NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| **1.** **JOB IDENTIFICATION** | Job Title | Community Health Care Assistant/Band 3 |
|  | Department(s)/Location | Dundee Health and Social Care Partnership - Community Nursing Adult Services |
|  | Number of Job Holders |  |
| 2. JOB PURPOSETo participate as a team member within a Community Nursing and multidisciplinary teams. The Post holder will assist registered nurses, in providing delegated nursing care for patients in the community home setting over a 24 hour period. The Post holder will also be expected to provide individualized holistic care within the community, participate in the nursing care identified for each patient.The postholder 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 maintaining 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. To maintain own personal and professional development encouraging innovation and practice development in conjunction with team members.  |
| 3. ORGANISATIONAL POSITION Head of Service & Lead NurseCommunity Nurse Manager Community Nurse Team Leader Community SCNStaff NurseHealth Care Assistant (Postholder) |

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| 4. SCOPE AND RANGE To provide a high quality, safe and supportive environment in order to assist families in the care of adults in the community setting  Environment of Care* The Communities within Tayside

To include: * Budgetary Responsibilities (supplies ordering, use of equipment)
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| 5. MAIN DUTIES/RESPONSIBILITIESCare Delivery1. Individuals in this post will be expected to undertake duties and roles which they have been

orientated and competent to under take1. 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 is carried out in the community settings. Duties may include activities such as home ventilation, sleep studies, wound dressing, stoma care, C.P.R, suctioning, venepuncture and tracheotomy care.
2. Co-operate with and maintain good relationships with other disciplines and agencies that are attending and treating adults to maximise care and potential.
3. 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
4. Recognise & report observed changes in the adult’s physical/psychological needs and participate in maintaining accurate and up-to-date records to ensure effective communication
5. Undertake health assessment & screening as identified by the registered nurse and report finding back to registered nurse
6. Be alert to the vulnerability of the adult and aware of adult protection issues and responsibilities
7. 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.

Health & Safety1. Work within NHS Tayside policies and procedures to ensure maintenance of safe working practices for adults and their families and colleagues
2. To ensure that equipment used by adult is appropriately cleaned between usage and maintained by relevant companies/ Medical physics department

**Resource Utilisation**1. Adhere to NHS Tayside procedures re use of supplies and equipment in order to promote the effective and efficient use of resources
2. Maintain stock levels of supplies to support the smooth running of the area as required. Order and assist in the management of clinical supplies

**Education**1. Participate in personal and career development plan to maintain skills and develop personal growth in order to maximise contribution to service delivery
2. Attend training courses as appropriate (Internal and/or external)

Quality1. Acknowledge the diversity of individuals respecting their rights, privacy, dignity and confidentiality

**Induction Standards & Code of Conduct** 1. Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers.
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| 6. COMMUNICATIONS AND RELATIONISHIPSEstablish and maintain relationships based on mutual respect communicating on a regular basis with the adult, their families, the multi-disciplinary/multi-agency team and other external agencies, for example, voluntary organisations, involved in the provision of care.Develop effective communication strategies for patients who have barriers to communicateProvide advise and support to the wider team members on routine health care issuesEnsure effective communication is maintained with the District Nursing team.Communicate sensitive information to patient and carers requiring empathy and reassurance |
| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB SVQIII or recognized equivalent in health/social care (or SVQ11 or equivalent and willingness to work towards SVQ111 or recognized equivalent  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 Effective written and verbal communication skills Ability to carry out assigned tasks effectively in a busy environment.Ability to travel.Undertake clinical training to meet the needs of the post |
| 8. SYSTEMS AND EQUIPMENT EquipmentHoistsWheelchairsSleep systemsIndividualised chairs, walking aids, pacersMoving patient records, stores & suppliesVentilation equipmentInformation /Communication TechnologyMaintenance of health records in paper or electronic form, including statutory documentationCommunication using various media e.g. email, telephoneAccessing NHS Tayside policies and information via the intranet.Personalised and Individualised CareElectronic BP monitor ThermometerSuctioning oral / NPA, tracheostomyCatheterisationTracheostomy managementGastrostomy tube feeding/changing/maintaining and checkingNaso-Gastric tube feeding/maintaining and checkingApplication of splintingStoma CareAdministrationMaintenance of stationery, orders, expenses & travel claims.Developing individualised care plan documentationMaintenance of diaries/communication sheetsPhotocopying/faxing if requiredTransport You must be willing and have the ability to travel across the locality. Ability to travel regularly between base and various community sites OrAbility to travel between base and various community 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. |
| 9. PHYSICAL DEMANDS OF THE JOB **Physical Skills:**Skills to safely manoeuvre wheelchairs, trolleys and other test equipmentAbility to travel to other premises within the localityAbility to escort patient as required**Physical Demands:**Patient movement with use of mechanical aides Frequent pushing of trolley’s, wheelchairs  Challenging behavior of adults for which training maybe required e.g. Strategies for Crisis Intervention & Prevention**Mental Demands:**Concentration required when undertaking personal care .This can be unpredictable during the working dayWorking 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 needsCommunicating with distressed/anxious/worried patients who have complex health care needsCommunication with distressed/anxious/worried parents/carers whose significant othershave complex health care needsDealing with the effect of terminal illness, bereavement, disability and the effect on the family**Working Conditions:**Exposure to body fluids, faeces, changing pads & clothes, emptying bed pans/urinals, catheter/stoma bags on a regular basisPotential exposure to occasional verbal aggression  Potential frequent exposure to physically aggressive behavior.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 spaceTravel in all weathers between sites as required Frequent handwashing  |
| DECISIONS AND JUDGEMENTSAssignment 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, however a registered nurse/Team Leader will be available for advice and guidance at base or available for verbal/telephone advice when post holder is working away from base.Work review and formal appraisal of performance will be carried out by the designated registered nurse/ Team Leader. Acknowledging changes in patients conditions and determine when to refer on to the registered nurse or appropriate other healthcare individualRequired to make decisions about duties for which the post holder has been trained e.g. wound dressings, Stoma care, Intermittent catheterizationReport non-compliance with NHS Scotland, NHS Tayside, Local Policies and ProceduresAccountable for decisions and actions taken. |
| MOST CHALLENGING /DIFFICULT PARTS OF THE JOB* Managing the constant requirements & safety (both emotional and physical) of a patient with long term conditions and those complex health care needs
* Managing competing demands on time
* Regularly working without direct supervision, away from main base
* Involve and encourage patient and their families to participate in care planning
* Maintaining partnership working with families and other agencies
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| 12. JOB DESCRIPTION AGREEMENTThe job description will need to be signed off using the attached sheet by each postholder to whom the job description applies. |

JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT

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| **Post Title** | Social Care Worker/Health Care Assistant Band 3 |
| **Reference Number** |  |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. Should this be necessary please identify an appropriate Manager and Staff representative who can be contacted.

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| **Responsible Manager** | . |
| **Contact No.** |  |
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| **Staff Representative** |  |
| **Contact No.** |  |

I/we the undersigned agree the attached document is an accurate reflection of the requirements of the post. The essential additional information provides accurate information of additional job related factors.

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| Signed :- (Manager) |  |

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| Staff Members: |  |  |
| NAME(BLOCK CAPITALS PLEASE) | SIGNED | POST NO.(office use only) |
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