

JOB IDENTIFICATION

Job Title:	Healthcare Support Worker
Department(s):	Respiratory Medicine
Location:	Aberdeen Royal Infirmary
Hours:	33.75 hours per week
Grade:	Band 3
Salary:	£25,468 - £27,486 pro rata per annum
Contract:	Permanent
Job Reference:	162201

<p>2</p>	<p>Job Purpose</p> <p>The Clinical Support Worker Higher Level is part of the multidisciplinary team (MDT) delivering care to patients. This may be within a hospital, community or other settings. Support and supervision is always accessible.</p> <p>Records patient observations and will highlight any changes regarding the patient's condition e.g. loss of consciousness, increased pain, unpredictable behaviour.</p> <p>The post holder carries out a range of patient care tasks and duties to enable the team to provide an effective and efficient service.</p>
<p>3</p>	<p>Scope and Range of the Department</p> <p>Ward 107 is a 30 bedded acute ward caring for patients with a variety of respiratory conditions throughout their illness from diagnosis through to supporting patients with end of life care. There is a diverse requirement of care for these patients ranging from those requiring minimal assistance to those who are physically, emotionally and psychologically impaired requiring constant assistance and support. The respiratory unit receives admissions 24 hours a day and has over 2000 admissions a year.</p>
<p>4</p>	<p>Organisational Structure</p> <p style="text-align: center;">Clinical Nurse Manager</p> <p style="text-align: center;">Ward Manager</p> <p style="text-align: center;">Senior Staff Nurse</p> <p style="text-align: center;">Registered Nurse</p> <p style="text-align: center;">Band 3 HCSW (this post)</p> <p style="text-align: center;">Band 2 HCSW Receptionist Student Nurses</p>
<p>5</p>	<p>Main tasks, duties and responsibilities</p> <p>Patient care and clinical duties</p> <p>Demonstrate care and compassion to patients, carers, relatives and significant others to help ensure high quality person centred patient care is delivered at all times.</p> <p>Carry out a range of delegated patient care tasks e.g. venepuncture, urinalysis, blood pressure, blood sugar analysis, patient observations, pregnancy testing, wound observation and dressings, removal of peripheral cannulas and urinary catheters, stoma bag changing ensuring to report any relevant changes at all times, completing appropriate patient records.</p>

	<p>Will assess conditions e.g. deteriorating consciousness, increased stress or distress and report accordingly.</p> <p>Assist with transferring patients e.g. between wards, x-ray, clinics etc.</p> <p>The post holder will demonstrate their own duties to new staff e.g. How to clean a bed space, how to order stores etc.</p> <p>Policies, procedures and standards Maintaining accurate, personally generated records e.g. fluid intake charts, patient observations (blood pressure, heart and respiration rate, temperature, urinalysis, faecal occult blood etc.).</p> <p>To follow NHSG Standard Operating Procedures (SOPs), policies, guidelines and procedures to ensure maintenance of safe working practices for patients and colleagues.</p> <p>They may be involved with discussions regarding updating these and any changes that may be proposed e.g. changing a local SOP like bed space cleaning.</p> <p>Equipment and resources Maintaining stock demonstrating a good awareness of cost efficiency and safety e.g. ordering stores.</p> <p>Undertakes routine and regular checks on various equipment used by others e.g. patient hoists, blood sugar monitors, resuscitation equipment, defibrillators. They will check and clean bed spaces and ensure all relevant equipment is clean, in good working order and intact and reporting faults when necessary.</p> <p>Personal development and learning The post holder will always have supervision available if required. Along with the line manager giving protected time for this, they must ensure they are up to date with mandatory/statutory training. Will complete i-matter survey when required.</p>
6	<p>Equipment, systems and machinery</p> <p>The post holder will use a range of equipment and resources e.g. Glucose monitors, blood gas machines, blood bank fridge, air warmers, flowtron machines, specialised beds, moving and handling equipment and specialised hoists, patient positioning pressure relieving aids etc.</p> <p>The post holder will have standard keyboard skills and assist maintaining accurate patient care documentation e.g. Trakcare, Datix, etc.</p>
7	<p>Decisions and judgements</p> <p>The post holder is accountable to their line manager or deputy for clinical guidance, professional management, work review and formal appraisal of performance.</p>

	<p>Will assess and report changes to patient's physical/psychological condition to the relevant supervisor e.g. deterioration in consciousness, increase in agitation, wound condition, alteration in blood pressure, heart rate, temperature, respiratory rate, and will instigate emergency care as necessary e.g. Cardio Pulmonary Resuscitation (CPR), violence and aggression procedures etc.</p> <p>Will organise and plan own allocated workload.</p> <p>Decide when to refer enquiries from patient, carers, relatives or significant others to line manager/deputy.</p>
<p>8</p>	<p>Communication and relationships</p> <p>The post holder will communicate factual information to patients, relatives, carers and significant others as well as the MDT e.g. any relevant changes to observations, condition etc. They will also communicate with other departments e.g. estates regarding outstanding repairs etc.</p> <p>They will regularly deal with barriers to understanding e.g. when English is not the person's first language, people with hearing difficulties, learning disabilities, cognitive impairment etc.</p>
<p>9</p>	<p>Physical skills, physical effort, mental, emotional and environmental demands of the job.</p> <p>Physical Skills The post holder may have various physical skills e.g. venepuncture, restraint of patients, manipulating wheelchairs, etc.</p> <p>Physical Effort The post holder will exert frequent moderate effort e.g. while moving and handling patients in wheelchairs, transferring patients from bed to chair, carrying out personal care in cramped conditions, moving supplies e.g. stores/pharmacy, equipment, beds and patient trolleys.</p> <p><u>Mental Demands:</u> The post holder will require frequent concentration when assessing patients conditions e.g. wound conditions, and changes to the patient's observations (blood pressure, heart rate, respiratory rate, temperature, agitation etc.)</p> <p>Workload will be unpredictable e.g. emergency situations, requiring the post holder to use control and restraint, instigating CPR etc.</p>

	<p><u>Emotional Demands</u></p> <p>The post holder will experience frequent exposure to distressing/emotional circumstances when dealing with challenging patients, family, carers, and significant others e.g. estranged family members appearing, dealing with terminally ill patients etc.</p> <p>Working Conditions</p> <p>Frequent exposure to body fluids e.g. while carrying out bed bathing, performing last offices, urinalysis, wound dressings, venepuncture, obtaining samples e.g. sputum, stool, blood, urine.</p> <p>There may be also frequent exposure to physical aggression.</p>
<p>10</p>	<p>Most challenging/difficult parts of the job</p> <p>Dealing with the challenging needs of the patients, families, carers and significant others.</p>
<p>11</p>	<p>Knowledge, training and experience required</p> <p>Post holder will have a SVQ 3 qualification or equivalent experience and knowledge gained through on the job training, short courses etc.</p>

NHS GRAMPIAN

PERSON SPECIFICATION

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. Shortlisted candidates **MUST** possess all the essential components as detailed below.

POST/GRADE: *Healthcare Support Worker / Band 3*

LOCATION/HOSPITALS: Aberdeen Royal Infirmary or any other site, as required

WARD/DEPARTMENT: Respiratory Medicine

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Works at SVQ3 level equivalent Good general level of education in English and arithmetic	
Experience	Working with members of the public in a caring environment where compassion and understanding of client needs is required Previous experience in organisational skills Good understanding of the role of Healthcare support Worker	Previous hospital experience Venepuncture and cannulation competencies achieved
Special Aptitudes / Abilities	Works as team player Good interpersonal skills Excellent communication skills Shows initiative Hard working	