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#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| **Job Title:** Healthcare Support Worker**Responsible to:** Service Support Manager **Department(s):** Urgent Care Services Fife (UCSF) UCSF**Division:** West**Job Reference**: **No of Job Holders**: Approx 4 – interchangeable as we continue to transform services**Last Update**: July 2020 |

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| 2. JOB PURPOSE |
| To assist in the delivery of nursing and health care work for UCSF as part of a multidisciplinary team, the post holder will carry out duties involving direct patient care as delegated by the trained nurse. The post holder will regularly work without supervision after appropriate training/induction to provide care and support to patients/relations/carers. |

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| **3. DIMENSIONS** |
| **The service will be responsible for providing general clinical services to 375,000 patients for 118 hours per week across 4 sites.** **Staffing:-*** 156 GPs
* 33 UCP/ANPs (WTE 18.43)
* 90 A&C Staff (WTE 18.83)
* UCSF Service Manager (WTE 1)
* UCSF Lead Nurse (WTE 1)
* Clinical Lead (WTE 0.18)
* Combined Service Staff (WTE 34.81)
* Combined Service Budget: £5.4m
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| 4. ORGANISATIONAL POSITION |
| **WEST DIVISION** **URGENT CARE SERVICE FIFEORGANISATIONAL CHART** Clinical Services Manager GPsLead Nurse Service ManagerANPsUCPsUCPsService Support ManagerGeneral ManagerDispatchersHead of NurseAdministrator  AssistantPrimary Care Manager ERS DriversClinical Director Associate Clinical  DirectorCall Handlers & Reception StaffOffice AssistantHealth Care Support Worker |

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| 5. ROLE OF DEPARTMENT |
| To provide and maintain a high quality unscheduled care to the entire population of Fife and Kinross, (379,000 patients) by organising and providing a service adequately staffed by a multi-disciplinary team of health care professionals. The service has a support office for the daily operational delivery of support services and during the out of hour’s period a control center operates a network of four primary care emergency centers throughout Fife. The service aims to ensure that members of the public are directed to the appropriate level and location of care during the out of hours period and to provide a service that provides safe, patient centred and effective care. The Service provides home visiting undertaken by a fleet of specially equipped cars, treatment centre appointments and GP advice.  |

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| 6. KEY RESULT AREAS |
| * To provide patient care in support of the registered nurse to ensure delivery of a high quality of patient care and report any variations to the normal.
* Work within divisional policies and procedures to ensure safe working practices for patients and colleagues and in accordance with Health and Safety standards and protocols.
* Maintain stock levels of all supplies and carry out housekeeping duties in accordance with policies/procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
* Maintain patient confidentiality at all times.
* Carry out specific duties following training under direction of the Registered Nurse eg; urinalysis, obtaining specimens etc.
* Report observed changes in patient and participate in the maintenance of accurate and up-to-date records, when appropriate, to ensure effective communication.
* Co-operate with and maintain good relationships with other disciplines that are attending and treating patients to maximise patient care.
* Maintain good relationships and an empathetic approach to patients, carers and relatives and refer them to a trained nurse for any questions they may have on the patient’s condition or for any suggestions or complaints that they might wish to raise.
* Prepare and maintain clinical environments in accordance with policies/procedures, maintaining high standards of cleanliness in accordance with Infection Control Policy.
* Assist clinicians with various procedures/interventions.
* Answer telephone calls, take, record and communicate messages and reports.
* Undertake basic observations, monitor and record basic vital signs and record in patient record.
* Ordering of ambulances.
* Reports to Registered Nurse any changes in patient’s condition/behaviour.
* Participate in personal career development plan to extend skills and personal growth through training and education.
* Participate in audits, surveys or other clinical governance activities as requested.
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| 7a. EQUIPMENT AND MACHINERY |
| The postholder is expected to be familiar with the use, storage and maintenance of all equipment used within the clinical area of work; including IT and associated software, telephony, communication, diagnostic and emergency medical equipment. |
| **7b. SYSTEMS** |
| Daily maintenance and handling of patient records (paper and electronic);Frequent ordering of supplies for the department using a stock control system;Uses agreed procedures for storage and transportation of equipment. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| * Assignment of work will be by qualified staff.
* Work review and formal appraisal of performance will be carried out by the Service Manager/Lead Nurse or appointed deputy.
* The post holder will be expected to work unsupervised at time and exercise initiative when providing patient care, however, a trained nurse will be available for advice and guidance.
* Objectives are assigned and reviewed by the UCSF Management team in accordance with the NHS Fife performance management framework.

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| **9. DECISIONS AND JUDGEMENTS** |
| * The post holder uses own initiative to make autonomous decisions in relation to prioritisation of workload, managing workflow and general enquiries about the Out of Hours Service involving appropriate specialists.
* Ability to recognise a change in patient condition and know when to refer on to a registered nurse.
* The ability to quickly assess and respond to patient needs in emergency situations.
* The post holder is required to access patient information as required.
* To demonstrate high levels of discretion in handling confidential patient information.
* The post holder will be responsible for ensuring that all medical equipment, safety equipment and drugs/medication are stocked and safely stored and are all in working order, fit for purpose. They will also be required to locate equipment and drugs at the request of the doctor.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Manage competing demands on time and ability to provide a diverse range of care input.
* Encouraging patients to follow treatment plans and deal with challenging behavior.
* Ensuring patient safety at all time in a changing environment, which at times may be unpleasant or stressful.
* Communicate with a wide variety of professionals groups, other agencies and members of the public to ensure active and productive working relationships.
* Have the ability to manage unexpected occurrences. Also solve problems, initiate new ideas and introduce sensitively new ways of working by taking a flexible approach to work planning through open discussion with registered nurse in charge.
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| * Establishment and maintenance of effective communication with patients, relatives and all members of the Multi-disciplinary Team, ensuring the needs of the patient are met.
* Overcome barriers to understanding when patients are confused and disorientated or may have some form of sensory impairment.
* Report all relevant patient information to the registered nurse / out of hours GP
* Effectively communicate with the multi disciplinary / multi-agency team
* Engage in tactful communication with patients and members of the public on sensitive issues. The post holder will be required to acknowledge the sensitive nature of topics, use discretion, compassion and skills of tact and diplomacy when dealing with these issues.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills:** * IT / Keyboard skills required.
* Ability to assist in moving and handling patients/equipment using trained manual handling techniques.
* Ability to exhibit an appropriate degree of dexterity when performing observations/procedures.
* Need to respond to emergency situations on occasions.
* Prolonged light to moderate physical effort including bending, walking, lifting, pushing and operating equipment frequently during the course of a shift.

**Physical Demands:** * May be required to sit, stand for extended periods of times.
* Movement of equipment, stocks and supplies to meet needs of Out of Hours Service

**Mental and Emotional Demands:** * The post holder must be able to prioritise workload and be able to be flexible in the day to day duties expected of them.
* Exposure to clinical information through the role, details contained may be distressing.
* Supporting patients through periods of care in communicating effectively with anxious, worried or difficult patients/relatives.
* Dealing with verbal complaints or unpredictable behaviours from patients or relatives on occasion.
* Working under pressure with timescales in operation.
* Tact and discretion are key skills required by the post holder in dealing with sensitive issues.
* Maintain concentration when undertaking episode of care.
* Requirement to assist in emergency /life or death situations on occasions.
* On a daily basis exposure to distressed/angry/upset carers/relatives.
* On a daily basis exposure to caring for acute/chronic/terminally ill patients.

**Working Conditions:*** Exposure to body fluids and infectious materials.
* Exposure to physically aggressive behaviours.
* Exposure to verbal aggression.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **The HCSWs performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with their contract (further copies can be obtained at** **www.workinginhealth.com/standards/healthcaresupportworkers** **or from Human Resources). 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 dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of their contract, allowing us to terminate with or without notice.****If successful in your application, you will be offered the opportunity to undertake an SVQ2 or SVQ3 (dependent on band) in Health and Social Care, approximately 9 months after taking up post. It is expected that you complete this qualification, which will be fully funded by NHS Fife. Your Line Manager will provide you with more information once you are in post*** The post holder should have a SVQ 3 in Health Care or equivalent experience or be prepared to work towards this or similar qualification.
* Previous experience working in caring environment/role.
* Ability to work with people as part of a multi-disciplinary team.
* Ability to work unsupervised and prioritise assigned workload.
* Computer literacy and knowledge of IT systems.
* Effective written and verbal communication skills.
* Ability to carry out assigned tasks effectively in a busy environment.
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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: |