# Job Description

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| 1. **JOB IDENTIFICATION**
 | Job Title | B3 Healthcare Support Worker |
| Department(s)/Location | OPCMHT Kings Centre Crieff |
| Number of Job Holders | 3 |
| CAJE | SCO6 366 |
| JOB PURPOSEWithin South Perthshire Older Peoples Community Mental Health Teams the post holder will:-* Work as part of a multidisciplinary team
* Provide assigned individual care for patients with mental health needs, including their families /carers, aiming to improve and stabilise their quality of life.
* Carry out care assigned and supervised by a senior member of staff which will includes monitoring of patients mental health, and encouraging patients to participate in activities of daily living to restore confidence and lost skills, gain new skills and promote independence through the delivery of a plan of care.
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| ORGANISATIONAL POSITIONSenior Charge Nurse (SCN)ICharge Nurse (CN)IRegistered NurseIAssistant PractitionerI**Senior Healthcare Support Worker**IHealthcare Support Worker |
| SCOPE AND RANGE* Function as part of a multi-disciplinary team
* Work within a supervised defined caseload supported by senior practitioners in the planned delivery of a programme of care.
* Record, clinically relevant information, in an accurate and timeously manner following contact with patient, family/carer.
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| 1. **MAIN DUTIES/RESPONSIBILITIES**
* Carrying out assigned tasks in delivering and supporting patient's and their families and carers under the direction of a senior practitioner to ensure delivery of a high quality of patient care.
* Co-operating with and maintaining good relationships with other disciplines that are involved to maximise care.
* Maintaining good relationships and demonstrating an empathic person centred approach to patients, families/carers.
* Escalating their own concerns and that of the patient and /or families/carer's to the appropriate senior practitioner.
* Assisting the families/carer's to deal with stressed and distressed behaviour attributed to the patient's presentation.
* Maintaining accurate clinical records adhering to NHS Tayside record keeping policy and local guidelines.
* Working within NHS Tayside policies and procedures, to ensure maintenance of safe working practices for service users, colleagues and self.
* Adhering to policies and procedures for the safe use of equipment.
* Monitoring stock levels of supplies as required.
* Participating in personal/career development plan to maintain skills and develop personal growth in order to maximise service deliver.
* Acknowledging the equality and diversity of all individuals, respecting rights, privacy and confidentiality.
* Supporting community connections.
* Their own time management.

**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**
* Establish and maintain relationships based on mutual respect. Communicate on a regular basis with the patient, families/carer, the multidisciplinary team and external agencies involved with the provision of care. Some of this information may be of a highly sensitive nature.
* Provide and receive information requiring tact or persuasive skills where there may be barriers to understanding and comprehension.
* Develop and maintain good communications and working relationships with patients, families/carers and the multidisciplinary team to include community supports.
* Provide clear written records of clinical contact.
* Be aware for the need to respect confidentiality.
* Have a sound awareness of when information requires to be escalated
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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**
* old SVQII or equivalent vocational experience with a willingness to work towards SVQII / SQVIII in healthcare.
* Have an awareness and / or previous experience of caring for people with mental health needs.
* Have the ability to work with people and as part of a multidisciplinary team.
* Carry out assigned tasks over a large based community setting.
* Work autonomously with patients families/carer's
* Have effective communication skills, written, verbal and non-verbal.
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| 1. **SYSTEMS AND EQUIPMENT**
* Examining any equipment prior to and during use as per manufactures instructions, training and follow reporting system for faults
* Mobile phones
* Computer
* Equipment to take bloods
* E-Mail system communications
* Input into computerised activity systems
* Computerised Risk Management Systems
* Lone Worker policy and local protocols
* Personally generated patient notes
* Medical records
* Sphygmometer and cuff
* Thermometer
* Weighing scales
* Face mask for CPR
* Urinalysis equipment
* Risk Management alarm system
* Fax

**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. |
| 1. **PHYSICAL DEMANDS OF THE JOB**

**Physical Skills:*** Have keyboard skills

**Physical Demands:*** Stand/walking or kneeling as part of daily activity.
* Frequently wash hands.
* Ability to travel on a daily basis in all weather conditions

**Mental Effort:*** Additional concentration required when travelling with patients in the car to prevent distraction
* Mental effort required to obtain patient co-operation when engaging/providing personal care on a daily basis.
* Respond to non predictable crisis situations.

**Emotional Effort:*** Communicate with people with mental health needs and their families/carers
* Accompany patients on therapeutic activities.
* At times be subjected to sensitive information about people’s history and problems.
* Be lone working for parts of the day

**Working Conditions:*** Have potential exposure to body fluids, faeces, emptying bed pans/urinals, catheter bags (weekly)
* Have potential exposure to verbal/physical aggression on a daily basis some of which may be unpredictable.
* Have exposure to peoples poor living conditions
* Have exposure to high risk locations whilst carrying out care.
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| 1. **DECISIONS AND JUDGEMENTS**
* Work will be assigned by senior practitioners
* The post holder will prioritise and plan assigned patient care
* The post holder will be expected to work unsupervised and exercise initiative when providing patient care; however, a senior practitioner will be available for advice and guidance which may be by phone on some days.
* Clinical supervision will be carried out by a senior practitioner
* Formal appraisal / review of performance will be carried out by a registered nurse
* The post holder will have the ability to recognise changes in the patient's condition or the families/carers coping abilities, determining when to escalate these onto a senior practitioner.
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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
* Managing competing demands on time
* Working with patients experiencing mental health needs, stress and distress behaviour and having to deal with situations where encouragement to follow care plans is required.
* Exposed to the emotional demands that arise from caring for people with mental health needs.
* Involved in the management of unpredictable stress and distress.
* Responsible for ensuring own and patient safety at all times
* Working flexible hours.
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| 1. **JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each post holder to whom the job description applies. |
| **Job Holder’s Signature:** | **Date:** |
| **Head of Department’s Signature:** | **Date:** |