## NHS GREATER GLASGOW AND CLYDE

# JOB DESCRIPTION

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|  1. **JOB IDENTIFICATION**

**Job title:** Health Care Support Worker**Responsible to:** Senior Charge Nurse/Charge Nurse **Department(s):** Recovery/Same Day Admission Unit**Directorate:** South Sector |
| 1. **JOB PURPOSE**

The Healthcare Support Worker is part of the multidisciplinary team delivering perioperative care to patients. Support and supervision is provided by a Registered Practitioner. The post holder carries out a range of patient care that help to enable the team to provide an effective and efficient service for General Surgical; Urology; Renal; Elective Orthopaedic; Trauma; Emergency; ENT; and Vascular patients within the South Sector. |
| **3. ROLE OF THE WARD/DEPARTMENT**The purpose of the department is to provide a high quality safe and supportive environment for all patients within the south sector undergoing elective and emergency procedures.**4. SCOPE & RANGE*** Provide and supports the delivery of patient care, before and after surgery, under the direction of a Registered Practitioner.
* Participate in department housekeeping duties to ensure effective day to day running of the department.
* Participate in the maintenance of department stock levels under the direction of a Registered Practitioner.
* Demonstrates knowledge of care and maintenance of specialist equipment.
	+ Works within the defined policies/procedures, standards and protocols of the department to ensure maintenance of safe working practice for patients and colleagues

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| 1. **ORGANISATIONAL POSITION**

CLINICAL SERVICE MANAGER**⇓**LEAD NURSE**⇓**SENIOR CHARGE NURSE**⇓*****CHARGE NURSE*****⇓** **SPECIALIST PERIOPERATIVE PRACTITIONER****⇓****PERIOPERATIVE PRACTITIONER****⇓** **THIS POST** |
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	+ Maintain patient confidentiality at all times.
	+ To carry out a range of assigned patient care tasks as directed by a Registered Practitioner to ensure delivery of a high quality of patient care.
	+ To report observed changes in the patients’ physical/psychological needs to the Registered Practitioner.
	+ Perform urine testing and report results to Registered Practitioner.
	+ Perform pre-operative ECGs
	+ Perform pre-operative venepuncture & cannulation
	+ Performs baseline & routine cardiovascular observations
	+ Performs blood glucose test and reports results to Registered Practitioner.
	+ Performs blood gas analysis and reports results to Registered Practitioner.
	+ To deal with questions and enquiries from patients, carers and relatives e.g. on the clients’ condition or for any suggestions or complaints that they wish to raise. Where appropriate, refer these to a Registered Practitioner.
	+ Participate in preparing the environment and specialised equipment for receiving a range of surgical patients .
	+ Assists with the safe transfer of all patients during perioperative phase.
	+ Communicates/liaises with members of the multi-disciplinary team to ensure high standards of patient care.
	+ Responsible for identifying, storing and retrieving patient’s belongings and associating these with the correct patient safely and securely.

 **Policies, procedures and standards*** + The healthcare support worker will comply with the HCSW Code of Conduct and induction standards at all times.
	+ Adheres to the Escort Policy and may transfer patients and relay handover information such as name and chi. Ensures that appropriate documentation is included.

**Equipment and resources*** + Adhere to department procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
	+ Share responsibility for key aspects of housekeeping and stock control demonstrating a good awareness of cost efficiency and safety.
	+ Undertakes routine and regular checks on patient trolleys, bed spaces, cubicles and waiting rooms, ensuring all relevant equipment is clean, in good working order and in-tact and reports faults to Registered Practitioner.
	+ Performs checks on gas cylinders, replaces if required and escalates any issues.
	+ Collect and delivers blood products from the Haemobank fridge when requested by Registered Practitioner.

**Personal development and learning** * + Participates in KSF process and agrees personal career development plan to maintain skills and develop personal growth through training and education, in partnership with management.
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| **7a. EQUIPMENT AND MACHINERY*** The post holder is expected to demonstrate and act on the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees.
* The healthcare support worker will use a range of equipment and resources in their role and some of these are listed below:

* Patient trolleys, beds and furniture
* Suction systems
* Moving & Handling equipment
* Patient positioning pressure relieving aids
* Equipment for prevention of Deep Venous Thrombosis
* Electric Bed Mover
* Glucometer
* Blood Gas Machine
* Haemobank Fridge
* PC/Printer
* Phone
* Drip Stands
* Water coolers
* Warming cabinet
* Forced air warmers
* Flowtron Machines
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| **7b. SYSTEMS**The post holder is responsible for inputting information into patient written records where applicable, e.g., Complying with the Data Protection Act, CNORIS, Caldicott Guidelines and local policies regarding confidentiality and access to medical records. The post holder under supervision by a Registered Practitioner assists to maintain accurate documentation of patients preoperative care:* Opera, Trakcare, FM First, Portertrak, Datix, BloodTrak Enquiry
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| **8. DECISIONS AND JUDGEMENTS** * The post holder is responsible to the Senior Charge Nurse or deputy for clinical guidance and professional management, work review and formal appraisal of performance.
* Workload will be determined by the Senior Charge Nurse/deputy.
	+ Exercise the ability to plan and deliver allocated workload.
	+ Demonstrates the ability to acknowledge changes in the patient’s physical/psychological needs and report them to the Registered Practitioner in charge of the patient.
	+ Decide when to refer enquiries from the patient, carers and relatives to the Registered Practitioner.
	+ The HCSW is responsible for accepting delegated tasks from the Registered Practitioner and is accountable for undertaking them. The HCSW should highlight any concerns about undertaking the task.
	+ Sometimes works without direct supervision using own initiative within the parameters set in polices and SOP’s with guidance from registered practitioner available at all times.
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| **9. COMMUNICATIONS AND RELATIONSHIPS*** The post holder communicates and liaises with the patient, their relatives/carers and the multidisciplinary team and maintains good relationships.
* Communicates with other relevant professionals, for example: Theatre Co-ordinator/Senior Charge Nurse / Charge Nurse / Registered Practitioner/Operating Department Practitioner – for information regarding patients’ clinical condition/clinical problems/workload issues.
* Communicates with the Theatre Recovery/SDAU Senior Charge Nurse/Education Co-ordinator for advice regarding educational and training issues relevant to patient management and personal development.
* Communicates with other relevant departments – for example, Estates, Supplies Department.
* There is a requirement to take account of communication barriers, for example, when English is not the person’s first language, people with hearing difficulties, learning disabilities etc and communicate effectively to deliver person centred care at all times.
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|  **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** The clinical demands include the following:**Physical Skills:**The post holder will be provided training in the use of equipment and be able to demonstrate manual dexterity in the provision of physical care, for example;* General physical skills relevant to the perioperative patient e.g. manual dexterity required for example keyboard skills, glucometer testing.
* Preparation of and postoperative management of the perioperative environment equipment to receive a variety of perioperative patients.
* Safe positioning of the anaesthetised/conscious or sedated surgical patient under the supervision of the Registered Practitioner.

Physical Demands*The post holder will on an ongoing basis perform the following physical demands during each shift:*Performs moving & handling tasks relating to static load, positioning conscious and unconscious patients and the assisted moving of compromised patients under the supervision of the Registered Practitioner.* Perform moving and handling tasks related to static loads e.g. supplies and heavy equipment.
* Due to the structure of the physical environment, the post holder will be standing/walking for the majority of the shift.
* Moving and handling tasks relating to beds, wheelchairs, hoists and patient trolleys.
* May be required to undertake emergency intervention such as chest compressions.

Mental Demands*The post holder will on an ongoing basis perform the following mental demands during each shift when prioritising patient care/workload in a busy environment:*Concentration required when checking clinical equipment whilst subject to frequent interruptions* Concentration required when performing clinical tasks; i.e. ECG/Cannulation/Cardiovascular observations

Concentration levels required when receiving handovers and ensuring checking the patient’s name band to ensure we have the correct patient and documentation.Concentration required when observing patient behaviours, which may be unpredictable.* Concentration required when collecting and delivering blood products.

Emotional Demands*The post holder will be exposed, on an occasionally basis, to the following emotional demands:* * Communicating with distressed, anxious, or angry patients, relatives and carers.
* Exposure to verbal and physical aggression.
* May experience death of a patient and will assist the Registered Practitioner with last offices.

Working Conditions*The post holder is required to work within the Health &Safety Policy and will be exposed on an ongoing basis to the following working conditions:** Exposure to patients with infected illnesses, which may or may not have been diagnosed.
* Exposure to blood, body fluids, specimens and body tissue.
* Exposure to warm and humid environment.
* Exposure to anaesthetic gases, sterilising and disinfection agents, chemicals and drugs which are classified as hazardous
* Exposure to sharps.
* Exposure to ionising and non – ionising radiation.
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| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** * Managing workload by identifying competing demands and escalating these to the Registered Practitioner.
* Maintaining relevant skills and knowledge in a busy clinical recovery environment.
* Dealing with challenging behaviour of patients and members of the public.
* Participate in the care for the totally dependent, critically ill or dying patient. This may include retrieving emergency equipment and blood.
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| 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB **Qualifications** No formal qualification required for this post. **Knowledge required**Understands and complies with HCSW mandatory induction standards and code of conduct.Completion and maintenance of mandatory Learnpro (e-learning) modules.Develops a knowledge of different requirements relating to specific surgical procedures within 6 months.Awareness, understanding and compliance of policies and practices e.g. Escort Policy, Prevention and control of infection, Health and Safety and BLS. This post holder is therefore able to work within the scope of their practice under direct and indirect supervision by the registered practitioners (training will be provided)Will develop knowledge and recognition of equipment used within Recovery to support registered practitioner. Will develop a knowledge, through training, on recognising equipment, such as monitoring and suction carousels and ensure that they are compatible and in good working order. Will escalate any concerns to registered practitioner.Will develop a knowledge of a range of stock items and their locations.**Training and personal development**Completion of in house training programme.Continues to develops knowledge and practice through a combination of instruction, on the job learning, attending teaching sessions and study days.**Skills required**Develops a range of core skills to undertake routine activities within Recovery/SDAU within 3-6 months.Effective written and verbal communication, literacy, numeracy and IT skills.**Personal qualities and behaviour**A demonstration of caring and compassionate attributes.Ability to work as part of the multidisciplinary team.  |

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| **13. JOB DESCRIPTION AGREEMENT** **Job Holder’s Signature:****Senior Nurse Manager Signature:** | **Date:****Date:** |