

**NHS GRAMPIAN
JOB DESCRIPTION**

1. JOB IDENTIFICATION

Job Title: Healthcare Support Worker Band 3
Location: Aberdeen Health and Social Care Partnership
Hours: 27 hours per week
Band/Salary: Band 3 – £25,468 - £27,486 pro rata

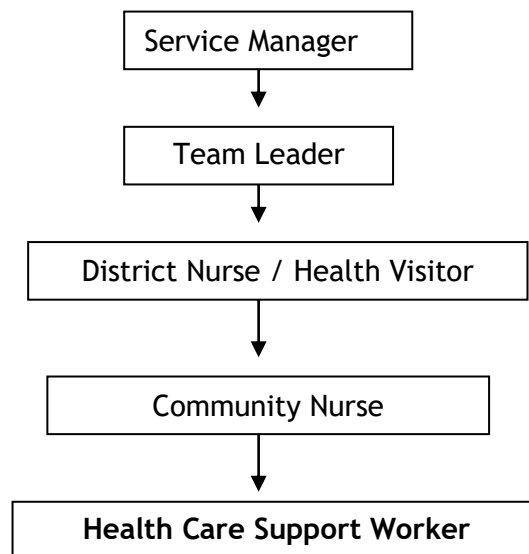
2. JOB PURPOSE

Responsible for the care of patients, as delegated by and under the supervision of the Senior Nurse/ Team Leader within the Community Team setting.

Actively participates in the delivery of patient care as an unqualified nurse, undertakes a range of delegated tasks and duties for patients within their own homes or clinic setting.

Records patient information.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The Community Health Partnership is a supportive and connected network of all parts of the NHS system and local authority that provide and manage health and care services and have an influence on the health and well-being of the population of Aberdeen and the commuter belt. It delivers this through a unified management structure providing and developing health and care services in partnership with staff.

The post holder will be within an integrated Health and Social Care Team allocated to provide clinical care for a specific practice with Aberdeen City Community Health Partnership – delivering care to patients within their own environment / clinical setting.

The post holder will actively deliver patient care under supervision in accordance with the care plan as delegated by the senior nurse (case load holder).

The post holder has developed clinical skills for which they have received appropriate training as per NHS Grampian protocols in e.g. Venepuncture, Blood sugar testing using glucose meter and check blood pressures, simple dressings, eye care, bowel care, medication management, longterm condition management, etc.

The post holder will undertake administration duties under the direction of the team leader.

5. MAIN DUTIES/RESPONSIBILITIES

CLINICAL

- Demonstrates delivery of a high standard of patient care to patients in their own homes/clinic setting as directed and delegated by the caseload holder/senior nurse.
- Conveys relevant information to and receives feedback from other members of the Integrated Health and Social Care team.
- Demonstrates adherence to NHS Grampian/local policies and procedures.
- Actively delivers patient care in accordance with care plan as documented by the Senior Nurse.
- Actively records relevant information/observations within the patient held records.
- Communicates effectively with patients, carers, the multi-disciplinary team, the Integrated Health and Social Care team and other agencies.
- Conveys relevant information and receives feedback from caseload holder/senior nurse.
- Actively participates in health promotion and rehabilitation.
- Actively communicates with all colleagues in a professional manner.
- Demonstrates awareness of infection control processes, health and safety, risk management, clinical governance in line with local & national policies.
- Undertakes duties for which she has been appropriately trained e.g. blood pressure, venepuncture, ECG, simple dressings. This list is not exhaustive.

ORGANISATIONAL

- Practises and promotes confidentiality at all times.
- Demonstrates the ability to effectively listen to other points of view.
- Actively communicates with all colleagues, patients, relatives, carers and visitors in a professional manner.
- Ensures written communications are accurate, appropriate and neatly recorded and reporting back appropriately.
- Plans daily workload.
- Maintains PDP through KSF.
- Demonstrates the ability to manage risk factors as they arise within the workplace and is aware of the procedure for reporting issues identified timeously.

MANAGING RESOURCES

- Demonstrates economy in the use of supplies, dressings and sundries, stationery and mileage.
- Demonstrates an awareness of stock control systems and how they should be used.
- Actively participates in the care and maintenance of stock/equipment.
- Demonstrates understanding of adherence to local and national Health and Safety policies and procedures.

PROFESSIONAL DEVELOPMENT

- Actively participates in the in-service opportunities available.
- Receives formal training in venepuncture, moving and handling & basic life support. Also receives supervised training from Qualified staff on small dressing techniques, blood pressure monitoring, MRSA screening, blood sugar monitoring, urinalysis and other tasks required as directed by the senior nurse/team leader.
- All supported via Knowledge and Skills Framework (KSF) Personal Development Planning (PDP).
- Acts as a loyal , trustworthy member of staff at all times
- Demonstrates commitment to speciality and personal development via KSF.
- Actively participates in team meetings and is aware of KSF, PDP's and Band Outlines required for their role.
- Maintains responsibilities for own personal development on a day to day basis and works under supervision and guidance of qualified staff.
- Is required to maintain knowledge of NHSG policies and communications e.g. Team Brief.

SERVICE DELIVERY

- Actively contributes to the provision of continuity of care for all patients and for patients within the Community Health Partnership (CHP).
- Aware of planning and organisational activities within the CHP.
- Demonstrates an awareness of the other nursing service, Evening nurse service, Night nursing service, Health visiting service and Practice nursing.
- Aware of Integrated Health and Social Care teams and their roles and responsibilities.
- Demonstrates positive attitude to suggested changes in practice through the introduction of evidence based practice.

6. SYSTEMS AND EQUIPMENT

- Documents aspects of nursing care in patients' notes and ensures that these records are kept up to date following documentation guidelines for NMC.
- The post holder is required to directly use and maintain equipment, Blood sugar monitors, Blood pressure monitoring equipment, moving and handling aids-slide sheets/hoists, slings, laboratory blood request, forms/Blood tubes and other equipment as directed via the Team Leader/Senior Nurse.
- The post holder is required to report any incidents and follow reporting systems in use accordingly and timeously.

7. DECISIONS AND JUDGEMENTS

- Post holder will be responsible for the delivery of care to a certain number of patients, this will involve lone working, and this will be delegated by the senior nurse who will have overall responsibility of duty allocation and caseload management.
- May be exposed on a weekly sometimes daily basis to distressing or emotional circumstances.
- Dealing with emotionally/distressing circumstances of Terminally/Chronically ill/Disabled patients and their relatives.
- They will be required to use their own initiative and make decisions, however they must recognise their limitations and actively seek supervision from the senior nurse.

8. COMMUNICATIONS AND RELATIONSHIPS

Internal

- Post holder required to communicate verbally with patients, relatives, members of the multi-disciplinary team and Senior Nurse in a professional manner.
- Support services, GPs, Service Manager and other departments within NHS Grampian.

External

- Post holder is required to communicate verbally with relatives, carers, staff, other healthcare professionals within NHS Grampian.
- Main purpose of communication would be regarding patient's condition and/or issues relating to patient care. Would be required to communicate with senior nurse regarding certain nursing team issues.
- At times exchange factual information with patients using skills such as persuasion, reassurance, tact and empathy. Explaining procedures and ensuring understanding and gaining consent.
- At times post holder may assist with distressed, upset, angry or anxious patients, carers and relatives. The post holder should seek advice and support from Senior Nurse, de-escalate many situations as possible but ensure the safety of herself/himself and any other patients/staff.

9. PHYSICAL DEMANDS OF THE JOB

- The job entails physical work and post holder would require moving and handling skills, which should be kept up to date yearly or more frequently if required.
- The post holder will be required to initiate appropriate emergency care if required and should maintain yearly resuscitation training updating.
- The post holder may require to work within confined spaces whether in the patients home or clinic setting and will be required to assist immobile patients and a variety of lifting aids/devices.
- Will be required to have IT skills and may be required to input information, including e-KSF.
- As work is within patients homes there is no control over patient's environment therefore may encounter passive smoking.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Within the team the post holder is required to work within patient's homes/clinic environments and is required to be flexible to demands from various people.
- The post holder should have the ability to adapt to the variety of situations that they will be presented with as a patient's condition can change rapidly.
- They should also have to accept that certain outcomes of patient care will be unfortunate and at times difficult.
- The post holder should be aware that they may at times encounter difficult driving conditions, driving in the dark, including adverse weather conditions and traffic difficulties.
- Participating in the management of stock/supplies, the post holder has to have the ability to work within an allocated budget under supervision from the Team Leader/Senior Nurse.
- Frequent potential contact with body fluids, including blood, which may be potentially infectious and noxious substances.
- Concentration and awareness required – putting patient at ease.
- Lone working is required.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The post holder is required to possess a caring, friendly disposition.
Genuine commitment to the speciality and working within the team.
Extensive experience within Health Care either Hospital or Community Nursing setting
Willingness to work within a team environment, develop their clinical skills and contribute to the development of Workforce Redesign in Community Nursing.
Awareness of Local and National policies.
Willingness to develop e.g. to SVQ level 3.
Commitment to the KSF and Personal Development Planning with knowledge of the role and dimensions required within the Outlines.

Bereavement and Loss Support.
Communication skills.
Basic IT Skills.
Venepuncture.
Simple dressing technique.
Management of medicines – eye care, oral, Peg feeding maintenance.
Blood pressure monitoring.
Blood sugar monitoring.
Urinalysis.
MRSA screening.
Record keeping.
Risk assessment.
Awareness of single shared assessment.
Violence and aggression training.

The following mandatory training will be required:

Basic Life Support up date (at least yearly or more often if required).
Moving and handling up date (at least yearly or more often if required).
Fire safety (yearly).
Child Protection (every 3 years).
Hand hygiene (yearly).
And others as determined by the CHP.

PERSON SPECIFICATION

POST/GRADE: Health Care Support Worker, Band 3

LOCATION: Aberdeen City CHP, Central South Cluster

WARD/DEPARTMENT: Community Nursing

The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below.

GENERAL REQUIREMENTS

Factor	Essential	Desirable
Qualification & Experience	Experience of working in a healthcare caring role. Basic nursing skills, including venepuncture, simple dressings, eye and skin care, clinical investigations. Experience of working within the community setting.	IT skills.
Circumstances & flexibility	Flexible to the demands of various people. Adaptable to rapidly changing patient condition. Able to manage & prioritise allocated workload. Willing & able to learn new skills & seek guidance as appropriate. Available to work core hours of 8am - 1pm.	Experience within a GP treatment room Available to work additional hours on a temporary basis
Particular requirements of the post	Excellent interpersonal skills. Car owner/driver. Able to cope with adverse weather conditions. Experience of lone working.	
Level of Disclosure check required	Full PVG	

KSF Outline (where applicable)

Core Dimension	Level	Level Narrative
C1 Communication	2	Communicates effectively with a range of people on a range of matters in an appropriate form for the situation
C2 Personal & people Development	2	Able to identify improvements in skill sets needed and takes responsibility for own personal development. Able to identify ability to carry out tasks alone
C3 Health, Safety & Security		Identifies and assesses potential risks related to work activities for self and others.

		Identifies how best to manage risks. Undertakes work activities consistent with: legislation, policies and procedures; the assessment and management of risk, maintaining own and others health and safety	
C4 Service Improvements	1	Able to pass constructive ideas for change to the appropriate people	
C5 Quality	2	Works within limits of own competence and responsibility, Monitors quality of work in own area and alerts others to issues that may arise	
C6 Equality & Diversity	2	Recognises the importance of people's rights and acts in accordance with legislation, policies and procedures	
Job Specific Dimensions			
HWB2 Assessment and care planning to meet health and well being needs	1	Respects people's dignity and involves them in shared decision making. Reports changes that may affect health and well being	
HWB4 Enablement to address health and well being needs	1	Undertakes activities as delegated that are consistent with legislation, policies and procedures	
HWB5 Provision of care to meet health and well being needs	2	Encourages individuals to address and maintain their own health and well being as far as they are able. Has an understanding of their own role in the delivery of care designed to address identified health and wellbeing needs	