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| Nurse Band 5  RMN | |
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| HCSW Band 3  *(THIS POST)* | |

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| **JOB IDENTIFICATION**  **Job Title:** Health Care Support Worker (HCSW)– Band 3 (Temporary Post 12 month fixed-term)  **Responsible to:** Senior Charge Nurse  **Department:** Inpatient Mental Health Nursing  **Directorate:** Mental Health |
| **2. JOB PURPOSE** |
| As an integral member of the multi-disciplinary team the post-holder will work in partnership demonstrating compassionate caring behaviors to fulfil the key functions of the inpatient ward/department.  In particular the post-holder will be responsible for contributing to the care and support of people involved in the inpatient mental health service. The post-holder will provide care and support as part of an agreed plan of care which involves the use of strength based recovery focused approach that proactively involves the person.  The post holder is required to be able to undertake duties without direct supervision working in partnership with patients, carers and other professionals/ agencies in line with legislative frameworks, agreed standards and clinical policies as well as participating in regular Nurse Line Management Supervision and Clinical Supervision. |
| **3. ROLE OF DEPARTMENT** |
| To provide safe, effective person centred mental health inpatient service delivery to the adult and older adult population. Inpatient mental health services function using a multi-disciplinary approach and aims to deliver quality care underpinned by values and evidenced based practice in an environment that places minimal possible restrictions on personal choice.  The multi-disciplinary team aim to work in partnership with patients, families, carers and other agencies to ensure care needs are prioritised and that care transitions are safely achieved.  All patients being cared for have a Named Nurse who is tasked with working closely with their identified patients/carers to develop a participative, therapeutic relationship and deliver high quality nursing care in an environment where patients feel safe and secure. |
| **4. ORGANISATIONAL POSITION** |
| Chief Nurse Glasgow City HSCP  Head of Service  Lead Professional Nurse Advisor  Service Manager  Professional Nurse Advisor  Lead Nurse  Practice Development Nurse  Senior Charge Nurse Band 7  Charge Nurse Band 6 |

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| **5. SCOPE AND RANGE** |
| The post-holder will be expected to undertake allocated duties/tasks as an integrated member of the multi-disciplinary team fulfilling the key functions of the inpatient mental health service.    The post-holder will undertake allocated duties/tasks within a legal & ethical framework as defined by: -   * Health Care Support Workers (HCSW): Code of Conduct * National mental health related legislation * National and local policy, guidelines and protocols.   The post-holders activity as a member of the inpatient nursing team contributes to safe, efficient service delivery and is required to work across the mental health inpatient service (ie hospital site) providing nursing care meets the needs of the service. Inpatient services provide mental health nursing care for :   * People requiring acute mental health care (ie adult & older adults) * People requiring specialist mental health care (e.g. specialist dementia care/ intensive mental health care/ rehabilitation etc.) * People requiring continued period of assessment, care and treatment for complex mental health care needs   The post-holder:   * will work as part of the multi-disciplinary team, working the rostered shift pattern and will be responsible for providing all aspects of nursing care to a designated patient group * will be responsible to their direct nurse line manager (refer to section 4 Organisational Position) * is responsible for undertaking duties/tasks as allocated and instructed in the prescribed plan of care * is required to utilise available resources to maximum effect whilst effectively meeting the essential demands of patient care   will be responsible for ensuring continuous development to meet ongoing needs of the inpatient mental health service |
| **6. M AIN T ASKS, DUTIES AND RESPONSIBILITIES** |
| 1. Functioning as support worker within a multi-disciplinary team, to a defined patient group 2. Contributing to the nursing assessment by implementing and reporting on aspects of the prescribed plan of care to the named nurse/ nurse in charge. 3. Contributing to risk assessment and risk management planning by indentifying and reporting issues of concern to the named nurse/ nurse in charge and supporting multi-disciplinary team compliance with NHSGGC policy and procedures 4. Carrying out all relevant forms of nursing care pertinent to the individual needs of people within the defined patient group 5. Identifying and responding to the health promotion needs of patients focusing on improving the mental well-being of patients 6. Identifying and responding to the health promotion needs of patients focusing on improving the physical health of patients 7. Identifying and responding to the needs of patients which might be related to vulnerability, gender health, domestic abuse, child protection and/or self harm.   8. Developing effective professional relationships with patients and carers ensuring that care needs are identified and met within a participative framework demonstrating principles of equality, dignity and respect accounting for spiritual and cultural diversity. Working in partnership with other members of the wider MDT team to aid effective communication |

1. Working within agreed parameters and under direct supervision undertaking therapeutic/ psychological/ educational approaches to care with individuals and/or group settings where required.
2. Work in partnership with patients and carers using values based practice to deliver person centred care promoting and supporting mental well being and prevention of relapse
3. Ensure work and conduct is consistent with the HCSW Code of Conduct, legislative frameworks, policies and procedures. Maintaining patient confidentiality at all times.
4. Strive to ensure effective team communication, contributing to clinical audit, evidence-based practice, a culture of learning and innovation, participating in research activity and strategies to maintain safety and minimize the risk of untoward clinical incidents.
5. Maintaining a safe clinical environment, prevention and control of infection by ensuring compliance with policies, standards and procedures
6. Ensuring strict adherence with policies, standards and procedures when assisting people with their finances and belongings.
7. Demonstrating caring, compassionate, professional behaviour fostering trust and confidence in the service for people in your care.
8. Participating in regular Nurse Line Management Supervision and regular performance appraisal process (TURAS) including a Professional Development Plan (PDP).
9. Participating in regular Clinical Supervision/ reflective practice
10. Supporting and sharing knowledge with learners working within the team and student nurses, contributing to the ongoing quality development of the practice learning environment.
11. Responsible and accountable for identifying and addressing own development needs required for ensuring safe, effective, person centred care.
12. Effective communication with other statutory and non-statutory agencies involved in the care and support of patients in hospital and the community with particular regard to health and social care interface services.
13. Maintaining a good standard of record keeping that meets the standard expected of the inpatient service.
14. Raising and escalating any cause for concern through established reporting mechanisms that may significantly impede the delivery of safe, effective person centred care.

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| **7a. EQUIPMENT AND M ACHINERY** |
| The equipment likely to be used on a regular basis will typically include: -   * Computer and associated software most notably Microsoft Office applications * Telephone, including paging and fire / emergency functions   Various items of clinical equipment required to carry specific interventions and procedures (ie medical emergency equipment/ moving and handling devices etc) |
| **7b. SYSTEMS** |
| The post-holder will be required to have a sound working knowledge of a wide range of local systems which will include: -  Patient Information systems   * Care-planning and record-keeping systems * Fire and emergency procedures * Clinical and managerial policy relevant to the clinical area * Health and safety policy relevant to the clinical area * Infection control policies and guidance * Staff appraisal and professional development systems |
| **8. DECISIONS AND JUDGEMENTS** |
| The post-holder will be regularly required to make decisions and judgements related to: -   * The application of nursing care in order to respond effectively and appropriately to the needs of patients * Responding to emergency situations in a manner which minimises clinical risk * Early identification and reporting changes in the patient’s condition and responding accordingly in a manner which minimises clinical risk * Taking into account the limitations of your role and competency when accepting delegating work. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| Internal  The post holder will be expected to communicate and liaise regularly with a wide range of professionals and departments including: -  Patients, carers and/or their representatives   * All members of the multi-disciplinary team including the inpatient management team * Interface clinical services and other agencies involved in the provision of care (ie Care Programming/ Infection Control/ CMHT). * Professional Nurse Advisors/ Practice Development Nurse/ Practice Educators * Estates/ Procurement |

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| External  The post holder will be expected to communicate and liaise regularly with a wide range of external agencies and professionals including: -   * Social Services * Police Scotland * Independent Sector agencies   Housing Depts. / Associations/ Benefits agencies |
| **10. PHYSICAL, MENT AL, EMOTIONAL AND ENVIRONMENTAL DEM ANDS OF THE JOB** |
| Physical Skills /Demands:   * Regular undertaking of caring duties involving physically assisting people with impairments in the management of ever day living activities * Regular use of a range of equipment to undertake care duties/tasks (i.e. manual handling equipment / physical health monitoring equipment/ mobilising equipment etc) * Regularly undertaking duties that can be physically demanding in relation to ongoing monitoring of people and the care environment * Occasional requirement to participate in holding/ guiding techniques for the safe management of people experiencing stress and distress     Mental Demands :   * Regular reading of inpatient information, writing in the patient care record and inputting clinical data with accuracy * Regular requirement to complete duties/tasks responding to needs in a dynamic care environment including safe and supportive observation practice.     Emotional Demands:   * Regular communication with a range of people including people exhibiting stress and distressed behaviours * Frequent handling of sensitive personal issues of patients/ carers related to gender, child protection, domestic abuse, vulnerability * Occasional requirement to support end of life care * Occasional requirement to manage verbal/ non-verbal expression of anger/ frustration from people who are stress/distressed. * Occasional requirement to respond to medical and psychiatric emergencies * Occasional requirement to manage and address own personal feelings relating to clinical incidents * Occasional participation in significant clinical incidents (SCI)/ incident reviews     Working Conditions   * Regular exposure to bodily fluids when undertaking duties/tasks * Frequent exposure to unpleasant noise/ smells when undertaking duties/tasks |

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|  | **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |  |  |  |
|  | * Effectively identifying, reporting and responding to risks related to people requiring inpatient mental health services including suicide, self-harm, capacity, vulnerabilities and harm to others * Fostering effective working relationships with a diverse range of people including people who may be reluctant to engage; exhibiting stressed, distressed and challenging behaviours. * Effectively meeting patient care needs with available resources |  | |  |
|  | **12, KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** | |  |  |
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|  | **Knowledge, Training & Experience** | **Essential** | **Desirable** |  |
|  | Educated to or actively working towards SVQ3/ SCQF level 6 or equivalent experience |  | √√ |  |
|  | Completion of a health / mental health / social care programme or equivalent experience |  | √√ |  |
|  | Working knowledge of mental health nursing care | √√ |  |  |
|  | Working knowledge of mental health issues | √√ |  |  |
|  | Evidence of using digital technology/ information systems/ email and basic applications | √√ |  |  |
|  | Knowledge of health and social care issues that impact on mental health and wellbeing |  | √√ |  |
|  | Experience of working in the inpatient environment |  | √√ |  |
|  | Evidence of skills and behaviours that demonstrate effective written and verbal communication | √√ |  |  |
|  | Evidence of skills and behaviours that demonstrate application of HCSW Standards and Code of Conduct | √√ |  |  |
|  | Ability to form working relationships with others | √√ |  |  |
|  | Ability to follow instructions and undertake work without direct supervision | √√ |  |  |