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#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION  |
|  Job Title: Healthcare Support Worker, Band 3Responsible to: Senior Charge NurseDepartment(s): Children’s ward / Ambulatory care / Outpatient deptDirectorate: Women, Children and Clinical Services (WCCS)Operating Division: Acute ServicesJob Reference:No of Job Holders:Last Update: June 2022 |

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| 2. JOB PURPOSE |
| To support clinical staff in providing a therapeutic environment both in hospital, community and other settings.To undertake personal care duties in hospital, community or other settings, under the supervision of clinical staff and within the competencies of the post.To participate in specific areas of development and responsibility in any clinical health care setting within NHS Fife. |

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| **3. DIMENSIONS**  |
| The Women & Children’s Services provides maternity, paediatric and neonatal services to the population of Fife.Services are provided across three main sites in Fife: Victoria Hospital in Kirkcaldy, Queen Margaret Hospital in Dunfermline and St Andrews Memorial Hospital, St Andrews. Clinics for all specialities are held in community settings across Fife. |

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| 4. ORGANISATIONAL POSITION  |
| Clinical Nurse/ Manager Senior Charge NurseCharge NurseRegistered Nurse**Healthcare Support Worker****Band 3****(this post)** |

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| 5. ROLE OF DEPARTMENT  |
| To provide a high quality, safe and supportive environment in order to care for patients/clients within any hospital, community or other care setting within NHS Fife, meeting identified physical and psychosocial needs. |

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| 6. KEY RESULT AREAS  |
| * Undertake a limited range of delegated clinical and high quality care duties within the postholder’s skills and competencies relevant to the services provided/work area and with accessible supervision by a registrant.
* Record patient/client observations, e.g. blood pressure, blood glucose monitoring and/or pregnancy testing: with supervision from a registered nurse/midwife.
* Report observed changes in the patient’s/client’s physical/psychological needs and participate in maintaining accurate and timely up-to-date records as per ward or department guidance.
* Respond to, and make judgements of, complications or emergency situations, such as anaphylaxis.
* Support patients attending hospital appointments, home visits or to other destinations in the community, confidently managing any unpredictable situation and reporting any changes or causes for concern to a registered nurse. (If relevant to specific role)
* Assess patients’/clients’ health, safety and wellbeing whilst undertaking personal care and clinical practices and procedures, appropriately referring to other staff or initiating emergency procedures where necessary.
* Contribute to updating patient/client records, for example: recording fluid intake and output; dietary intake; height; weight; age; and completion of documentation related to specific clinical care duties.
* Maintain patient/client confidentiality at all times.
* Support and encourage patients’/clients’ interests, motivation and participation in a range of therapeutic approaches that meet their identified programme of care.
* Organise and prioritise own day to day work activities.
* Co-operate with, maintain, good relationships, and maximise care with other disciplines attending and treating patients/clients.
* Have an understanding of and work within *Once for Scotland*, NHS Workforce policies and NHS Fife policies and procedures to maintain safe working practices for clients/patients and colleagues.
* Adhere to guidance in the Health Protection Scotland's National Infection Prevention Manual.
* Maintain good relationships and an empathic approach to patients’/clients’ carers and relatives, referring them to a registered nurse/midwife for any questions, suggestions or complaints they may have regarding the patient’s/client’s condition.
* Escort patients’ outwith the hospital environment under indirect supervision, following the NHS Fife Lone Working Policy and ward guidelines assessing situations within a community setting and deal with unpredictable behaviour.
* Recognise the importance of the meaningful involvement of families and carers on treatment programmes.
* Work within professional limitations, signposting carers/families to a registrant for any requests for information on a patient’s/client’s condition/progress or any suggestions or complaints they wish to raise.
* Assist with day to day office-based tasks, including, but not limited to: telephone call handling and appointment management.
* Maintain the careful use of equipment; ensuring it is safe, properly maintained, and used for its intended purpose.
* Adhere to procedures, for the use of supplies and equipment, relevant to the specific health care setting, in order to promote the effective and efficient use of resources.
* Maintain the careful and safe handling of patients/clients’ valuables.
* Maintain and monitor stock levels of all supplies and carry out housekeeping duties, to support the smooth and safe running of the ward or department.
* Participate in a personal career development plan to maintain skills and develop personal growth through training, education and core skills training.
* Undertake surveys or audits related to own work.
* Following education, carry out extended roles specific to the ward/department.
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| 7a. EQUIPMENT AND MACHINERY |
| The post holder is expected to have knowledge of all equipment used in the area however may not have daily clinical involvement. Please note, this is not an exhaustive list and some of the equipment listed below will only be used in certain areas:

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| **GENERIC** | **SPECIALISED** |
| Personal Protection Equipment (PPE) | Portable vital signs monitor and manual sphygmomanometer |
| Nurse call system | Pulse oximeter |
| Personal computer/laptop/tablet/ mobile telephone/ two-way radios  | Enteral and Parenteral feeding equipment |
| Office equipment  | Bladder scanner |
| Photocopier | Vacutainer systems |
| Fridge | Urinalysis and drug testing equipment |
| Fire equipment | Alcometer |
| Wheelchairs | Metal Detector |
| Walking aids | Delivery Beds |
| Trolleys | Neonatal Resuscitaire  |
| Beds | Cardiotocography (CTG) Monitors |
| Oxygen systems | Neonatal Incubators |
| Urinary catheter equipment/ Stoma | Immunisation medications and preparations  |
| Laboratory specimen | Personal Alarms |
| Manual handling equipment e.g. hoists, standing aids and slide sheets  | Domestic equipment (laundry/kitchen) |
| Commodes / toilet aids | Gym and Creative equipment (Garden tools, art, crafts, running machine) |
| Bedpan Disposal Unit  | Electrocardiograph |
| Intravenous infusion stands |  |
| Resuscitation Equipment |  |
| Suction equipment |  |
| Pressure relieving equipment |  |
| Electric beds |  |
| Sharps boxes, needles & syringes |  |
| Weighing Scales/ Height Measurement Scale  |  |

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| **7b. SYSTEMS** |
| The postholder is expected to have a knowledge of all systems utilised in the area, however may not have daily clinical involvement. Please note, this is not an exhaustive list:* TURAS
* Stafflink
* MICAD
* Patientrack
* Teletracking
* Trackcare
* Datix
* eESS
* Allocate (Bank System)
* MORSE
* Badgernet
* Emis
* National Appointment System
* Vaccination Management System
* Pecos
* E-Learning
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Assignment of work will be by the registrant in charge.
* Work review and formal appraisal of performance will be carried out by the Line Manager or delegated staff member.
* The post holder will be expected to work unsupervised at times and exercise initiative when providing patient/client care, however a registrant will usually be available for advice and guidance either in person or over the telephone.
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| **9. DECISIONS AND JUDGEMENTS** |
| * Plan and prioritise own work activity and use own initiative where appropriate.
* Assess patient/client health, safety and wellbeing while undertaking personal care, escalating any changes, abnormalities or concerns to registered staff.
* Assess patient/client condition through observations and test results, assess comfort of patient/ client, and initiate emergency procedures where necessary.
* Maintain a safe working environment.
* Take appropriate action in an emergency or crisis situation (fire, cardiac arrest, violence and aggression etc).
* Work within Patient Specific Directions or National Protocols as relevant and appropriate.
* Demonstrate an awareness of the limitations and boundaries of the role.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Ensuring patient/client safety at all times, including dealing with verbal and physical abuse while maintaining a therapeutic environment.
* Ensuring accuracy whilst carrying out clinical skills.
* Managing stressed and distressed behaviours from patients/clients.
* Supporting patients/clients to follow treatment plans and dealing with patients/clients who may be resistant to engagement with prescribed care.
* Lone working in the community, including escorting patients/clients outwith the hospital setting.
* Assessing situations and responding promptly and appropriately.
* Liaising with carers, relatives and visitors.
* Planning and prioritising order of own work, while managing competing demands on time.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The postholder requires well developed interpersonal and de-escalation skills to communicate and exchange factual information in a clear, sensitive and empathetic manner with patients/clients, relatives, carers and visitors. Effective working relationships will be established and maintained through respectful communication with the multidisciplinary team involved in the provision of care, other relevant departments within NHS Fife and relevant external agencies as appropriate.  |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills:*** The ability to operate machinery and equipment as listed in No 7,above.
* Assessing nutritional requirements, serving and assisting patients/clients at meal times.
* Hand-eye co-ordination for manoeuvring wheelchairs, bathing patients/clients or using hoists.
* Accuracy in collection of specimens, using test equipment. e.g., blood glucose monitors.
* The application of physical intervention if required
* Venepuncture, neonatal blood spot screening, vaccination, cannulation, removal of cannulae, urinalysis.
* Performing observation of vital signs e.g. temperature, pulse, respiration and blood pressure.

**Physical Demands:*** Undertaking personal care duties, e.g. bathing, toileting, dressing, supporting with meals and assisting patients with their appearance.
* Undertaking a limited range of delegated clinical care duties relevant to the service provided in each health care setting.
* Manoeuvring patients/clients with or without the use of mechanical aids, including the application of physical intervention.
* Pushing trolleys, wheelchairs and beds.
* Standing/walking for the majority of shift, including use of stairs.
* Bed making.
* Housekeeping duties, including cleaning ward equipment.
* Dealing with patients/clients with stressed and/or distressed behaviour.
* Working in cramped or restricted positions.

**Mental Demands:*** Concentration required for clinical and personal care procedures, predictable/unpredictable when responding to emergency situation e.g. patient/client restraints.
* Basic numeracy skills.
* Basic literacy skills and competent use of the English language.
* Ensuring safe transfer of patients/clients between departments.
* Time management skills.
* Prolonged concentration when monitoring and observing/supervising patients/clients
* Ability to cope with rapidly changing situations as well as demands from patient/client group.

**Emotional Demands:*** Communicating with distressed, anxious and worried patients, clients and relatives.
* Caring for patients/clients with chronic illnesses and conditions, terminal illnesses and following death.
* Caring for patients with stressed/distressed behaviour.
* Dealing with emergency situations.
* Managing personal feelings relating to verbal and physical abuse from patients/clients
* Managing feelings following an adverse event.

**Working Conditions:*** Exposure to body fluids, faeces, emptying bed pans/urinals, catheter bags.
* Exposure to verbally and/or physically aggressive behaviour.
* Exposure to a demanding and stressful environment.
* Exposure to environmentally hazardous living conditions.
* Exposure to road traffic conditions, including inclement weather, during business travel.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Knowledge of care and related procedures; clinical observations; relevant legislation; short course to undertake patient and clinical care duties; completion of a competency based workbook; SVQ Level 3 or equivalent relevant experience.
* Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL 23 (2010)
* Compliance with the “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time, which can be obtained at: www.workinginhealth.com/standards/healthcaresupportworkers
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| **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: |