NHS TAYSIDE – AGENDA FOR CHANGE JOB DESCRIPTION

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| **1 JOB IDENTIFICATION** | Job Title | Healthcare Support Worker |
|  | Department(s)/Location | **NHS Tayside – All locations** |
|  | Number of Job Holders |  |
| **2. JOB PURPOSE**  As part of a multidisciplinary team the post holder will carry out routine individual care duties for patients, clients, carers and relatives in support of and supervised by a registered nurse. Carry out assigned duties to maintain hygiene, order and safety within the environment specified in Section 4 below. | | |
| **3. ORGANISATIONAL POSITION**  Senior Charge Nurse/Charge Nurse/Team Leader    Registered Nurse    **Healthcare Assistant (Post holder)** | | |
| 1. **SCOPE AND RANGE**   To provide a high quality, person centred, safe and supportive environment in order to care for patients within NHS Tayside to meet identified care needs.  The post holder may be required to provide care in the following types of environment: (please specify locations/ environments as appropriate)   * + Wards   + High Dependency/Coronary Care Unit/Step Down Unit   + Endoscopy   + Acute Admissions Unit – Medical and/or Surgical   The post holder has responsibility for:  **Staff Management /Supervisory Responsibilities**   * + Support registered nurses in the orientation of new staff to the area   **Budgetary Responsibilities**   * + Effective participation in dealing with supplies ordering, maintaining stock levels, patients valuables and use of equipment | | |

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| 1. **MAIN DUTIES/RESPONSIBILITIES**    * **Care Delivery** 2. Carry out assigned tasks in delivering and supporting patient care under the direction of a registered nurse to ensure delivery of a high quality of person centred care 3. Co-operate with and maintain good relationships with other disciplines that are attending and treating clients to maximise care 4. Maintain good relationships and an empathetic approach to clients’ carers and relatives and refer them to a registered nurse for any questions they may have on the clients’ condition or for any suggestions or complaints that they wish to raise 5. Report observed changes in the clients’ physical/psychological needs and report to Registered Nurse 6. participate in maintaining accurate and up-to-date records to ensure effective communication 7. Adhere and promote adherence to Infection Control Policies and ensuring clinical areas/ department is kept clean, tidy and well stocked. 8. Participate in quality improvement initiatives within the clinical area e.g. trials of new equipment and supplies.    * **Health & Safety** 9. Work within NHS Tayside policies and procedures to ensure maintenance of safe working practices for patients, colleagues and self 10. Escalate concerns in accordance with NHS Tayside policy, in the event of incidents, accidents or complaints involving patient, visitor, staff or equipment.     * **Resource Utilisation** 11. Adhere to NHS Tayside procedures regarding the use of supplies and equipment in order to promote the effective and efficient use of resources 12. Maintain stock levels of supplies including the preparation of orders to support the smooth running of the area as required     * **Education**   12. Participate in personal and career development plan to maintain skills and develop personal growth in order to maximise contribution to service delivery  **Induction Standards and Code of Conduct**  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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| Quality  Acknowledge the diversity of individuals respecting their rights, privacy and confidentiality |
| **6. COMMUNICATIONS AND RELATIONSHIPS**  Communicates continuously regarding 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.  Demonstrates sensitivity and empathy 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 (where appropriate) involved in the provision of care. |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**    * At or working towards a SCQF\* Level 5 or 6 healthcare related subject or equivalent experience and knowledge    * Ability to work with people and as part of a multidisciplinary team    * Effective written and verbal communication skills    * Ability to carry out assigned tasks effectively in a busy environment    * Basic information technology skills    * 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    * Completion of mandatory training i.e. Moving & Handling, CPR & Fire    * Completion of Core and role mandatory LearnPro modules   *\*(The SVQ level has been now replaced with the SCQF level)* |
| 1. **SYSTEMS AND EQUIPMENT**   The Healthcare Assistant uses, stores and maintains the following types of equipment in line with local policies/procedures:  **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.  **Manual Handling**   * + Mechanical aids (e.g. hoists, ambulifts)   + Wheelchairs, walking aid, specialised chairs, dental chairs   + Trolleys, plinths   + Beds, specialised beds   + General manual handling equipment e.g. Slide aids   + Commodes and bedpans   + Infusion stands |

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| * Bariatric equipment * Fire evacuation equipment * Pressure relieving equipment   **Information Technology**  Maintenance of patient records  **Report Incidents via Datix Near Patient Testing**  For example, Blood Glucose Monitoring, Vital Signs Recording and Urine Analysis and pregnancy testing |
| 1. **PHYSICAL DEMANDS OF THE JOB**   **Physical Skills: Regularly throughout the shift**  Skills to safely manoeuvre wheelchairs, trolleys, beds and other equipment  Skills to safely support patient mobility Moving quickly from task to task in response to needs of patients and nursing team  **Physical Demands: Regularly throughout the shift**  Patient movement with use of mechanical aides, manoeuvre patients Push trolley’s, wheelchairs**,** beds, patients lockers  Stand/walking for the majority of shift**.**  Daily & weekly general housekeeping of clinical area / department  **Medical Devices: (stores and maintains)**   * + Infusion Devices   + Blood warming equipment   + Cardiac Monitors   + Examination Equipment e.g. Auroscopes, ophthalmoscopes etc.   + Setting up of video monitoring equipment   + Surgical Instruments   + Suction equipment   + Control feeding pumps   **Mental Demands: Frequently for short periods throughout the shift**  Concentration required when undertaking personal care for patients  Frequent interruptions: telephone, colleagues, patients, buzzers Record keeping  **Emotional Demands: Regularly throughout the shift**  Communicating with distressed/anxious/worried patients/relatives. Caring for the terminally ill.  Caring for patients following receipt of bad news.  Dealing with patients with severely challenging behaviour |

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| Care of patient after death  Dealing with people with sensory impairment Assisting in the management of aggressive patients Supporting patients during procedures  **Working Conditions: Regularly throughout the shift**  Exposure to body fluids, faeces, emptying bed pans/urinals, catheter bags Exposure to verbal aggression  Exposure to physically aggressive behaviour  Shift patterns – day and night rotation, weekend work Exposure to infection and infected materials/people  Changing environmental temperature |
| **10. DECISIONS AND JUDGEMENTS**  Assignment of work will be by the Registered Nurse/Team Planning order of own work  Acknowledging changes in patients conditions, work or care environment and reporting to the registered nurse or appropriate other healthcare individual  Work review and formal appraisal of performance will be carried out by the designated registered nurse |
| **11. MOST CHALLENGING /DIFFICULT PARTS OF THE JOB**  Managing competing demands on time  Support patients to follow treatment plan Ensuring patient safety at all times |
| **12. JOB DESCRIPTION AGREEMENT**  .  A separate job description will need to be signed off by each postholder to whom the job description applies |

JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT

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| **Job Holders Signature:** | Date: |
| **Head of Department’s Signature:** | Date: |