

**NHS GRAMPIAN  
JOB DESCRIPTION**

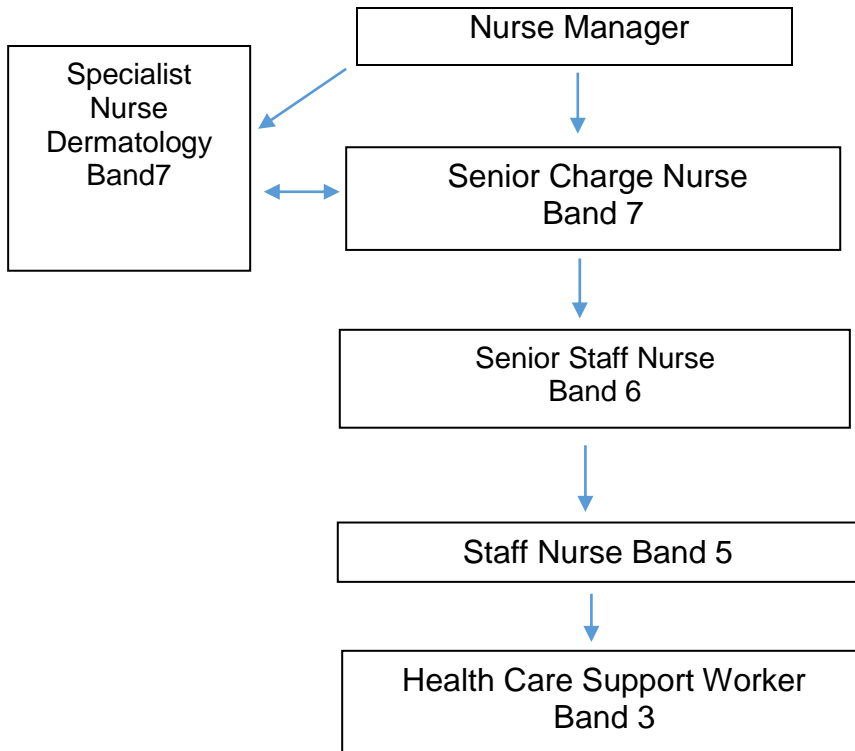
<b>1</b>	<p><b><u>JOB IDENTIFICATION</u></b></p> <p><b>Job Title:</b> Senior Health Care Support Worker</p> <p><b>Department(s):</b> Dermatology</p> <p><b>Location:</b> Aberdeen Royal Infirmary</p> <p><b>Hours:</b> 32</p> <p><b>Grade &amp; Salary:</b> Band 3 - £25,468 - £27,486 (pro-rata) per annum</p> <p><b>Contract:</b> Permanent</p>
<b>2</b>	<p><b>Job Purpose</b></p> <p>This post involves working within NHSG Dermatology Outpatient Department which is located in both Burnside House &amp; Ward 406 at Aberdeen Royal Infirmary.</p> <p>The Dermatology Outpatient Department cares for patients who may have a range of acute and chronic skin conditions and skin cancers.</p> <p>The HCSW actively participates in the delivery of patient care within the Department and supports the multi-disciplinary team (MDT).</p> <p>The HCSW is required to work flexibly to meet the needs of the service and the delivery of patient care. They will be supported to develop the appropriate skills and knowledge to undertake this.</p> <p>The HCSW will actively deliver quality patient care in accordance with any care plan as prescribed by trained nurses or the MDT, taking patient's choice into consideration and be sensitive to the needs of the patients, their families and carers.</p> <p>The HCSW will act in accordance with the HCSW Code of Conduct and relevant local and national policies, health and safety legislation etc.</p>

**3 SCOPE AND RANGE**

The Dermatology Unit is on two sites – Ward 406 from which we deliver clinics such as phototherapy, patch testing, laser, electrolysis, photodynamic therapy and theatre. Burnside House is the main dermatology outpatient department in the grounds of Foresterhill. The department deals with a variety of acute and chronic skin conditions affecting all ages.

The service provides care for all aspects of skin disease including skin cancer.

**4 Organisational Structure**



## **5 MAIN DUTIES/RESPONSIBILITIES**

### **Clinical:**

- Assist qualified nursing and medical staff to assess, plan, implement and evaluate patient care through effective communication and documentation according to professional policies and procedures.
- Responsible for own workload by managing clinics independently or with minimal supervision.
- Provides a high standard of care to all patients, their relatives and carers, dealing with aggressive and distressed patients in a professional manner.
- Actively participates in health promotion and education of patients.
- To effectively perform venepuncture or clinical skills required by the service, in line with current legislation, policies and local procedures.
- To develop and maintain required clinical skills pertaining to the Dermatology department or as required.
- Demonstrates delivery of a high standard of nursing care under the guidance and supervision of trained nursing personnel.
- Accurately record relevant information on appropriate charts.
- Assist in Minor Surgery.
- Obtain patients observations and document accordingly.
- Assist to chaperone in laser and electrolysis treatment.
- Assist in patch testing clinics and application of patches.
- Assist in day treatment including wound care and suture removal.

### **Organisational:**

- Communicates with all colleagues in a professional manner always practising and promoting confidentiality.
- Ensures all written communication is accurate and under supervision will record said information in notes.
- Takes responsibility for own workload showing initiative to assist others in the team.
- Participates as an effective member of the multi-disciplinary team.
- Adheres to National and local Health and Safety policies and procedures by ensuring manual handling is done according to procedure.

- Shows awareness of issues surrounding HAI by setting up and clearing of clinics maintaining a high standard of hygiene.

### **Managing Resources:**

- Demonstrates economy in the use of supplies.
- Demonstrates an awareness of all available resources and how they should be used effectively.
- Actively participates in the care and maintenance of ward equipment.
- General housekeeping of ward environment ensuring a welcoming atmosphere to both patients, relatives and other personnel.
- Demonstrates understanding of adherence to local and national Health and Safety policies and procedures.
- Participating in the management of ward stock/supplies the post holder has to have the ability to work within an allocated budget.
- Actively records and undertakes mandatory training as identified by NHSG and local guidance.

### **Professional Development:**

- Demonstrates commitment to developing clinical skills and expertise in accordance with knowledge, skills and training to do the job.
- Assists qualified staff in research and audit.
- Maintains responsibility for own professional development plan.
- Participates in teaching programme.

### **Service Delivery:**

- Contributes to the provision of high-quality care in the Dermatology outpatient department.
- Assists nursing and medical staff in contributing towards the future development of the service.
- Has a positive attitude towards changes in practice and self-development.

## **6 SYSTEMS AND EQUIPMENT**

The post holder is required to use the following on a daily basis in order to practise safely within the Dermatology outpatient setting:

- Blood pressure monitoring equipment
- Weighing Scales
- Digital Thermometers
- Basic Life Support Equipment
- Electro Surgery/ Bi-Polar Equipment

### **Computer Skills:**

The post holder is required to be computer literate, be able to access current research and development and be competent in the skills required within the service area e.g. intra/internet skills, Microsoft office, Pecos, TURAS and Trak-care.

The post holder is required to report any incidents according to the Occurrence Reporting System online (DATIX)

## **7 DECISIONS AND JUDGEMENTS**

The post holder will be assisting in the delivery of care to a specific number of patients.

The nurse in charge who will have overall responsibility for the area will delegate workload.

The post holder will be required to perform tasks e.g. venepuncture, pregnancy tests and urinalysis, as requested by the medical team, and use their own initiative on what requires to be reported.

The post holder must be able to recognise their own limitations and seek advice accordingly.

The post holder is required to use their own judgement when assessing a patient's condition and manage their clinical workload to ensure minimal delays for patients.

## **8 COMMUNICATIONS AND RELATIONSHIPS**

- Conveys relevant information to and receives feedback from other members of the multidisciplinary team.

- Ensures patients are involved in decision-making regarding their care.

- Communicates with all members of the multidisciplinary team (MDT), as well as patients, relatives/visitors, the Nurse Manager, reception staff, Secretarial staff and other NHS Grampian personnel and external agencies.

- Able to communicate to other members of the MDT regarding a patients' condition and/or issues relating to patient care.

- Practices, promotes and respects confidentiality at all times in accordance with local and national policy.

- Demonstrates the ability to effectively listen to other points of view.
- Actively communicates with all colleagues and patients in a professional manner and develops good relationships with the multi-disciplinary team, patients, relatives and any other users.
- Ensures written communications are accurate, appropriate and neatly recorded.
- Willingness to participate in the teaching of students and colleagues new to department, including bank staff.
- Dealing with distressed patients and relatives.
- Dealing with verbally aggressive patients and relatives.

**9 Physical skills, physical effort, mental, emotional and environmental demands of the job.**

**Physical Skills and Physical effort:**

- High portions of the job entails physical work and post holder would require manual handling skills, which should be kept up to date yearly or more frequently if required.
- Demonstrates ability to perform specific clinical skills required within the department of Dermatology.
- To effectively perform venepuncture in line with current legislation, policies and local procedures.
- To develop and maintain required clinical skills pertaining to the Dermatology department as required.
- Actively deliver patient care in accordance with the care plan as prescribed by the registered nurse or the multi-disciplinary team.
- A high portion of the job entails working in a clinic environment standing and/or walking for up to four hours at a time.
- The post holder will be required to work flexibly across the Foresterhill Campus and therefore will need to travel by foot between Burnside House & Ward 406.

**Mental effort:**

- There is a requirement to be able to plan, organise and prioritise your own workload and be able to support others within the department to meet service demands.
- The post holder will be required to report any changes to the relevant disciplines.
- To safely and effectively perform venepuncture in line with current legislation, policies and local procedures.
- To develop and maintain required clinical skills pertaining to the Dermatology department or

	<p>as required.</p> <p><b>Emotional effort:</b></p> <ul style="list-style-type: none"> <li>• The post holder should have the ability to adapt to the variety of situations that they will be presented with as a patient's condition can change rapidly.</li> <li>• They should also have to accept that certain outcomes of patient care will be unfortunate and at times difficult.</li> <li>• The post holder is required to work within a multi-disciplinary team that consists of a variety of professionals who have their own priorities.</li> <li>• At times the post holder may assist with distressed, upset, angry or anxious patients, carers and relatives.</li> </ul> <p><b>Working conditions</b></p> <p>The job requires handling blood samples as well as skin/pathology samples which are contained in formalin.</p>
<p><b>1 0</b></p>	<p><b>MOST CHALLENGING/DIFFICULT PARTS OF THE JOB</b></p> <p>The most challenging/difficult parts of the job can involve dealing with the challenging needs of the patients, families, carers and significant others.</p>
<p><b>1 1</b></p>	<p><b>Knowledge, training and experience required:</b></p> <p>The 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:**                    **Band 3, Senior Healthcare Support Worker**

**LOCATION/HOSPITALS:** Aberdeen Royal Infirmary

**WARD/DEPARTMENT:**    **Dermatology Outpatient Department**

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>• Venepuncture</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous experience as a Band 2 or 3 HCSW in the NHS/Acute setting.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous dermatology experience</li> </ul>
<b>Special Aptitude and Abilities</b>	<ul style="list-style-type: none"> <li>• Interest in the speciality.</li> <li>• Willing to learn.</li> <li>• Ability to work as part of a team Good communication skills.</li> <li>• Willingness to work in a demanding busy department.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to change the pace of work dependant on demand of the service.</li> <li>• Have flexibility in shift pattern.</li> </ul>
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Good interpersonal skills.</li> <li>• Friendly and approachable.</li> <li>• Motivated and enthusiastic.</li> <li>• Innovative.</li> </ul>	
<b>Physical Requirements</b>	<ul style="list-style-type: none"> <li>• Able to work hours to suit the needs of the department.</li> </ul>	
<b>Particular Requirements of the Post</b>	<ul style="list-style-type: none"> <li>• Able to work flexibly to meet the demands of the service.</li> <li>• PVG Cleared (Adult).</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of up-to-date mandatory training</li> </ul>

**MAJOR RISKS IN DOING THIS JOB**

*Please indicate the major risks the job holder could face in doing this job e.g. lifting patients/objects, working with hazardous substances, dealing with violence and aggression.*

The job entails a high proportion of physical work including standing and/or walking for long periods at a time.

*If there are no major risks for the job holder please tick this box*