**NHS TAYSIDE JOB DESCRIPTION**

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| **1. JOB IDENTIFICATION** | Job Title | **Senior Healthcare Support Worker - Ophthalmology** | |
| Department(s)/Location | **Ophthalmology** | |
| Number of Job Holders | **1 or more** | |
| 1. **JOB PURPOSE**   As part of a multidisciplinary team the post holder will carry out personal care duties for patients in support of and supervised by registered nurses.  Undertake associated clinical skills and patients centred duties, under direct and indirect supervision of registered nursing staff. | | | |
| 1. **ORGANISATIONAL POSITION**   **Senior Charge Nurse**  Charge Nurse Area 6A/Ward 25  Registered Nurses    **This Post**  **Senior Healthcare Support Worker**  Band 2 Healthcare Support Worker | | | |
| 1. **SCOPE AND RANGE**   The post holder will be rotating between Clinic Area 6A and Ward 25 at Ninewells hospital. The post holder will be expected to provide clinical support in all ophthalmic areas within Tayside as the service requires.  The post holder is not responsible for managing the budget but needs to be aware of resources management and the need to work within the financial budget.  Under the direct or indirect supervision of a Registered Nurse provides a high quality, safe and supportive environment in order to care for patients within the Ophthalmology Department meeting the identified physical and psycho-social needs.  The post holder will work within clearly defined protocol and procedures (agreed by the Ophthalmology Service), adhering to NHS Tayside policies e.g. Health and Safety, Data Protection and Confidentiality.  A trained member of the Ophthalmology team will provide guidance as required. The post-holder is accountable to Registered Nurse, Charge Nurse and Lead Ophthalmology Specialist Nurse.  The post-holder will complete Health Care Support Workers induction training and will have a Personal Development Plan and will act within the principles of the Divisions Code of Professional Conduct for HCSW.  After initial induction and on the job training, the post holder will work with little supervision although guidance and assistance is available from supervisor/line manager on a daily basis. | | | |
| 1. **MAIN DUTIES/RESPONSIBILITIES**   Carry out assigned tasks in delivering and supporting direct patient care under the direction of a registered nurse to ensure delivery of a high quality of patient care.  **General care**: Various care and testing which may include the following:   * Record temperature, pulse, blood pressure, * ECG, * Urinalysis, * Blood glucose, * Venepuncture, * Report observed changes in the clients’ physical/psychological needs * Assist the qualified practitioner and where appropriate, other members of the Clinical Team to deliver patient care.   **Ophthalmic care**: Various ophthalmic testing and care which may include the following:   * Assist as scrub/ floor nurse for IVT * Visual Acuity (Snellen and Logmar), * Schirmers Tear test and * Ishihara colour vision test, * Applanation tonomtery Tonopen or Icare), * Instillation of anaesthetic or dilating eyes drops(PGD permitting) * Perform Pachimetry (Central corneal thickness). * Perform Focimetry * Perform OCT * Perform Visual Fields * To collect and document demographic data for cataract pathway patients   **Administrative care**:   * Maintain accurate and up-to-date records to ensure effective communication * Maintain patient confidentiality at all times   **Professional:**   * 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. * To consolidate knowledge and skills related to the clinical area through a range of learning opportunities, maintaining an up-to-date knowledge of new developments in practice. * To participate in lifelong learning, maintaining a record of training and identifying development needs through appraisal with the appropriate senior staff member. * Be responsible and adhere to Health and Safety procedures /legislation in relation to working practice e.g. infection control / uniform policy. * Be aware of NHS Tayside and Clinical Group policies and procedures and work accordingly. * Demonstrate a courteous and helpful approach to patients, relatives and visitors in the clinical area. | | | |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**   Communicates continuously re: routine daily activities, with a wide range of health and social care workers, patients and families utilising a wide range of media such as telephone, verbal and written communications and overcomes any difficulties in communication with people involved such as language barriers, clinical conditions, e.g. stroke, learning disabilities. Demonstrates empathy and sensitivity when communicating with people.  Establish and maintain relationships based on mutual respect communicating on a regular basis with the patient/relatives/multidisciplinary team and external agencies involved in the provision of care | | | |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE**   **JOB**   * SVQII **OR** recognised equivalent in healthcare (or willingness to work/working towards) or equivalent work experience working in a caring environment/role * Undertake on the job training to learn and understand local NHS Tayside policies and procedures including successful completion of local Ophthalmology competencies (over a 6 month period) for a range of work procedures which require a basic level of theoretical knowledge. * Ability to work with people and as part of a multidisciplinary team * Worked in Ophthalmology for at least 1 year or have clinical procedures experience * Ability to work with well with people and as part of a multidisciplinary team * Effective written, verbal and IT communication skills. * Ability to carry out delegated responsibilities within a dynamic clinical environment * Good interpersonal skills.  1. **SYSTEMS AND EQUIPMENT**   The post holder is responsible for inputting information into electronic patient record where applicable and also into patients written records. They will comply with the Data Protection Act, Caldicott Guidelines and local policies regarding confidentiality and access to medical records.  **Various electronic & clerical systems i.e.**   * Trakcare * Electronic Patient Record (EPR/Medisoft) * Pecos * IT Office packages * Email & Intranet   Must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees  **Various equipment and Machinery i.e.**   * Moving and handling equipment – patient hoist, patslide, electronic chair * Electronic vital signs monitor * A variety of ophthalmology equipment in areas of identified practice * Reporting faults | | | |
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| **Emotional Demands:**  Communicating effectively with distressed/anxious/worried patients/relatives.  Caring for the terminally ill under supervision.  Caring for patients and relatives following receipt of bad news under supervision.  Dealing with patients/relatives/carers with severely challenging behaviour.  Supporting new staff and learners.  Recognising and seeking help to manage their emotions  **Working Conditions:**  Exposure to body fluids, e.g. tears, blood and urine etc.  Exposure to aggression e.g. verbal/physical on a weekly basis. | | | |
| 1. **DECISIONS AND JUDGEMENTS**   **Clinical:**   * Towork unsupervised for specific tasks and patient intervention * Ability to change work priorities as patient or service demands * Acknowledging changes in patients’ conditions and reporting | | | |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  * Prioritising workload while experiencing regular interruptions. * Having excellent communication skills required to motivate and instruct patients during clinical assessment. * Communicating with patients who have significant barriers to understanding instructions. * Required to work to a high degree of accuracy, verify and input data or follow up queries with the appropriate Health Professional. * Managing competing demands on time. * Ensuring patient safety at all times. * Dealing with anxious, sometimes aggressive clients in a professional manner. | | | |
| 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:** |