**JOB DESCRIPTION**



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| JOB IDENTIFICATION |
| Job Title: Health Care Support Worker Band 3  Responsible to: Senior Staff Nurse/Charge Nurse |
| 2. JOB PURPOSE |
| The Health Care Support Worker carries out direct patient care in support of, and supervised by, a Registered Nurse. The purpose of the care is to:   * Competently perform the necessary technical/invasive/physical aspects of care for this defined patient group. For example observations including NEWS chart, simple wound care, including removal of sutures/clips, venepuncture, pre-listing, application and removal of casts. * Ensure an effective delivery of nursing care is provided to patients and that an acceptable standard is maintained. * Provide, through NHSGG&C policies, a safe environment for the treatment of patients and protection of staff. * Participate in Practice Development Programmes as required |

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| 3. **ORGANISATIONAL POSITION** |
| Band 7 Ward Manager/Senior Charge Nurse      Band 6 Registered Nursing Staff  Band 5 Registered Nursing Staff  Healthcare Support Worker Band 3 |
| 4. SCOPE AND RANGE |
| The role (rotational within the unit) is to assist the management of patient care in partnership with the ward/department management as required. This includes:   * Under the supervision of a Registered Nurse provide a high quality, safe and supportive environment in order to care for patients meeting the identified physical and psycho-social needs. * Ensure effective day to day management of resources including Supplies, equipment, etc. * The postholder will act within the principles of the Code of Conduct for HCSWs and complete HCSW Code of Conduct module. |
| 5. KEY RESULT AREAS |
| 1. Assist patients with activities of daily living including personal hygiene and dressing while adhering to manual handling procedures and policies. 2. Assist the Registered Nurse and where appropriate other members of the Clinical Team to deliver patient care. 3. Ensure patients receive the care and assistance required with application and ongoing cast care 4. Co-operate with and maintain good relationships with other disciplines that are attending and treating clients to maximise patient care. 5. 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. 6. Observe and report changes in the patients’ physical/psychological needs and participate in maintaining accurate and up-to-date records to ensure effective communication e.g. fluid charts, water-flow charts and any other records as required. 7. Work within agreed policies and procedures to ensure maintenance of safe working practices for patients and colleagues. This includes complying with all Health & Safety legislation and policies with particular regard to COSHH, Fire, Infection Control and Manual Handling. 8. Adhere to ward and unit procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources. 9. Responsible for the cleaning and tidying of clinical areas, equipment and storage cupboards – excluding those for the storage of controlled drugs and medicines – and reporting defects and areas of concern to the nurse in charge. 10. Maintaining stock and adequate supplies of central and clinical stores (excluding medicines) to promote effective and efficient use of resources. 11. Assist with the safe custody of patient’s personal belongings in accordance with organisational policy. 12. Participate in personal career development plan to develop and maintain skills and personal growth through training and education. 13. Maintain patient confidentiality at all times |
| 6. SYSTEMS AND EQUIPMENT |
| * Must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees.   + The post holder is responsible for inputting information into electronic patient record where applicable and also into patients’ written records. They will comply with the Data Protection Act, Caldicott Guidelines and local policies regarding confidentiality and access to medical records.   + Use of medical devices and all other equipment used in their clinical environment e.g. hoists, monitors, needles/syringes, blood pressure monitors, patient trolleys, beds, wheelchairs, lockers, commodes and casting equipment.   + Ability to maximise the use of Information Technology to benefit personal development and patient care. |
| **7. DECISIONS AND JUDGEMENTS** |
| * Planning order of some tasks within an overall routine. * Works with supervision and within established procedures * Acknowledging changes in patient’s conditions and reporting. * Performance is monitored on an ongoing basis with an annual appraisal. |
| 8. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Managing competing demands on time. * Ensuring patient safety at all times * Communicating with and supporting distressed/anxious/worried patients/relatives. * Unrealistic expectations from patients and carers * Unpleasant working conditions e.g. foul linen, bodily fluids * Dealing with verbally abusive patients and members of the public. * Dealing with verbally & physically abusive patients and members of the public. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| * Promote and develop good relationships with patients, staff and visitors. * Promote good relations with patients, staff, visitors and other services. * Working effectively within the wider multi-disciplinary team * Conduct oneself in such a manner as to uphold and enhance the good standing and reputation of the department. * Respect confidential information obtained in the course of duty and refrain from disclosing such information without the consent of the patient/client or a person entitled to act on his/her behalf, except where disclosure is required by law or by the order of a Court or is necessary in the public interest. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * Moving and handling of patients from self-caring to total dependence. * Moving and handling of equipment. * Walks/ stands for most of the shift. * Exposure to body fluids/ therapeutic products. * Frequent exposure to challenging behaviour from patients and carers |
| |  | | --- | | **ADDITIONAL ROLES AND RESPONSIBILITIES** | | **Effort Factors**  90% of the day is spent walking or standing  Supporting the rehabilitation of patients from immobility to independence.  Using hoists / handling equipment on multiple occasions  Manoeuvring, pushing electric beds, examination trolleys or wheelchairs on multiple occasions each day to create appropriate bed spaces for admissions.  Moving bed bound patients with specific orthopaedic injuries, such as spinal injuries and major joint surgery.  Specialised training for handling patients with orthopaedic injuries. | |
| 11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Essential criteria** Caring disposition, with experience working in a caring environment/role.  * Ability to work with people and as part of a multidisciplinary team. * Effective written and verbal communication skills/literacy/ numeracy and IT skills. * Familiar with hospital systems including trakcare, clinical portal, PACS, * Ability to carry out assigned tasks effectively in a busy environment. * Ability to fulfil the requirement of the job description   **Desirable criteria**   * Observations including documenting this in the NEWS chart. * Application and removal of casts, including aftercare. * venepuncture * simple wound dressings with aseptic technique including the removal of sutures/clips * blood sugar monitoring * removal of canulaes * pregnancy testing * urinalysis testing * basic life support * MRSA screening * Pre-operative assessment screening * Basic Orthopaedic knowledge   You will be allocated a mentor and full support will be given. |