and carry out housekeeping duties, to support the smooth running of the ward area.

Participate in personal career development plan to maintain skills and develop personal growth through training and education.

Maintain patient confidentiality at all times.

## **7. DECISIONS AND JUDGEMENTS**

Exercise the ability to plan and deliver allocated workload, seeking support or escalating to Registered Nurse when needed.

Demonstrates the ability to acknowledge changes in the patient's physical/psychological needs and report them to the Registered Nurse in charge of the Unit.

## **8. ASSIGNMENT AND REVIEW OF WORK**

Post holder will report to registered nurse in charge of shift who will allocate workload for HCSW.

Performance review and overall management for post holder is with the SCN for the department.

Post holder will be expected to manage allocated workload appropriately and seek help and/ or support if needed.

Post holder will be expected to adhere to NHS Orkney policies and procedures.

Post holder will participate in any training and development applicable to role and clinical skills required for post.

## **9. COMMUNICATIONS AND WORKING RELATIONSHIPS**

Communicates with the multidisciplinary team within the unit and with patients / families/ carers utilising a wide range of resources eg. telephone, computer, verbal and written communication overcoming barriers to communication eg. clinical conditions, language barriers, sensory impairment.

Demonstrates sensitivity and empathy when communicating with people / distressed patients/ relatives/ carers/ colleagues.

Establish and maintain relationships based on mutual respect communicating on a regular basis with the patient/relatives/multidisciplinary team and external agencies (where appropriate) involved in the provision of care.

Communicate with other relevant professionals eg. charge nurse / registered nurses, for information regarding a patient's clinical condition /workload issues.

Conduct oneself in such a manner as to uphold and enhance the good standing and reputation of NHS Orkney.

Respect confidential information obtained in the course of shift.

## **10. MOST CHALLENGING PART OF THE JOB**

Managing competing demands on time.

Ensuring immediate care needs are met in a timely manner.

Ensuring patient safety at all times.

The ability to disengage from the days events at the end of each shift.

Managing unpredictable and challenging behaviours/ distressed patients/ emotional relatives/ members of public.

Acting to support relatives during emergencies/resuscitation episodes. Communicating and supporting distressed/anxious/worried patients and carers.

Coping with challenging clinical situations.

## **11. SYSTEMS AND EQUIPMENT**

The Senior HCSW will use the following types of equipment in line with local policies/procedures.

### **Information Technology:**

TrakCare

E-mail/ Internet/Intranet

DATIX Incident Reporting System

PECOS

TURAS

CCube

### **Moving & Handling:**

Mechanical aids (e.g. hoists)

General manual handling equipment e.g. patslides, glide sheets

Trolleys

Wheelchairs/ Walking aids

Commodes

Bedpans

Bariatric equipment

Pressure relieving equipment

Fire evacuation equipment

### **Near Patient:**

Monitors for vital signs recording, cardiac monitoring.

ECG machine

Urinalysis, pregnancy tests, urine drug screen.

Venepuncture and blood sampling

Specimen collection eg. Stool, urine, sputum.

### **Medical Devices: (Stores and maintains)**

Infusion Devices / syringe pumps

Bladder scanner

Sonosite – decontaminates after use as per infection control standards

Electrocardiograph equipment / Cardiac Monitors/ 12-lead ECG's

Surgical Instruments

Suction equipment

Basic life support & airway adjuncts

Syringe pumps

Pulse oximetry

Bair Hugger

**Treatments: (Stores, maintains and gathers equipment for registered nurse)**

Oxygen therapy devices

Suction devices

Basic life support and airway adjuncts, resuscitation equipment

Dressings

## **12. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST**

The post holder should have previous hospital experience as an HCSW and completed vital signs training. Should hold SVQ3 in a health & social care or possess equivalent experience.

The post holder should be willing to complete necessary training required to meet the requirements of the post.

## **13. PHYSICAL EFFORT AND SKILLS**

The post holder will be provided with training in the use of range of equipment and be able to demonstrate manual dexterity in the following areas:

- Carrying out a range of delegated clinical duties, including completing NEWS observations, venepuncture, removal of cannulas, using hoists, etc.
- Preparation of and management of the healthcare environment & equipment used.
- Regularly perform moving & handling tasks relating to moving and handling patients, supplies, equipment, beds and patient trolleys in line with statutory and mandatory training. This will include escorting patients that may require assistance to and from the unit.

Standing/walking for the majority of the shift.

## **14. MENTAL EFFORT**

Due to the nature of the unit there is a frequent requirement for concentration throughout the shift. The post holder needs to be aware of patient needs at all times to detect any signs of patient distress or discomfort or identify anything that needs to be escalated to the registered nurse and act accordingly.

The post holder must carry out their tasks in a timely manner to ensure patients are prepared for their surgery/medical operations.

As the unit is elective the post holder's work is planned in advance, but there is still a requirement to respond to emergencies on occasion as they arise.

### **15. EMOTIONAL EFFORT**

The post holder will be expected to assist distressed, anxious or worried patients or relatives, including on occasion individuals who have been in receipt of bad news.

There will occasional exposure to distressing circumstances when providing treatment for individuals in particularly traumatic circumstances, such as the terminally ill.

The post holder may face instances of challenging behaviour and will be expected to manage this appropriately.

There may be occasions when the post holder is required to respond to emergencies, such as cardiac arrests.

### **16. WORKING CONDITIONS**

Frequent exposure to body fluids, faeces, blood, emptying bedpans / urinals / catheter bags.

Occasional exposure to verbal aggression and physically aggressive behaviour

Exposure to infection and infected patients / materials.

Frequent exposure to uncontained body fluids.

### **Job Description Agreement**

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

## Person Specification

**Job Title:** Senior Healthcare Support Worker  
**Department:** Day Unit  
**Location:** The Balfour

FACTOR	ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>	Evidence of experience of working with people in a care setting  Evidence of previous experience as a healthcare support worker or in a relevant social care environment.	Previous experience working with the acutely ill.
<b>QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS</b>	SVQ3 in Health & Social Care or have demonstrable evidence of competence through equivalent working experience	
<b>KNOWLEDGE AND SKILLS</b>	Competence in carrying out patient observations.  Awareness of importance of confidentiality.  Ability to work as part of a team  Ability to use own initiative and work with minimal supervision.  Excellent communication skills – written and verbal.  Awareness of infection control procedures.  Awareness of Data Protection.  Computer literate.	Competent in a range of delegated clinical duties.
<b>PERSONAL QUALITIES/OTHER</b>	Pleasant and calm nature	

## 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 Orkney 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 of 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>