# Job Description

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| 1. **JOB IDENTIFICATION**
 | Job Title | Health Care Support Worker |
| Department(s)/Location | Perth & Kinross H&SCPCommunity Care & Treatment Service CCATSSouth Locality |
| Number of Job Holders | 1 |
| CAJE | SC06 1110 |
| JOB PURPOSETo participate as a team member within the South Locality Care and Treatment Services. The Post holder will assist registered nurses, in providing delegated nursing care for patients in a community clinic setting and participate in the nursing care identified for each patient. The Post holder will be expected to work unsupervised and exercise initiative when providing patient care; however, a registered nurse will be available for advice and guidance. The post holder will promote and maintain safe, high quality and effective nursing care for patients and their families within the community setting, based on the values of the clinical group within the clinical governance framework.  |
| ORGANISATIONAL POSITIONLocality ManagerClinical and Professional Team ManagerCare and Treatment Team LeaderCommunity Clinic Charge NurseStaff Nurse**Health Care Assistant (Postholder)** |
| SCOPE AND RANGETo provide a high quality, safe and supportive environment in order to deliver care to adults in the community care and treatment service.* Community Care and Treatment clinics predominantly in South Perthshire and Kinross Locality – occasional support to other localities across Tayside if required.
* Occasional domiciliary visits to housebound patients.

 To include:* Provision of a range of healthcare options to ensuring the highest standard

 of care is given, which complies with current clinical guidelines and legislation.* Utilise every opportunity to promote a healthy lifestyle.
* Budgetary Responsibilities (supplies ordering, use of equipment)
* The post holder will be required to work autonomously with individual patients and their families within the clinic and community setting to coordinate and deliver nursing care.
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| 1. **MAIN DUTIES/RESPONSIBILITIES**
* Individuals in this post will be expected to undertake duties and roles which they have been trained to do and deemed competent to undertake.
* Carry out identified duties of delivering and supporting patient care under the direction of a registered nurse /Team Leader to ensure the delivery of high quality, patient specific care within this team Duties may include activities such as skin care, simple sound care, venepuncture, recording of vital signs.
* Co-operate with and maintain good relationships with other disciplines and agencies that are attending and treating adults to maximise care and potential.
* Maintain good relationships and an empathetic approach to adult person’s carers and relatives and refer them to a registered nurse for any questions they may have on the adult’s condition or for any suggestions or complaints that they wish to raise.
* Recognise & report to a RN any changes observed in the adult’s physical/psychological needs and participate in maintaining accurate and up-to-date records to ensure effective communication.
* Undertake health assessment & screening as identified by the maintenance of safe working practices for adults and their families and colleagues.
* Be alert to the vulnerability of the adult and aware of adult protection issues and responsibilities.
* Work collaboratively with other disciplines and agencies that are providing parallel services, care, support and health education to maximise the adult’s health potential. Contribute to the multidisciplinary planning & discussion processes as appropriate or directed by the Registered Nurse.
* Work within NHS Tayside policies and procedures to ensure that equipment used is appropriately cleaned between usage and maintained by relevant companies/ Medical physics department.
* Adhere to NHS Tayside procedures re 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. Order and assist in the management of clinical supplies.
* Participate in personal and career development plan to maintain skills and develop personal growth in order to maximise contribution to service delivery.
* Attend training courses as appropriate (Internal and/or external)
* Acknowledge the diversity of individuals respecting their rights, privacy, dignity and confidentiality.

**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**

The post holder requires excellent interpersonal skills to enable them to Communicate with a wide range of people.* The HCA will on a daily basis communicate with various people at clinic, on the telephone, and via email or in written correspondence.
* Give sensitive information to patients/carers which may involve a requirement for behaviour change.
* Develop negotiating skills to influence behaviour change.
* Communicate on a daily basis with people with barriers to understanding e.g. deaf, blind or patients suffering dementia.
* Communicate sensitive information to patients/carers requiring empathy and reassurance.
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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**
* SVQIII or recognized equivalent in health/social care (or willingness to work towards this)
* Previous experience in a caring environment/role, working with adults with health care needs.
* Ability to work independently and as part of a multidisciplinary team.
* Ability to work unsupervised.
* Good communication and interpersonal skills.
* Ability to travel.
* IT skills.
* Ability to carry out assigned tasks effectively in a busy environment.
* Undertake clinical training to meet the needs of the post.
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| 1. **SYSTEMS AND EQUIPMENT**
* Responsible for the safe use of patient related equipment e.g. Wheelchair, test equipment.
* Computer systems including Microsoft office packages e.g. word excel, PowerPoint, Access, NHS Tayside intranet and email systems internet. Monitor computer Support System.
* Travel between various sites.

**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:*** Skills to safely manoeuvre wheelchairs, trolleys and other test equipment.
* Ability to escort patient as required.

**Physical Demands:*** Frequent pushing of trolley’s, wheelchairs.
* Challenging behaviour of adults for which training maybe required e.g. Strategies for Crisis Intervention & Prevention.

**Mental Demands:*** Concentration required when undertaking individualised care .This can be unpredictable during the working day.
* Working with other agencies or in areas where staff may have potentially conflicting organisational cultures or philosophy of care.

**Emotional Demands:*** Caring for patients who have complex health care needs
* Communicating with distressed/anxious/worried patients who have complex health care needs.
* Communication with distressed/anxious/worried parents/carers whose significant others have complex health care needs.
* Dealing with the effect of terminal illness, bereavement, disability and the effect on the family.

**Working Conditions:*** Adhere to social distancing measures.
* Exposure to body fluids.
* Potential exposure to occasional verbal aggression.
* Potential frequent exposure to physically aggressive behaviour.
* Potential exposure to unpleasant, unhygienic, disease risk situations e.g. MRSA.
* Working in health, and community settings that maybe isolated, old buildings and/or with limited storage space.
* Travel in all weathers between sites as required.
* Frequent hand washing.
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| 1. **DECISIONS AND JUDGEMENTS**
* Assignment of work will be identified by the by the registered nurse or Team Leader.
* The Post holder will be expected to work unsupervised and exercise initiative when providing patient care.
* Acknowledge changes in patient’s conditions and determine when to refer on to the registered nurse or appropriate other healthcare individual.
* Required to make decisions within protocols for which the post holder has been trained e.g. vital signs
* Report non-compliance with NHS Scotland, NHS Tayside, Local Policies and Procedures.
* Undertake performance review and appraisal in accordance with PDP policy.

The registered nurse is available for support and advise where necessary |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
* Managing the constant requirements & safety (both emotional and physical) of a patient with health care needs.
* Managing competing demands on time.
* Regularly working without direct supervision.
* Involving and encouraging patients and their families to participate in care planning
* Maintaining partnership working with families and other agencies.
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| 1. **JOB DESCRIPTION AGREEMENT**

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