#### JOB DESCRIPTION

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| JOB IDENTIFICATION |
| Job Title: Healthcare Support Worker  Responsible to: Senior Charge Nurse  Department(s):  Directorate: Fife Community Hospitals  Operating Division: Fife Healthcare and socialwork partnership  Job Reference:  No of Job Holders: 8  Last Update (insert date): May 23 |

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| 2. JOB PURPOSE |
| To provide support to the nursing team, by carrying out an extended range of assigned clinical tasks as well as direct patient care and associated administrative duties.  The post holder will work as part of a team promoting the delivery of high quality, seamless, equitable and accessible care to patients and their families.  Makes sure that there is prompt initiation of investigations as per protocol to support the management of the patients by the medical and nursing staff in the clinical area. |

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| **3. DIMENSIONS** |
| * Be aware of budgetary responsibilities (supplies ordering, ward catering supplies, petty cash procedures) * 8 bedded adult specialist palliative care inpatient ward * Assist registered nursing staff with the implementation of planning and delivery of patient care. |

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| **4. ORGANISATIONAL POSITION** |
| Director of Nursing  (professionally accountable)  General Manager  Service Manager  Clinical Director  Head Of Nursing  Lead Nurse  Senior Charge Nurse/ Charge Nurse  **Healthcare Support Worker**  **Band 3**  **(this post)**  Staff Nurse  Band 5 |
| **5. ROLE OF DEPARTMENT** |
| To provide a high quality, safe and supportive environment in order to care for patients within (specialist area/department) meeting the identified physical and psychosocial needs of patients with life limiting conditions. |

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| 6. KEY RESULT AREAS |
| * Carry out assigned tasks in delivering and supporting direct patient care under the guidance of a registered nurse to ensure delivery of a high quality of patient care. * Co-operate with and maintain good relationships with other disciplines that are attending and treating clients to maximise patient care. * Maintain good relationships and an empathic approach to clients’ carers and relatives and refer them to a trained 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. * Work within Divisional 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 and safe 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. * Adhere to ward and unit procedures and policies regarding the control of infection. * To participate in specific areas of ward development and responsibility. * Perform venepuncture and cannulation as directed by the relevant medical staff / nurse practitioner. * Undertake specific nursing procedures relevant to area of work under the direction of the nurse in charge Including urinary catheterisation, wound care , bladder scan, venepuncture,blood glucose monitoring. * Complete all non-clinical information on request forms for laboratory tests. Collect specimens as required, e.g. m.s.u, sputum, blood etc * Record and report patient observations to ensure maintenance of accurate and up to date records. To be aware of normal and abnormal measurements observations and report them to the nurse in charge. * Acknowledge any changes or deterioration in patient conditions and reporting to nurse in charge. * Reporting of faulty equipment to the appropriate member of staff and taking action as requested. * Demonstrate an appropriate level of knowledge of anatomical and physiological normal in relation to the scope of the role * The post holder will be expected to work unsupervised however a trained nurse will be available for advice and guidance and direction. |

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| 7a. EQUIPMENT AND MACHINERYPost holder is expected to have a knowledge and ability to use all of the following, including highly specialised and expensive equipment, although they may not use all on a daily basis.  |  |  |  | | --- | --- | --- | | **Generic** | Specialised | Very Specialised | | Nursing Call System | Hoists | Cardiac Monitor | | Database /Computers | Blood pressure machine | Pulse Oximeter | | Fire Equipment | Glucometer | Defibrillator – semi automatic and manual | | Pat Slides | Pressure Mattress |  | | Walking Aids (Zimmer, Gutta Frame, Crutches, Walking Sticks) | Repose Boots |  | | Oxygen Cylinders | Humified Therapy |  | | Trolleys |  |  | | Pat Slides |  |  | | Glide Sheets |  |  | | Wheelchairs |  |  | |

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| **7b. SYSTEMS** |
| Trakcare  MORSE  DATIX Intranet – Manage Incident Reporting  Internet and Intranet – Personal and Business  Email |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Workload will be generated by nurse in charge on duty reflecting in-patient care needs.  Review of work will be undertaken by the Senior Charge Nurse or staff nurse as delegated . |

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| **9. DECISIONS AND JUDGEMENTS** |
| Planning and prioritising order of delegated work.  Acknowledging changes in patient’s conditions and reporting.  Maintain a safe working environment.  Recognise the level of competence to ensure safe practice. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing and completing demands on time.  Ensuring patient safety at all times.  Liasing with relatives and visitors. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will be expected to communicate with- Internal The patient, their relatives and multidisciplinary team involved in the provision of care and patient flow  .  All members of the nursing team in ward and outwith where appropriate.  Other relevant departments within hospital, e.g. Estates, Supplies, Human Resources, pharmacy External Relevant external agencies as appropriate.  Communications will be undertaken with various staff groups across the organisation, primarily  Nursing and Medical Staff  Communicate effectively with patients and relatives  Provide verbal reports and maintain written reports on the patients’ condition for professionally qualified workers.  Maintain confidentiality at all times. |

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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. As required  Assessing nutritional requirements. Serving and assisting patients to eat meals- more than once a day.  Skills to safely manoeuvre wheelchairs, trolleys and other test equipment. More than once a day.  Collection of specimens. Daily as required  Removal of cannula .Daily as required.  Venepuncture. Daily as required  Performing patient observation of vital signs eg Temperature pulse respiration and blood pressure.  **Physical Demands:**  Carrying out physical care to patients, i.e. washing, dressing, mobilising and all other aspects of associated care associated with activities of living.- more than once a day  Patient movement with/without use of mechanical aides, manoeuvre patients.-Daily more than once a day.  Push trolleys, wheelchairs and beds.- more than once day.  Stand/walking for the majority of shift.  Bed making. More than once a day  Housekeeping duties and including cleaning ward equipment.- continuously  Dealing with patients with challenging behaviour. Regularly  **Mental Demands:**  Concentration required when undertaking patent observations.-continuously  Concentration required when undertaking personal care for patients continuously  Basic numeracy regarding filing out of charts.  Basic numeracy and of English language skills.  Ensuring safe transfer of patients between departments. Daily as required  Time management skills.  **Emotional Demands:**  Communicating with distressed/anxious/worried patients/relatives daily  Caring for the terminally ill / and after death as required  Caring for patients following receipt of bad news as required  Dealing with patients with severely challenging behaviour  Dealing with emergency situations as required  **Working Conditions:**  Exposure to body fluids, faeces, emptying bed pans/urinals, catheter bags continuously  Exposure to verbal aggression  Exposure to physically aggressive behaviour  Exposure to a demanding and stressful environment |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Significant experience as a band 2 healthcare assistant, preferably working within an acute/community hospital setting  Reliability and self-motivation.  Good interpersonal skills  Experience in venepuncture and cannulation recording temperature, pulse and blood pressure; urinalysis would be beneficial however training will be available as required.  SVQ level 3 or working towards or agreed equivalent and to evidence completion of the agreed competency profile.  There will be a requirement for regular revalidation of core skills.  **Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers - NHS Circular CEL 23 (2010)**  **Your performance must comply 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 are enclosed, (further copies can be obtained on line at www.workinginhealth.com/standards/healthcaresupportworkers or from your local Human Resources Department). Failure to adhere to the Standards or to comply with the Code may result in poor performance measures or disciplinary action and could lead to your dismissal**. |

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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: |

RECRUITMENT AND SELECTION STANDARDS

PERSON SPECIFICATION FORM

Post Title/Grade**: Band 3 - Health Care Support Worker**

Department/Ward: **Hopsice**

Date: **May 23**

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|  | **ESSENTIAL** | **DESIRABLE** | **MEASURE** |
| **Experience** | * Relevant experience working as a nursing auxiliary / healthcare assistant, preferably in an acute/community hospital setting. |  | Application form and interview |
| **Qualifications/**  **Training** | * SVQ Level 3 in Health and Social Care or equivalent relevant experience * Core training theory   Mandatory Induction Standards for New HCSW | * SVQ level 3 in Health & Social Care. * Moving & Handling Training. | Application form |
| **Knowledge** | * Knowledge of basic nursing care | * Interest in development | Application form and interview |
| **Skills** | * A level of English language competency and communication skills necessary to perform this role safely and effectively * Good communication |  | Interview  Interview |
| **Aptitude** | * Friendly * Approachable * Compassionate * Resiliant |  | Interview |
| **Other**  **e.g. Team Player, Be able to travel** | * Team player * Committed * Positive role model   Demonstrate ethics, values and personal qualities / behaviours consistent with the vision, culture and values of NHS Fife |  | Interview |