NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| **1**. **JOB IDENTIFICATION** | Job Title |  Health Care Support Workers |
|  | Department(s)/Location | Assisted Conception Unit, NHS Tayside |
|  | Number of Job Holders |  |
| 2. JOB PURPOSEAs part of a multidisciplinary team the post holder will undertake a range of delegated clinical care duties assigned by a registered nurse. Carries out routine individual care duties for patients, clients, carers and relatives in support of and supervised by a registered nurse. Carry out assigned duties to maintain hygiene, order and safety within the environment specified in Section 4 below. |
| 3. ORGANISATIONAL POSITION Director of Nursing & Patient Services  Clinical Care Group Lead Nurse⎜Senior Nurse⎜Senior Charge Nurse⎜Charge Nurse⎜Registered Nurse ⎜ Health Care Support Worker (This post) |
| 4. SCOPE AND RANGE (please complete as appropriate for the specific area)To provide a high quality, safe and supportive environment in order to care for patients/clients, carers, relatives and staff within Care Clinical Groupsto meet identified care needs. The post holder will carry out essential clerical and clinical support duties required within the nursing team to contribute to the provision of a patient focussed service.The post holder has responsibility for:**Staff Management/Supervisory Responsibilities:-*** Support registered nurses in the orientation of new staff to the area.
* Support registered nurses in the delivery of patient/carer training and education.
* Demonstrates own duties to new starts, bank/agency staff. General and clinical supervision of less experienced staff.

**Budgetary Responsibilities:-*** Effective participation in dealing with supplies ordering, maintaining stock levels, patients valuables and use of equipment.
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| 5. MAIN DUTIES/RESPONSIBILITIESCare Delivery* Carry out assigned tasks in delivering and supporting patient care under the direction of a registered nurse to ensure delivery of a high quality of patient care.
* Care delivery tasks may include e.g. venepuncture, cannulation, chaperoning, assisting medical and nursing staff in routine clinic procedures, vital signs, patients observations, collecting specimens, simple dressings, provides patient support and basic advice re routine aspects of care guided by local and national policies and protocols.
* Co-operate with and maintain good relationships with other disciplines that are attending and treating clients to maximise care.
* Maintain good relationships and an empathic approach to patients/clients’/carers and relatives and refer them to a registered nurse for any questions they may have on the clients’ condition or for any suggestions or complaints that they wish to raise.
* Report observed changes in the clients’ physical/psychological needs and participate in maintaining accurate and up-to-date records to ensure effective communication.
* Chaperone patients as required in all areas of department to maintain the dignity of the patients and the integrity of the health care workers.
* Ensure all ward and patient areas are kept tidy and well stocked.
* Assist with patient familiarisation of the department.
* Encourage patients /client’s /public to adhere to Infection Control Policies.
* Participate in quality improvement initiatives within the clinical area e.g. trials of new equipment and supplies.

Health & Safety* Work within NHS Tayside policies and procedures to ensure maintenance of safe working practices for patients, colleagues and self.
* Employ safe working practices.
* Take appropriate action, in accordance with NHS Tayside policy, in the event of incidents, accidents or complaints involving patient, visitor, staff or equipment.
* Be aware of the need to clearly identify any patient before carrying out any procedure.

**Resource Utilisation*** Adhere to NHS Tayside procedures regarding the use of supplies and equipment in order to promote the effective and efficient use of resources.
* Maintain stock levels of supplies to support the smooth running of the area as required e.g. check agreed stock levels and seek authority to order as required.

**Education*** Educated to SVQII or equivalent and required to achieve SVQIII or equivalent. Participate in personal and career development plan to maintain skills and develop personal growth in order to maximise contribution to service delivery.

**Quality*** Acknowledge the diversity of individuals respecting their rights, privacy and confidentiality

The post holder will carry out the above duties, in any combination, for 100% of their working day moving frequently between tasks. |
| **6. COMMUNICATIONS AND RELATIONSHIPS*** Communicates continuously with a wide range of health care and social care workers, patients and families utilising a wide range of media such as telephone, information technology, verbal and written communications overcoming barriers to communication e.g. clinical conditions, sensory impairment.
* 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.
* May need to negotiate with staff in different teams who require his/her help.
* May need to sensitively diffuse tense situations caused by anxious patients or respond to complaints made by patients or members of the public.
* The post holder will require excellent interpersonal skills to enable him/her to communicate in a clear, sensitive and empathetic manner with patients and carers, recognising that patient anxiety may impair their ability to absorb the information given.
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| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB* Extensive experience as a Health Care Support Worker.
* Comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers.
* Completion of Promoting the Prevention and Control of Infection through cleanliness champions programme.
* SVQ III in care or equivalent.
* Knowledge of care and related procedures, and clinical observations.
* Ability to work with people and as part of a multidisciplinary team, liaise effectively with MDT’s.
* Effective written and verbal communication skills.
* Be literate and numerate.
* Ability to carry out assigned tasks effectively in a busy environment.
* Basic information technology skills or willing to work towards this.
* Competence in identified enhanced clinical skills/ willingness to work towards e.g. vital signs, venepuncture/cannulation, infusional devices, safe handling of cytotoxic substances and blood transfusion programmes through short clinical skills courses.
* Completion of basic Cardiopulmonary Resuscitation Course with yearly updates.
* Demonstrate use of own initiative as agreed by registered nurse where appropriate.
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| 8. SYSTEMS AND EQUIPMENT **Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment.The support worker will use, store and maintain the following types of equipment in line with local policies and procedures. Information Technology:  * E-mail/Internet/Intranet
* Incident reporting via adverse incident management system
* Local database systems
* Laboratory vacuum system
* Word processing

 Moving & Handling:  * Mechanical aids (e.g. hoists, ambulifts)
* Infusion stands
* General manual handling equipment e.g. slide aids
* Specialised Beds, Beds, trolleys
* Wheelchairs/ Walking aids
* Commodes
* Bedpans
* Bariatric equipment
* Pressure relieving equipment
* Fire evacuation equipment

Near Patient Testing: * Vital signs
* Blood Glucose Monitoring
* Blood Pressure Recording( automated)
* Chemical reagents (urinalysis)
* Pulse Oximetry

**Medical Devices: (Uses or connects, stores and maintains)*** Infusion Devices
* Blood warming equipment
* Cardiac Monitors
* Examination Equipment e.g. Auroscopes, ophthalmoscopes etc.
* Surgical Instruments
* Suction equipment
* Control feeding pumps

Treatments: (Stores, maintains and gathers equipment for registered nurse and self, initiates treatments at the request/ instructions of the registered nurse)* Venepuncture
* Cannulation
* Assisting medical and nursing staff with care of various types of drains
* GFR Testing
* Priming of infusion devices
* Initiating IV infusion
* Flushing of IV infusions
* Central line care
* Support patient through Investigatory procedures
* Oxygen therapy
* Nebulisers
* Suctioning
* Basic life support and airway adjuncts
* Basic Dressings according to local protocol

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| 9. PHYSICAL DEMANDS OF THE JOB **Physical Skills : Several times per shift , long periods over 20mins, intense predictable*** Preparation, priming, connection and disconnection of all types of supportive therapy machines
* Minor fault finding and manipulation of equipment in response to alarm states of infusional devices
* Removal of cannulation needles/venflons
* Vital signs
* Stoma care (occasional)
* Cardio-Pulmonary Resuscitation (occasional)
* Attaching leads of monitoring equipment to patient (occasional)
* Safely manoeuvre wheelchairs, trolleys, bedsand other equipment
* Safely support patient mobility
* Preparation of patients for tests/procedures
* Collection of medical/nursing notes and case notes
* Collection and preparation of specimens
* Assist with patient positioning
* Application of simple dressings (repeated occurrence)
* Removal of wound dressings (repeated occurrence)
* Provision of personal care to patients
* MRSA & MSSA screening on admission/discharge (repeated occurrence)
* Collection of specimens

**Physical Demands : Several times per shift, long periods over 20mins repeated occurrence, intense predictable** * Movement of equipment, fluids and supplies from ward stores to DPA and clinics
* Patient movement with and without use of mechanical aides, manoeuvre patients

Push trolley’s, wheelchairs, beds, patient’s lockers, Stand/walking for the majority of shift.* Daily and weekly general housekeeping for oncology services
* Moving quickly from task to task in response to needs of patients and nursing team

**Mental Demands: Frequent concentration. Several times per shift, long periods over 20mins , intense, Work pattern predictable/unpredictable*** Concentration when operating specialised equipment
* Concentration required when undertaking clinical and personal care for patients
* Predictable/unpredictable work pattern depending on area of work
* Frequent interruptions e.g. telephone, colleagues, patients’ buzzers
* High volume throughput of patients
* Accurate record keeping of weight charts, food record charts, event diary and observation charts
* Concentration required when dealing with patients via telephone.

**Emotional Demands: Several times per shift. Repeated occurrence , predictable, long periods over 20 minutes*** Communicating with distressed/anxious/worried patients/relatives. (variable)
* Caring for the terminally ill/end of life care. (variable)
* Caring for patients following receipt of bad news. (variable)
* Dealing with patients with challenging behavior
* Dealing with people with sensory impairment
* Care of the patient after death
* Managing aggressive patients (variable)
* Caring for patients with special needs e.g. learning disability (variable)
* Supporting patients awaiting diagnosis, recently diagnosed (variable)
* Caring for families/carers following sudden/unexpected death of patient. (occasional)
* Caring for patients/families and carers faced with delays in commencing planned treatments
* Assisting with caring for acutely ill patients
* Assisting with caring for critically/acutely/chronically ill patients

**Working Conditions: Several times per shift, long periods over 20mins,repeated and frequent occurrence*** Exposure to body fluids, faeces, emptying bed pans/urinals, catheter bags

Exposure to blood and blood products due to high volume sampling and treatments* Shift patterns - day, night rotation
* Cramped working conditions, large volumes of patients, portering chairs
* Exposure to portable X-rays (occasional)
* Exposure to cytotoxic agents (frequent)
* Changing environmental temperature (seasonal change and heat generated by electrical equipment)
* Exposure to and compliance with substances hazardous to health guidance
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| 10. DECISIONS AND JUDGEMENTS* Assignment of work and supervision will be by the Registered Nurse/Team Leader
* Planning own order of assigned duties within service
* Recognising changes in patients conditions, work or care environment and reporting to the registered nurse or appropriate other healthcare individual
* Work review and formal appraisal of performance will be carried out by the designated registered nurse
* Demonstrate the ability to reprioritise unpredictable workload
* May be required to deal with enquiries and other matters which are generally routine but is able
* To refer to others non-routine enquiries and other matters.
* Recognise own limitations and ask for assistance when needed
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| 11. MOST CHALLENGING /DIFFICULT PARTS OF THE JOB* Planning own order of assigned duties within service
* Managing competing demands on time
* Support patients to follow treatment plan
* Ensuring patient safety at all times
* Ability to rotate and function across clinical areas and environments to support service demands
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| 12. JOB DESCRIPTION AGREEMENTThe job description will need to be signed off using the attached sheet by each postholder to whom the job description applies. |

JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT

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| **Post Title**  | Health Care Support Worker |
| **Reference Number** |  |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. Should this be necessary please identify an appropriate Manager and Staff representative who can be contacted.

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| **Responsible Manager** | Maureen Wood |
| **Contact No.** | 01382 633835 |
|  |  |
| **Staff Representative** |   |
| **Contact No.** |  |