#### JOB DESCRIPTION

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| JOB IDENTIFICATION |
|  Job Title: Healthcare Support WorkerResponsible to: Team Leader – Health Visiting/ Health VisitorDepartment(s): Health visitingDirectorate: Health and Social Care PartnershipJob Reference:No of Job Holders:Last Update (insert date): September 2016 |

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| 2. JOB PURPOSE |
| As part of a multidisciplinary team the post holder will provide care to clients in support of the delivery of the health visiting service in the local area.The post holder will provide high quality support to the health visiting team through a range of office based duties which contribute to the smooth running of the team.  The post holder will contribute to the administrative functioning of the health visiting team. |
| **3. DIMENSIONS** |
| The health visiting service is responsible for improving health and social well being of individuals, families, groups and communities by raising awareness of health and social well being, influencing the broader context which affects health and social well being, enabling people to improve their own health and working collaboratively to tackle health inequalities.The HV is responsible for achieving this contribution to public health through taking account of the different dynamics and needs of individuals, families, groups and the community as a whole.The post holder will be required to work flexibly to meet identified need within the whole team which will necessitate working across various basesAs part of the Fife wide division there may be a requirement to work flexibly across the service |

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| 4. ORGANISATIONAL POSITION |
| Team LeaderStaff Nurse / Nursery NurseHealth Care Support WorkerHealth Visitor |

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| 5. ROLE OF DEPARTMENT |
| The main functions and objectives of the Health Visiting team are : -* Identifying the health care needs of the local population in partnership with wide range of stakeholders, and involving patients, carers and the community in general.
* Planning, developing, promoting and delivering Health Visiting Services to meet patient needs, in line with local and national strategies and priorities.
* Delivering a robust Clinical Governance framework across all services.
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| 6. KEY RESULT AREAS |
| 1. To provide support for the role of the health visiting team to ensure delivery of a high quality service.
2. To maintain accurate and up-to-date records, and administrative systems under direction and supervision of HV/Team Leader.
3. Co-operate with and maintain good relationships with other disciplines that are supporting individuals and families to maximise client care.
4. Maintain good relationships and an empathic approach to clients’ carers and relatives in any and all dealings with them.
5. Support the care delivery at local well baby clinics and any other client facing points as may be necessary to support delivery of the clinical service of the HV team
6. Undertake occasional home visits in support of care planned by the HV or other members of the team
7. Work as part of the team and provide flexibility to meet service demands
8. To arrange variety of meetings for team members including invitations and venue, and collate required paperwork using agreed templates
9. To record notes in meetings using agreed templates for HV authorisation and approval
10. General administrative duties in support of the clinical activity of the HV team such as typing letters, sending out appointments, filing, photocopying, mail distribution
11. Maintain and record in various electronic data systems as required within the team
12. Adhere to local operational procedures for supplies and equipment and ensuring stock of all items is maintained at agreed level
13. Support the functioning of the team through preparation of information packs, child health records, health promotion materials as necessary.
14. Maintain confidentiality of all sensitive information in line with Data Protection and NHS Fife policies and procedures
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| 7a. EQUIPMENT AND MACHINERY |
| The following are examples of equipment used in undertaking role:personal computers, telephone and answering machine, printer and photocopier, Baby scalesResponsible for the safe use, transportation and storage of all equipment relevant to the post ie weighing scales, Health Promotion materials, standard office equipment such as laptops.  |
| **7b. SYSTEMS**Office filing and record storage systems in line with NHS Fife policy and procedureData collection systemsOrdering and stock control systemsComputer software systems: Microsoft Office packages, email & internetIncident reporting systemsReport to the HV regarding any clinical issues when having patient facing contact |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Assignment of work will be by HV/Team Leader in response to analysis of needs of the wider HV team The post holder will be responsible for the planning and prioritisation of their work within the agreed remit Work will be monitored and reviewed on an agreed basis by HV/Team Leader. An annual Knowledge & Skills framework and Personal Development review will be provided by HV. The HV / Team Leader will provide support to the post holder  |

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| **9. DECISIONS AND JUDGEMENTS** |
| Post holder required to organise own daily, weekly workload to support the smooth running of the health visiting team within the parameters of the role and team priorities. Line manager will be available to provide direction and support for any exceptions to normal routine workload |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Responding to various needs of the team and individual team members across different basesMeeting deadlines and managing time effectively whilst needing to be flexibleInteracting verbally and electronically with various internal and external colleagues and with parents and members of the public |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| To establish good relationships with the Health Visiting team and wider Primary Health Care Team. To establish good relationships with various departments and services necessary for the smooth running of the team (eg Information & Resources dept; Childsmile)Regularly communicate with various people both individually and in a group setting, face to face, on the telephone or in written correspondence eg when arranging meetings Contacts will be mainly with:Internal:* HVs/Team Leader
* Primary Health Care team
* Stores and Supplies departments

External:* Members of the public
* Social Work & Education and Third sector colleagues
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills:**Skills to safely manoeuvre weighing scalesDriving KeyboardManual HandlingWorking at a computer for prolonged periods**Physical Demands:**Personal SafetyInputting computer data Sitting for the majority of shift.Kneeling and bendingStairs**Mental Demands:**Concentration required when sharing information pertinent to the clients’ needsConcentration required when regularly interrupted in tasks and activities **Emotional Demands:**Face-to-face and telephone contact with service users who may at times be upset or angry**Working Conditions:**Exposure to bodily fluids. Verbal aggressionHome environments ie hygiene, pets, passive smokingPersonal safetyRoad traffic conditionsInclement weatherPhysical aggression |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Good basic level of education either at Standard Grade or equivalent including English
* Effective written and verbal communication skills including a good standard of English language in order to fulfil key result areas
* Demonstrate excellent communication and organisational skills and range of administrative skills to achieve key result areas
* Ability to work with people and as part of a multidisciplinary team
* Ability to work using own initiative and recognise when guidance or advice is required
* Be proficient in a range of IT packages to support achieving key result areas including Microsoft Office
* Ability to carry out assigned tasks effectively in a busy environment
* Be familiar with Data Protection and other principles in respect of patient confidentiality
* Previous experience in a health care setting would be advantageous

Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained at www.workinginhealth.com/standards/healthcaresupportworkers or from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal. |

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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: | Date:Date: |