

Healthcare Support Worker

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Western Isles Health Board
The best at what we do



Job Advert



Healthcare Support Worker **Band 3 Salary 21,709 - 23,603 pro rata** **Plus Distant Islands Allowance of £1,117 pro rata** **22.5 hours per week** **Permanent post**

We have an exciting opportunity for a Health and Care Support worker to join the Uist community nursing team.

The post holder will be a member of a team but the role will include phlebotomy and chronic disease monitoring within a clinical setting. The post holder will also have the opportunity to contribute in the care of patients in their own home or community setting under the direction of a registered nurse.

Some experience of working within a Community or General Practice setting and basic IT skills would be desirable for this role. Training and support will be provided.

A flexible working approach is required. You will be a car owner/driver with a full UK driving licence. Health and care support workers may be required to work in other areas of the Western Isles to provide cover as required.

Additional benefits of working for NHS Western Isles

- Enhanced rates of pay for evening and weekend working
- Generous annual leave entitlements
- Automatic enrolment in the NHS Pension Scheme
- A Carer Positive employer with access to paid special leave
- Generous occupational sick pay and maternity leave provisions

The successful applicant will be required to register with the Disclosure Scotland PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

All NHS Western Isles vacancies appear on the NHS Scotland website: <https://apply.jobs.scot.nhs.uk/> along with a job description

For further details please contact 01851 762027

Job Title: Health and care Support Worker

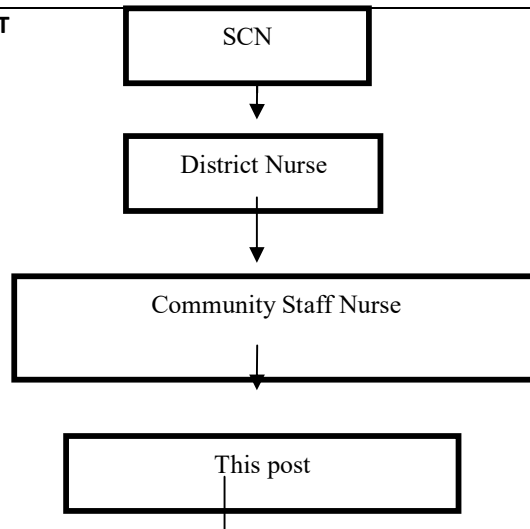
Department: Health and Social care team

Job Holder Reference:

1. PURPOSE

As a health and care support worker the post holder will contribute to the care and support of individuals across a variety of care settings including GP surgeries. The direct provision of holistic evidence based care and rehabilitation for individuals, families, carers and communities will underpin the target outcomes of this post holder. This will involve functional activities including promotion of self care, skills retention and regaining skills. There will be a range of nursing tasks to be undertaken as delegated. Works under the guidance and supervision of the Community Nurses who will allocate work daily. The health and care support worker will aim to enable and empower individuals, families and Communities to engage in healthy lifestyles, providing assistance and support in the implementation of planned care around the needs of the assessed person in order to enable staying in their own homes or a homely setting.
N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence

3. ORGANISATIONAL CHART



4. MAIN DUTIES AND RESPONSIBILITIES OF THE POST

- To be responsible for all aspects of own work, including management of the needs and outcomes of allocated people in your care.
- Actively participates in the team approach to planning, development and evaluation of service user care, reablement.

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- Use specific reablement skills and therapeutic activities to promote independence and well being.
- The ability to assess basic care needs of allocated individual people and contribute to both the planning process and that of risk management.
- Carry out appropriate multi-disciplinary procedures as and when required following appropriate protocols, training and competency assessment under the guidance of the health and social care team lead including:-
 1. Attending and maintaining all mandatory training levels to assure effectiveness for carrying out clinical observations according to the persons assessed need.
 2. Ensure that professional qualifications are achieved and maintained within the SSSC registration timeline and that both post registration training and learning and renewal of registration is achieved.
 3. Undertaking and understanding the parameters of basic observation e.g. Blood Pressure, Blood glucose monitoring, collection of urine, Temperature recording and taking appropriate actions in response to these. Undertaking phlebotomy samples.
 4. To assist and be competent in the use of teleconferencing equipment.
 5. Following direction of the appropriate professional, aid individuals in a range of activities, providing appropriate instruction and guidance to support achievement of identified goals and promoting self care, including medicine management/maintenance of existing regimes and introducing new strategies and interventions for a person to cope better,
 6. Observe, record and feedback to appropriate team members on individual conditions and progress on achieving their desired outcomes as appropriate.
 7. Empathise, reassure and support individuals, families/carers throughout the care process including end of life/palliative care in a way that respects individual cultures.
 8. Communicate with external agencies on clinical matters as agreed by the relevant supervising professional in respect of service users needs.
 9. Contribute to service improvements by assisting with methods of gaining feedback from the experience of individuals and their families/carers.
 10. Transporting and taking of clinical samples as required e.g. Venepuncture, Urine, Swabs, and undertaking uncomplicated wound dressings.
 11. Work to local and national policies in relation to the protection of vulnerable children, young people and adults.
 12. Ensure that up to date individual documentation/ electronic records and statistical data are maintained in accordance with local and national standards.
 13. Share and disseminate information with all members of the multi disciplinary team, promoting effective individual care/ multi agency working and ensuring confidentiality/ information governance.
 14. Attend and participate in monthly supervision sessions with allocated supervisor.
 15. Undertake general administrative duties such as, stock control and clerical duties commensurate with the role.
 16. Exercise efficient time management, punctuality and reliable attendance.
 17. Undertake personal care supports as outlined within a person's care plan whilst ensuring that all associated risks are managed safely.
 18. Understanding and application of the health and social Care Standards (2017) as they apply to patients and service users within a range of health, social and home settings.
 19. Contributing and participating within health and safety quality assurance audits and taking appropriate actions to ensure personal safety and the safety of others, for example – reporting faulty equipment.

Communication

- Provide and reinforce appropriate information to individuals and relatives/ carers as per data protection and confidentiality policy allows with regards to their individualised care and support plan.
- Undertake delegated tasks, stock control to contribute to the running of the service department
- Encourage and motivate service users to maximise outcome, recognising those who are in pain, are afraid or reluctant and require reassuring, motivating and persuading to comply with treatment plan and /or care needs.
- Under direction, use the most appropriate communication method depending on the persons assessed needs. e.g. an individual with a hearing impairment and use of aid/ other sensory impairment.
- Report effectively to the Multi- Disciplinary team on persons progress in areas of self- maintenance, productivity and leisure.
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- Demonstrate experience in communicating with vulnerable adults.

Equipment and machinery

Responsible for maintaining a full driving licence and access to a roadworthy vehicle with valid documentation.

Be competent in the safe use of specialised equipment to service users, carers/ family

To assist in the use of teleconferencing equipment and to be competent in its use.

Demonstrate I T system as appropriate.

SUPPORTING EVIDENCE

DEMANDS OF THE JOB (Physical, Mental, Emotional)

Physical

- Ergonomics of varying work situations e.g. individuals' homes and other work settings.
Manual and therapeutic handling of individuals for prolonged periods. This may include persons with decreased mobility, obesity, unpredictable and challenging behaviour
- Frequent use of equipment such as hoists, walking aids, which require manipulation, dexterity and strength often manoeuvring within confined spaces.
- Significant element of walking, climbing stairs, standing and working within confined and awkward spaces on a daily basis.
- May adopt static postures whilst working with dependent persons e.g. individuals affected by stroke or spinal injury to regain movement patterns.
- Gait and balance re-education and stair practice- this may include sudden and unpredictable changes in direction of movement or faints/falls which require physical support and lowering to the floor and ensuring safety of persons.
- Transporting light to heavy equipment, of varying size i.e. bath lift moving furniture, emergency equipment.
- Use of keyboard
- Assisting with daily life skills in support of personal care and associated physical factors in managing emotional and physical well-being, such as; bathing/showering, nutrition, mobility, others.
- Driving to and from individual's homes and other health or homely settings.
- Driving distances varying road conditions Travel between inter island and mainland by ferry and plane for meetings, training and development events which can involve turbulence on inter island flights,

MENTAL

Frequent

- Concentration required when undertaking care/enablement and /or rehabilitation programme in home environment, frequent interruptions by television, radio, relatives, carers, visitors.
- Recognising peoples changing care needs and modifying interventions and approach to appropriate treatment outcomes under supervision
- Constant awareness of risk continuously risk assessing.
- Responding to frequent and unpredictable changes in individuals condition and feeding back to registered practitioner in a timely manner using agreed communication routes.

Occasional

- Encountering and dealing with aggressive individual's occasional physical verbal abuse.
- Post holder may be required to respond in an emergency situation to assist the clinician, applying established local protocols.

Emotional

Frequent

- Exposure to a variety of extreme emotions when dealing with distressed, anxious, worried individuals
- Emotional demand in relation to lone working in the community e.g isolation(daily)
- Emotional demands of fulfilling individuals and relatives expectations re outcomes of rehabilitation (frequently)
- Exercise discretion regarding sensitive issues e.g. level of personal hygiene and difficult behaviours / circumstances
- Demonstrate discretion and confidentiality with regards to sensitive information.
- Build and maintain a professional relationship with established individuals who have long term chronic illness or severe injury.
- Dealing with individuals unrealistic expectations of service provision.
- Caring for palliative and end of life patients.

Occasional

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- Requirement to use de-escalation techniques.
- Working in isolation

Working Conditions

Frequent

- Attending individuals in their own homes and working across a range of other settings with exposure to variable environmental conditions
- Risk assess individuals own home environment when undertaking home visits and promote a safe environment whilst being sensitive to individuals home and property.
- Adherence to adverse weather policies in NHS Western Isles
- Transportation of specimens.
- Exposure to body fluids, faeces, emptying urinals, catheter bags (daily)
- Exposure to hazardous substances (infrequently)
- Exposure to undesirable working conditions, cigarette smoke, pets, and animals.

MOST CHALLENGING PARTS OF THE JOB

- Coping with anxious, sometimes demanding individuals and their relatives/carers and dealing with relatives/ carers enquiries/concerns.
- Undertake a physically and mentally demanding job whilst taking care to safeguard own health and safety as well as that of patients and colleagues.
- Communicate effectively with individuals/ carers of varying ages, abilities, cultures/ diversity.
- Driving on rural roads in inclement weather.
- Participate in multi professional agency and cross boundary workings.
- Emotional demand in relation to family and human dynamics, dealing with people in distress such as adjusting to disability (frequently)
- Lone working.

6. STANDARD ELEMENTS

Confidentiality

Comply with all approved NHSWI Policies and Procedures.
Comply with NHSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and the need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality. NHS Staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

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NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- (a) Acting in ways consistent with the Board’s policies and procedures.
- (b) Treating those you come into contact with equitably and with respect.
- (c) Recognising the need for aids or adaptations.

<p>JOB DESCRIPTION AGREEMENT</p> <p>I, (Print Name)..... confirm that the job description(s) /person specification(s) attached have been discussed with me and are an accurate and up-to-date account of the duties and responsibilities and skills/qualifications required to undertake the post.</p> <p>Job Holder’s Signature:</p> <p>Head of Department Signature:</p>	<p>Date:</p> <p>Date:</p>
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NHS WESTERN ISLES - PERSON SPECIFICATION

Job Title: Health & Care Support Worker

Department: Health & Social Care Team

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> • Professional experience of supporting and caring for adults • Demonstrate past successes in supporting adults within the community or a care setting to maximise their independence 	Nursing social or reablement experience
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<ul style="list-style-type: none"> • SVQ LEVEL II 	Demonstrate ability to undertake or progress towards SVQ level 3 <ul style="list-style-type: none"> • SSSC
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> • Ability to undertake appropriate training and Good organisational time management skills. • Ability to assess and react appropriately in an emergency. • Ability to report changes in clients circumstances to team member. • Understanding the need for confidentiality at all times. • Ability to work as part of a team. • Good communication skills written verbal I. T. • Ability to prioritise workload and work under pressure. • Ability to support a range 	Phlebotomy

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	of people in a variety of care settings to achieve their daily living needs as outlined within a person's care plan.	
DISPOSITION	<ul style="list-style-type: none">• Emotional warmth.• Respect for others.	
OTHER	<ul style="list-style-type: none">• Access to a car for work purposes, including business insurance.• Clean driving licence.• Flexible to the needs of the service• Responsible for maintaining CPD and learning.• Ability to work without direct supervision at all times	



About the Western Isles

The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.

Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.

The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.

The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer them.

Links

visitouterhebrides.co.uk
welovestornoway.com
hebrides-news.com
hebrideanhousing.co.uk
cne-siar.gov.uk

About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

Stornoway—Western Isles Hospital (Ospadal nan Eilean Siar)

Benbecula—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

Barra—St Brendan's Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

Web

wihb.scot.nhs.uk

The latest information about the Board's response to the COVID-19 pandemic can be found on the Board's dedicated website.

Web

coronavirus.wi.nhs.scot



Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

Stornoway Airport—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

Benbecula Airport—Glasgow, Inverness, Stornoway

Barra Airport—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



Links

Ferry Travel:
calmac.co.uk

Air Travel:
loganair.co.uk

Car Hire:
carhire-hebrides.co.uk
lewis-car-rental.com

Air Discount Scheme:
airdiscountscheme.com