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**JOB DESCRIPTION**

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| 1. **JOB IDENTIFICATION**   **Fife HSCP** |
| Job Title: Healthcare Support Worker, Band 2  Responsible to: Care Home Liaison Nurse/Senior Charge Nurse  Department(s): Care Home Support Team  Directorate: Nursing  Operating Division: Fife Health and Social Care Partnership  Job Reference:  No of Job Holders: 6  Last Update: July 2023 |

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| **2. JOB PURPOSE** |
| Undertakes personal care duties for patients/clients in the community, hospital or other settings. Supports patient/clients with toileting, bathing, dressing and meals.  Records patients/clients information. |

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| **3. DIMENSIONS** |
| Fife HSCP provides healthcare to the population of Fife, estimated at 367,000 residents. This includes a range of general and specialist healthcare services.  NHS Board Directors have accountability for assuring of quality of care, leadership and support to care homes across Scotland.  There are 74 care homes in Fife, caring for over 2500 residents with a variety of often complex needs. There are 42 nursing homes and 32 residential, 7 of which are managed within Fife HSCP. |

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| **4. ORGANISATIONAL POSITION** |
| Director ofNursing - HSCP  Head of Nursing  Care Home Support and Assurance  Lead Nurse  Care Home Support and Assurance  CHLN Team Leader  Care Home Liaison Nurse  **Band 2 HCSW** |

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| **5. ROLE OF DEPARTMENT** |
| The role of the Care Home Liaison Team, within the Nursing Directorate is to assure the safe and effective care of residents living in care home settings. The Care Home Support Team provide and co-ordinate multi-disciplinary and agency care and support to independent and local authority care home providers. The team works collaboratively with colleagues across the range of health and social care services.  The Care Home Support Team provide a multi-disciplinary hub and spoke approach with collaboration from Social Work and Commissioning, Public Health and Health Protection Teams, Infection Prevention and Control, Care Inspectorate, Community Nursing, GPs, Palliative Care, Mental Health Care Home Liaison Team and Scottish Care, amongst others.  This team has bases within Lynebank and Stratheden hospital and provides a Fife wide service. |

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| **6. KEY RESULT AREAS** |
| * Carry out assigned tasks in delivering and supporting direct patient/client care under the direction of a registered nurse/manager/senior carer to ensure delivery of a high quality of patient/client care. * Organise and prioritise own day to day work activities. * Co-operate with and maintain good relationships with other disciplines that are attending and treating patients/clients to maximise care. * Maintain good relationships and an empathic approach to patient/clients’ carers and relatives and refer them to a senior member of staff for any questions they may have regarding the patient/clients’ condition or for any suggestions or complaints that they wish to raise. * Assess patient/clients’ health, safety and wellbeing whilst undertaking personal care, escalating any changes, abnormalities or areas of concern to registered staff. * Assist with day to day office based tasks including but not limited to: telephone call handling, appointment management in relevant areas. * Have an understanding of and work within Once for Scotland NHS Workforce policies and NHS Fife policies and procedures to ensure maintenance of safe working practices for clients/patients and colleagues. * Careful use of equipment, ensuring it is safe, properly maintained, and used for its intended purpose. * Adhere to procedures relevant to the specific health care setting, for the use of supplies and equipment in order to promote the effective and efficient use of resources. * Careful and safe handling of patients/clients’ valuables. * Maintain stock levels of all supplies and carry out housekeeping duties, to support the smooth and safe running of the ward or department. * Participate in personal career development plan to maintain skills and develop personal growth through training and education, including core skills training. * Maintain patient/client confidentiality at all times. * Adhere to guidance in the Health Protection Scotland's National Infection Prevention Manual. * Participate in specific areas of development and responsibility in any clinical health care setting within NHS Fife. * Demonstrate own duties to new staff or staff working in the area from other wards or departments.      * Contribute to updating patient/client records for example, recording basic information such as fluid balance (intake and output), dietary intake, height, weight and age. * Undertake surveys or audits as necessary related to own work. |

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| **7a. EQUIPMENT AND MACHINERY** |
| The post holder is expected to have knowledge of all equipment used in the area, however, may not have daily clinical involvement. Please note, this is not an exhaustive list and some of the equipment listed below will only be used in certain areas:   |  |  | | --- | --- | | **GENERIC** | **SPECIALISED** | | Personal Protection Equipment (PPE) | Portable vital signs monitor and manual sphygmomanometer | | Nurse call system | Pulse oximeter | | Personal computer/laptop/tablet/mobile telephone/two-way radios | Enteral / Parenteral feeding equipment | | Office equipment | Bladder scanner | | Photocopier | Vacutainer systems | | Fridge | Urinalysis/ drug testing equipment | | Fire equipment | Alcometer | | Wheelchairs | Metal Detector | | Walking aids | Delivery Beds | | Trolleys | Neonatal Resuscitaire | | Beds | Cardiotocography (CTG) Monitors | | Oxygen systems | Neonatal Incubators | | Urinary catheter equipment/ Stoma |  | | Laboratory specimen |  | | Manual handling equipment e.g. hoists, standing aids and slide sheets |  | | Commodes / toilet aids |  | | Bedpan Disposal Unit |  | | Intravenous infusion stands |  | | Resuscitation Equipment |  | | Suction equipment |  | | Pressure relieving equipment |  | | Electric beds |  | | Sharps boxes, needles & syringes |  | | Weighing Scales/ Height Measurement |  | |

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| **7b. SYSTEMS** |
| The post holder is expected to have a knowledge of systems utilised in the area, however, may not have daily clinical involvement. Please note, this is not an exhaustive list:   * TURAS * Stafflink * MICAD * Patientrack * Teletracking * Trackcare * Datix * eESS * Allocate (Bank System) * MORSE * Badgernet * Emis * National Appointment System * Vaccination Management System |

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| **8. ASSIGNMENT AND REVIEW OF WORK** |
| * Assignment of work will be by the registrant in charge. * Work review and formal appraisal of performance will be carried out by the Line Manager or delegated staff member. |

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| **9. DECISIONS AND JUDGEMENTS** |
| * Planning and prioritising own work activity. * Assesses patients/clients health, safety and wellbeing while undertaking personal care, escalating any changes, abnormalities or concerns to the registered staff. Deciding whether to refer to other staff as appropriate. * Maintain a safe working environment. |

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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * Managing and completing demands on time. * Ensuring patient/client safety at all times. * Liaising with relatives and visitors. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Requires good interpersonal skills to communicate and exchange factual information in a clear, sensitive and empathetic manner with patients/clients, relatives, carers and visitors.  Establish and maintain effective working relationships through respectful communication with the multidisciplinary team involved in the provision of care, other relevant departments within NHS Fife and relevant external agencies as appropriate. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills:**   * The ability to operate machinery and equipment as listed in No 7. * Assessing nutritional requirements, serving and assisting patients/clients at meal times. * Hand eye co-ordination for manoeuvring wheelchairs, bathing patients/clients or using hoists. * Collection of specimens. * Performing patient observation of vital signs e.g. temperature, pulse, respiration and blood pressure.   **Physical Demands:**   * Undertakes personal care duties e.g. bathing, toileting, dressing, support with meals and assisting patients with their appearance. * Manoeuvres patients/clients with/without use of mechanical aids, including patient/client restraint. * Push trolleys, wheelchairs and beds. * Stand/walking for the majority of shift, including use of stairs. * Bed making. * Housekeeping duties, including cleaning ward equipment. * Dealing with patients/clients with stressed and/or distressed behaviour. * Working in cramped or restricted positions.   **Mental Demands:**   * Concentration required for clinical and personal care procedures, predictable/unpredictable when responding to emergency situation e.g. patient/client restraints. * Basic numeracy skills. * Basic literacy skills and competent use of the English language. * Ensuring safe transfer of patients/clients between departments. * Time management skills. * Stamina and concentration when monitoring and observing/supervising patients/clients.   **Emotional Demands:**   * Communicating with distressed/anxious/worried patients/clients/relatives. * Caring for patients/clients with chronic illnesses/conditions, terminal illness and after death. * Caring for patients following receipt of bad news. * Caring for patients with stressed/distressed behaviour. * Dealing with emergency situations.   **Working Conditions:**   * Exposure to body fluids, faeces, emptying bed pans/urinals, catheter bags. * Exposure to verbally and/or physically aggressive behaviour. * Exposure to a demanding and stressful environment. * Exposure to environmentally hazardous living conditions. * Exposure to road traffic conditions, including inclement weather, during business travel. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| A range of routine work procedures, requiring job training. Knowledge of personal care and related procedures. SVQ Level 2 or equivalent relevant experience.  Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23 When employed in this post.    Your performance must comply with the “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time, which are enclosed, (further copies can be obtained on line at [www.workinginhealth.com/standards/healthcaresupportworkers](#) or from your local Human Resources Department). |

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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: |

**RECRUITMENT AND SELECTION STANDARDS**



**PERSON SPECIFICATION FORM**

Post Title/Grade**: Healthcare Support Worker (HCSW), Band 2**

Department/Ward:

Date:

|  | **ESSENTIAL** | **DESIRABLE** | **MEASURE** |
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| **Experience** | * Ability to carry out assigned tasks effectively in a busy environment within a hospital or community setting | * Previous care experience | Application form and interview |
| **Qualifications/**  **Training** |  | * SVQ 2 in Health and Social Care or equivalent relevant experience * Mandatory Induction Standards for New HCSW * Core training theory | Application form |
| **Knowledge** | * Understanding of the role of the HCSW at Band 2 level * Good knowledge base of working within clinical settings * Recognition and understanding of confidentiality | * Demonstrates risk assessment skills in relation to providing care |  |
| **Skills** | * A level of English language competency and communication skills necessary to perform this role safely and effectively | * Fundamental care skills | Interview |
| **Aptitude** | * Professional, caring and compassionate * Approachable * Ability to work as an effective member of the multi disciplinary team * Resilient * Committed |  | Interview |
| **Other**  **e.g. Team Player, Be able to travel** | * Ability to work flexible shift patterns to meet the needs of the service. * Demonstrate ethics, values and personal qualities/ behaviours consistent with the visions, culture and values of NHS Fife. |  | Interview |