

# Macmillan Assistant Practitioner

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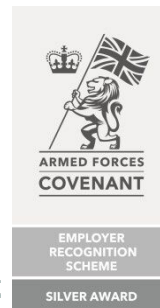
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## Job Advert



**Macmillan Assistant Practitioner**  
**Band 4 £27,589 - £30,019 per annum**  
**Plus Distant Islands Allowance of £1,279**  
**37 hours per week**  
**Permanent post**

An exciting opportunity has arisen to join the Macmillan Nursing Team as an Assistant Practitioner working across Uist & Barra, based in Balivanich Clinic, Isle of Benbecula. The role will be working as part of the Macmillan team providing cancer and palliative care services across the Western Isles in both community and hospital settings.

Good interpersonal and communication skills are essential with an ability to work autonomously across a working pattern of Monday – Friday 0830-1630

To meet the challenges of this post you must hold an SVQ level 7/8 qualification and have consolidated experience working in a cancer and palliative care environment

Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers.

You will require a full driving licence and access to a vehicle with ability to travel across locality is essential.

**Annexe 21 Trainee Assistant Practitioner Band 3 applicants considered**

For further information contact Mary Buchanan, Advanced CNS/Team Lead [mary.buchannan2@nhs.scot](mailto:mary.buchannan2@nhs.scot)

This post is not eligible for relocation

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme).

Tha beàrnan-obrach NHS Eilean Siar uile gu léir a' nochdadh air làrach-lìn NHS na h-Alba <https://apply.jobs.scot.nhs.uk/>, còmhla ri dealbh-obrach.

If you have any further queries, please contact Tel: 01851 762027.

## NHS SCOTLAND JOB DESCRIPTION TEMPLATE

### 1. JOB IDENTIFICATION

Job Title:	Macmillan Assistant Practitioner
Responsible to :	Advanced CNS/Team Lead
Department(s):	Various locations
Directorate:	IJB
Operating Division:	Community
Job Reference:	
No of Job Holders:	
Last Update:	N/A

### 2. JOB PURPOSE

As part of the Macmillan team, the post holder will deliver a number of technical, therapeutic and clinical activities for a delegated caseload under direction and supervised by a Registered Nurse / Qualified Practitioner.

In a patient focused environment implements care for patients as directed in a care plan and within an agreed competency framework in a range of settings.

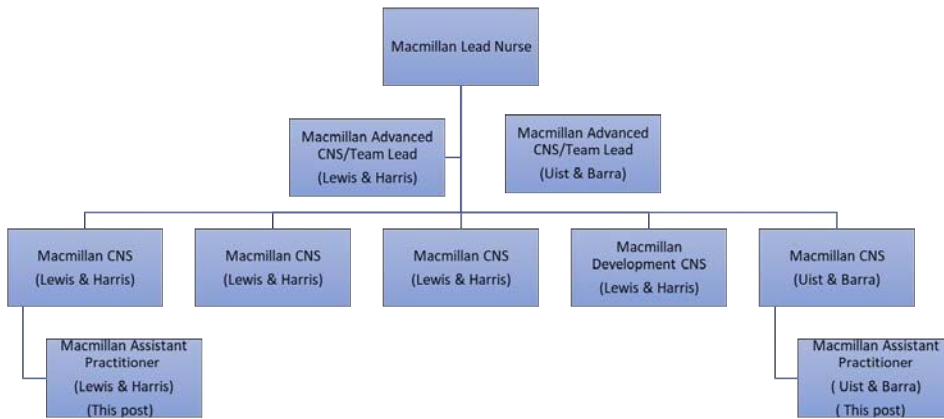
Facilitates effective ongoing assessment, planning and evaluation of care and provides agreed care under the direction of a Registered Nurse / Qualified Practitioner.

Maintains records to an agreed standard in relation to activities / interventions carried out.

Carries out competency-based care / procedures for example, , re-catheterisation, phlebotomy, sample testing, stoma and breast care, deliver / assist and support a variety of therapeutic / care / technical procedures and interventions.

**N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.**

## 4. ORGANISATIONAL POSITION



## 5. ROLE OF DEPARTMENT

The Macmillan Team provides a specialist service in both the hospital and community environment to patients, carers and families where there is a diagnosis of cancer and/or palliative care across the Western Isles.

The aim of the service is to provide a specialist cancer/palliative care service for patients, their families/carers and members of the multiprofessional team within both the acute and community care setting by promoting and managing the complexities in the symptomatic and psycho-social well being of patients and their families/carers.

As an integral part of the multi-professional team the aim is also to influence clinical practice and service development, and to provide a consultative, leadership and educational role to professional colleagues.

## 6. KEY RESULT AREAS

The postholder will:

- Carry out specific delegated clinical tasks and procedures and responsibilities to a high standard, taking into consideration the specific needs of the groups they are working with and recognising and understanding role boundaries and limitations.
- Work flexibly to provide high quality, safe, effective care, in a supportive environment, caring for patients / carers within the healthcare setting.
- Make judgements and evaluates patients' responses to treatment or rehabilitation, adapting interventions within agreed scope of practice, under direct/ indirect supervision of the Registered Nurse / Qualified Practitioner.
- Works within established guidelines whilst working alone.
- Maintain a level of knowledge and understanding of health conditions, approaches to health improvement and wellbeing that will support them to deliver person centred care

The post holder may be required to provide care in the following types of environments:

- Community/ Patient's homes
- Wards
- Emergency Department/ Acute Assessment Unit
- Outpatient department/ Ambulatory Care/Chemotherapy
  
- The post holder will store, maintain and gather equipment for registered nurse and self, initiates treatments at the request/ instructions of the registered nurse)
  
- Venepuncture
- Cannulation
- Assisting medical and nursing staff with care of various types of drains
- GFR Testing
- Priming of infusion devices
- Initiating IV infusion
- Flushing of IV infusions
- Central line care
- Support patient through Investigatory procedures
- Oxygen therapy
- Nebulisers
- Suctioning
- Basic life support and airway adjuncts
- Basic Dressings according to local protocol
- Assisting with fine needle aspiration
- 

### **Staff Management / Supervisory responsibilities**

- Demonstrate techniques and participate in induction of new staff.
- Assist with the education, training, and supervision of healthcare students

- Demonstrate own duties to new and less experienced staff
- Delegated responsibility for the day-to-day and clinical supervision of Healthcare Support Workers within the team and undertake formal assessments of competence

### **Budgetary Responsibilities**

- Effective participation in dealing with supplies ordering and management of stock levels
- Be environmentally aware and prudent in the use of resources and ward stock.
- Non budget holder

## **7a. EQUIPMENT AND MACHINERY**

### **Moving & Handling:**

- Mechanical aids
- Infusion stands
- General manual handling equipment e.g. slide aids
- Specialised Beds, Beds, trolleys
- Wheelchairs/ Walking aids, specialised chairs
- Commodes
- Bedpans
- Bariatric equipment
- Pressure relieving equipment
- Fire evacuation equipment

### **Near Patient Testing:**

- Vital signs
- Blood Glucose Monitoring
- Blood Pressure Recording(automated)
- Chemical reagents (urinalysis)
- Pulse Oximetry
- Pregnancy testing

### **Medical Devices: (Uses or connects, 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 pump

## 7b. SYSTEMS

- E-mail/Internet/Intranet
- Microsoft Teams
- Morse
- Incident reporting via adverse incident management system (Datix)
- Local database systems
- Laboratory vacuum system
- Word processing
- SCI Store
- SCI Gateway
- Cortex
- Topaz
- Ordering system i.e. PECOS

## 8. ASSIGNMENT AND REVIEW OF WORK

### Care delivery

- Responsible for a delegated clinical caseload of patients, following clinical protocols to plan and prioritise patient caseload with and under the direction and supervision of a Registered Nurse / Qualified Practitioner
- Has an understanding of the impact of cancer/palliative care on family dynamics and uses knowledge to assess and provide appropriate support and advice in complex situations.
- Carry out delegated care e.g. care of patients with stable conditions, carrying out medication administration including oral, injections, vaccines, pessaries, Per rectum admin, skin care including steroid creams, collection of specimens, phlebotomy, stoma care, non-complex wound care, suture removal as part of a package of care, eye drops, catheter care, assisting with palliative care, personal care, bladder care including catheter changes, nutritional care including PEG care, vital signs
- Will demonstrate an intermediate level of theoretical knowledge of NHS Western Isle's policies / protocols / guidelines and apply to practice, this will have been gained through accredited learning or evidence of vocational experience
- Obtain informed consent for investigations and interventions
- Be responsible and accountable for own practice, making decisions and judgements about routine treatment plans, working within limits of competence and within the boundaries of the Healthcare Support Worker code of conduct
- Raise any concerns in relation to changes in patients' condition / service delivery to a Registered Nurse / Qualified Practitioner or appropriate person
- Demonstrate understanding of common disease processes and be able to assist in the on-going assessment, care planning, management and evaluation of the care of individuals
- Is responsible for participating in the assessment of care need and the implementation and evaluation of agreed programmes of care / rehabilitation / intervention for patients to ensure delivery of a high standard of care
- Promote comfort, recovery and well-being, and assist in implementing care plans that meet the specific physical, emotional, cognitive, social, cultural and spiritual needs of people, their families and carers

- Be able to perform a wide variety of observations and procedural skills including but not limited to, monitoring vital signs, continence care, pressure area care, wound care, skin integrity, nutrition, hydration, foot care and oral health care
- Be able to deliver therapeutic and prehabilitation/rehabilitation activities to maximise a person's safety, independence, wellbeing, physical and cognitive abilities, reporting progress or challenges to a Registered Nurse / Qualified Practitioner
- Be able to work effectively with people with cognitive impairment and be able to recognise changes in cognitive states, reporting this to a Registered Nurse / Qualified Practitioner
- Support the Registered Nurse / Qualified Practitioner with the safe and effective administration of medicines in accordance with local and national policies
- Be able to provide general advice and guidance on self-management, health promotion, health improvement and prevention strategies to individuals and groups
- Be able to consider the mental and physical care and support needs throughout any intervention whilst promoting independence and using an enabling approach
- Act as an advocate for the patient where necessary and have the skills to deal with emotional or adverse behaviours from patients and carers
- Exercise personal duty of care in the safe handling personal belongings and valuables
- Maintain and manage accurate and concise paper based and electronic patient records in line with professional and local standards and maintain activity data in accordance with NHS Western Isles requirements
- Acknowledge diversity of individuals, respecting rights, privacy and confidentiality
- Supervise and monitor the safe use of equipment and aids to daily living in order to promote patient safety and the effective and efficient use of resources
- Promote and maintain good relationships and an empathic approach to clients' carers and relatives
- Contribute to local and departmental clinical governance, improvement and quality agenda

### **Organisational Skills**

- Prioritise and manage own workload, including managing a delegated caseload
- Work in an effective and organised manner, demonstrating excellent time management and organisation skills to effectively deliver person-centred care

### **Health and Safety**

- Adhere to legislation, policies, procedures and guidelines, both local and national
- Ensure and maintain a safe working environment for patients and staff in accordance with health and safety regulations
- Promote health and safety maintaining best practice in health, safety and security
- Be responsible for the maintenance and cleanliness of equipment to ensure a safe working environment in accordance with health and safety protocols

### **Education**

- Participate in the induction and education of learners and other staff internal and external to the organisation
- Actively involved in supporting others to learn, for example for Level 2 or 3 healthcare support workers and undergraduate students

- Contribute towards developing a culture of learning and innovation, developing high quality learning environments
- Actively participate in reflective practice and CPD activities across the four pillars of practice (Clinical skills, Facilitation of Learning, Leadership and Service Improvement) for HCSW roles (NES Learning Framework)
- Participate in appraisal and personal development planning and continuous learning activities keeping an accurate record of all training and development activities

#### **Quality**

- Participate in audit and research in line with the local clinical governance agenda
- Share ideas and possible innovations to improve the quality of care
- Develop an awareness of the quality improvement approaches and contribute to quality improvement projects within the workplace

### **9. DECISIONS AND JUDGEMENTS**

- Work will be carried out under the guidance of the Registered Nurse / Qualified Practitioner
- The post holder will be expected to work independently and exercise initiative when providing patient care within agreed parameters and guidelines
- The postholder will prioritise the delegated caseload, organising and planning to meet service and service user needs on a daily basis
- Ability to recognise change in patients' condition, work or care environment and reporting as appropriate to Registered Nurse / Qualified Practitioner
- Work review and formal appraisal of performance will be carried out by the designated Registered Nurse / Qualified Practitioner

#### **Freedom to Act**

Follows procedures and treatment plans, may work alone, directed and supervised by a Registered Nurse / Qualified Practitioner

### **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

The post holder will:

- Work with a diverse clinical / technical caseload on a daily basis
- Undertake a physically and mentally demanding job whilst safeguarding own and service user's health and safety
- Emotional demands of the job, supporting people of all ages, and their families and carers as they face life threatening illness, death and bereavement. Balance complex demands and prioritise workloads timeously
- Involve and encourage patients to follow treatment plan and dealing with emotional aspects of care
- Have the ability to recognise changes in patient's condition and when to refer to Registered Nurse / Qualified Practitioner
- Ensure patient safety at all times

## 11. COMMUNICATIONS AND RELATIONSHIPS

The post holder will:

- Establish and maintain relationships based on mutual respect, communicating on a regular basis with the patient, their relatives / carers, the multidisciplinary team and external agencies involved with the provision of care including local authority / social work and specialist nurses
- Work effectively as a member of a multi-disciplinary team in providing a range of care / technical interventions
- Act appropriately during complex and challenging interactions with patients / clients
- Demonstrate sensitivity, confidentiality and respect when dealing with patients and / or patient information
- Demonstrate tact, diplomacy, and manages barriers to understanding in an appropriate way i.e. sensory impairment, learning difficulties and language barriers
- Report changes in patient condition / service delivery to the appropriate member of staff
- Provide accurate progress and activity reports
- Promote social inclusion and diversity of individuals respecting rights to privacy and confidentiality

## 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

### **Physical Skills:**

- Removal of cannulation needles / venflons
- Vital signs
- Stoma and breast care
- Cardio-Pulmonary Resuscitation (occasional)
- Attaching leads of monitoring equipment to patient (occasional)
- Safely manoeuvre wheelchairs, trolleys, beds and other equipment
- Safely support patient mobility
- Preparation of patients for tests / procedures
- Collection of medical / nursing notes and case notes
- Collection and preparation of specimens
- Assist with patient positioning
- Application of simple dressings (occasional)
- Removal of wound dressings (occasional)
- Provision of personal care to patients (occasional)
- Screening on admission / discharge (repeated occurrence)
- Collection of specimens

### **Physical Demands: Several times per shift, long periods over 20mins repeated occurrence, intense predictable**

- Driving over extensive geographical areas sometimes on poor roads, in diverse weather and using ferries. Patient movement with and without use of mechanical aides, manoeuvre patients (occasional)

- 8B Push trolley's, wheelchairs, beds, patient's lockers
- 9B sitting for the majority of shift
- Daily and weekly general housekeeping of departments.
- Moving quickly from task to task in response to needs of patients and nursing team
- Assisting with clinical procedures

**Mental Demands: Frequent concentration. Several times per shift, long periods over 20mins, intense, Work pattern predictable/unpredictable**

- Concentration when operating specialised equipment
- Concentration required when undertaking clinical and personal care for patients
- Predictable / unpredictable work pattern depending on area of work
- Interruptions e.g. telephone, colleagues,
- High volume throughput of patients
- Accurate record keeping of weight charts, food record charts, event diary and observation charts
- Concentration required when dealing with patients via telephone.

**Emotional Demands: Several times per shift. Repeated occurrence, predictable, long periods over 20 minutes**

- Communicating with distressed / anxious / worried patients / relatives
- Caring for the terminally ill / end of life care
- Caring for patients following receipt of bad news
- Dealing with patients with challenging behaviour
- Dealing with people with sensory impairment
- Care of the patient after death (variable)
- Occasionally managing aggressive patients (variable)
- Caring for patients with special needs e.g. learning disability (variable)
- Supporting patients awaiting diagnosis, recently diagnosed
- Caring for families / carers following sudden / unexpected death of patient
- Caring for patients / families and carers faced with delays in commencing planned treatments
- Assisting with caring for acutely ill patients
- Assisting with caring for critically / acutely / chronically ill patients
- Supporting patients during procedures

**Working Conditions: Several times per shift, long periods over 20mins, repeated and frequent occurrence**

- Exposure to body fluids, faeces, emptying bed pans/urinals, catheter bags (occasional)
- 10B Exposure to blood and blood products due to high volume sampling and treatments
- Shift patterns - day
- Cramped working conditions, large volumes of patients, portering chairs
- Exposure to portable X-rays (occasional)
- Changing environmental temperature (seasonal change and heat generated by electrical equipment)
- Exposure to and compliance with substances hazardous to health guidance
- Driving over long distances to support patient care and occasionally in adverse weather conditions

### 11B13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- Can evidence previous experience and/or consolidation of practice as a Senior Healthcare Support worker and/or has the appropriate skills and knowledge
- Demonstrates the depth of understanding and ability required to participate in the planning and implementation of person centred, evidence-based care, under the direction and supervision of healthcare practitioners
- Can evidence previous experience of working in cancer and palliative care environment
- Relevant qualification at SCQF level 7, e.g., Certificate of Higher Education in Healthcare Practice
- Evidence of Maths / Numeracy at SCQF level 5 as well as Literacy / English / Communications qualifications at SCQF level 6 would be desirable
- Effective communication skills, written, verbal and non-verbal
- Ability to work autonomously with individuals and groups in a range of settings
- Knowledge and understanding of holistic health and of common disease, illness and healthcare systems gained through accredited learning or vocational healthcare experience
- IT literate
- 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 Learn pro/ Turas modules

*\*(The SVQ level has been now replaced with the SCQF level)*

### 12B14. STANDARD ELEMENTS

#### STANDARD ELEMENTS

##### **Confidentiality**

**Comply with all approved NHSWI Policies and Procedures.**

**Comply with NHSWI Communication Strategy and Media Strategy.**

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

##### **Health and Safety:**

**Assist in maintaining own and others' health, safety and security.**

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

**Ensure own actions support equality, diversity and rights.**

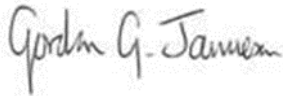
This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

**15. 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:09.04.2024

## NHS WESTERN ISLES - PERSON SPECIFICATION GUIDANCE

**Job Title:** Macmillan Assistant Practitioner

**Department:** Macmillan

**Location:** Community

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> <li>• Previous experience as a senior HCSW</li> <li>• Experience of working in cancer &amp; palliative care</li> <li>• Demonstrates the depth of understanding and ability required to participate in the planning and implementation of person centred, evidence-based care, under the direction and supervision of healthcare practitioners</li> <li>• Comply with the national mandatory Induction Standards for Healthcare Support Workers in Scotland 2009, and with the Code of Conduct for Healthcare Support Workers</li> </ul>	
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<ul style="list-style-type: none"> <li>• Relevant qualification at SCQF level 7-8 eg. Certificate of Higher Education in Healthcare Practice</li> <li>• Completion of Core and role mandatory Learn pro/ Turas modules</li> <li>• Completion of mandatory training i.e. Moving &amp; Handling, CPR &amp; Fire</li> </ul>	<ul style="list-style-type: none"> <li>• Achieved Maths / Numeracy at SCQF level 5 as well as Literacy / English / Communications qualifications are required at SCQF level 6</li> </ul>

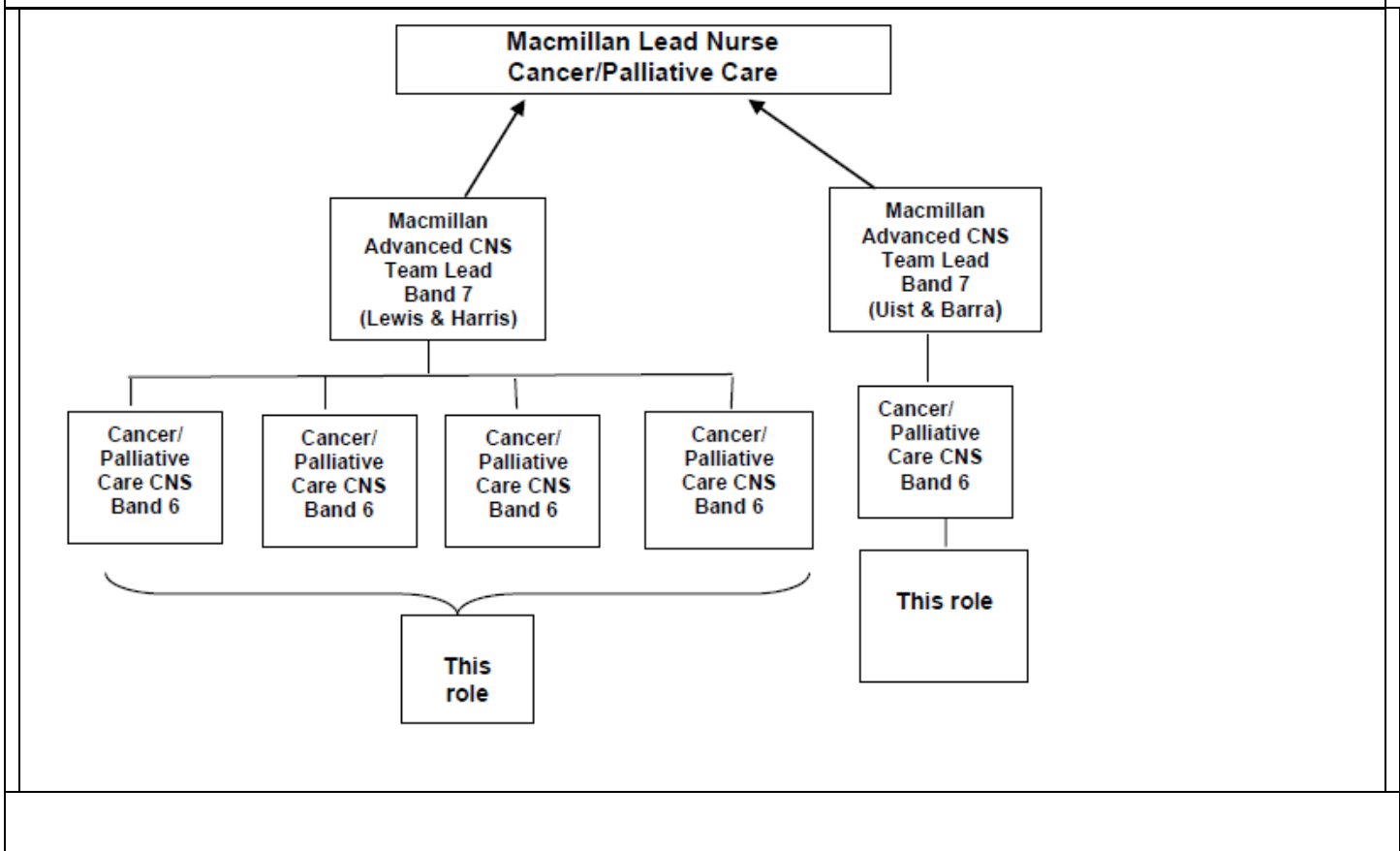
<p>KNOWLEDGE AND SKILLS</p>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of holistic health and of common disease, illness and healthcare systems gained through accredited learning or vocational healthcare experience</li> </ul> <p>Effective written and verbal communication, literacy, numeracy skills.</p> <p>Good observation skills and recognition of the importance of reporting.</p> <p>IT literate</p>	<p>Ability to perform patient observations e.g temperature, pulse, blood pressure</p> <p>Able to perform venepuncture</p> <p>Ability to perform ECG</p> <p>Simple wound management skills</p> <p>Familiar with record keeping and clinical systems</p>
<p>DISPOSITION</p>	<p>Ability to work autonomously with individuals and groups in a range of settings</p> <p>Willing to learn new skills and participate in training opportunities.</p> <p>Kind, caring and compassionate</p> <p>Non judgmental</p> <p>Good time management</p>	
<p>OTHER</p>	<p>Willing to work flexible hours e.g.: unsocial hours, weekends to meet departmental needs.</p> <p>Willing to work in other ward areas as demand dictates.</p>	<p>Gaelic speaker</p>

1. JOB IDENTIFICATION	
Job Title:	Healthcare Support Worker ( Lewis & Harris)
Band:	3
Hours:	37
Responsible to	Macmillan Team Lead
Department(s):	Macmillan Team
Operating Division:	Specialist Nursing
Job Reference:	
No of Job Holders:	1
Last Update (insert date):	May 2024

2. JOB PURPOSE
<p>This role will work as part of the Macmillan Team and cancer services in supporting a single point of contact for patients with suspected cancer through to diagnosis, treatment and ongoing care.</p> <p><b>N.B In the event of NHS Scotland being placed on an ‘Emergency Footing’ and or NHSWI declaring a ‘Major Incident’, or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.</b></p>

3. DIMENSIONS
<ul style="list-style-type: none"> <li>• Support a single point of contact service for people with a suspected or diagnosis of cancer</li> <li>• Based in Balivanich Clinic, Benbecula with the Macmillan Team</li> <li>• Hospital and Community Service</li> <li>• Service currently works Monday – Sunday, 0830-1630</li> </ul>

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The Macmillan Team provides a specialist service in both the hospital and community environment to patients, carers and families where there is a diagnosis of cancer and/or palliative care across the Western Isles.

The aim of the service is to provide a specialist cancer/palliative care service for patients, their families/carers and members of the multiprofessional team within both the acute and community care setting by promoting and managing the complexities in the symptomatic and psycho-social well being of patients and their families/carers.

As an integral part of the multi-professional team the aim is to support clinical practice and service development for those with a cancer diagnosis.

The post holder acts at all times within the requirements of the NHS Western Isles policies and procedures.

## 6. KEY RESULT AREAS

Have a single point of contact for discussing questions or anxieties related to their clinical care from the point of diagnosis and where appropriate improve communication during the diagnostic process  
i.e. longer/more complex pathways, particularly when delays occur

Patients receive timely and accurate advice on their appointments, tests and results where appropriate

Have the chance to discuss what non-clinical support may be available for them and their family, following a cancer diagnosis

Support an understanding of their treatment plan and expected timelines for treatment delivery

Support patients with self management of their condition and ability to access available services as appropriate during and after discharge e.g. Managing diet, exercise, fatigue, symptom management etc.

To carry out a range of clinical duties with minimal / no supervision, adopting a holistic approach including clinical and psychological wellbeing, including for example, blood pressure monitoring, oxygen saturation levels, body temperature, pulse rate and respiration rate, glucose monitoring, venepuncture, cannulae removal collection and testing of urine samples / faecal samples / sputum samples and wound swabs ensuring delivery of high quality patient care at all times. NB: this list is not exhaustive and will vary depending on area of work.

To reorganise/reprioritise own workload according to patient need and service needs without direct supervision.

To co-operate with and maintain good working relationships with both the multidisciplinary team and other Healthcare and Social Care professionals.

Have an empathetic approach to patients, carers and relatives, answering any queries, suggestions or concerns they may have where possible, referring them to a Macmillan Nurse or other agencies where appropriate.

To maintain up to date written and electronic records and reporting and escalating as required, informing the Macmillan Nurse of any changes or outcomes of clinical interventions undertaken including any observed change in the patient's condition. Recording any changes / treatments administered/action taken to comply with local, Professional and Health service standards. Maintain patient confidentiality at all times

To be responsible for ensuring personal ongoing training as required, ensuring skills/competencies are maintained.

To participate in clinical audit of services provided to ensure evidence based practice is identified and implemented.

To support NHS Western Isles values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.

### 7a. EQUIPMENT AND MACHINERY

The post holder will be expected to be responsible and knowledgeable in the safe use of all clinical and non clinical equipment used within the area ensuring this is checked and maintained and where problems are identified these resolved so that all equipment is fit for purpose.

The following are examples of equipment which will be used when undertaking the role

- Computer, Laptop, iPad
- Telephone for internal and external communication.
- Photocopier
- Medical equipment- blood collection systems, blood pressure and temperature monitoring systems, Glucometer

This list is not exhaustive

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided.

### 7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- Telephones including answering machine checking service
- Use of virtual technology e.g. Teams, Attend Anywhere
- Maintenance of patient records in accordance with NHS Western Isles standards including electronic records
- Complete monthly mileage and shift returns
- Utilise computerised systems to support practice e.g. MORSE, SCI-Clinical, Email, results reporting
- ordering stores and supplies
- eLearning modules – personal development
- Intranet and internet – access to policies

**Note:** New systems may be introduced as the organisation and technology develops, however training will be provided.

## **8. ASSIGNMENT AND REVIEW OF WORK**

The post holder will work in conjunction with the Macmillan Team and wider MDT to plan and organise their workload dependant on the needs of the service.

The post holder will receive their work review and annual appraisal from the Macmillan Team Lead.

## **9. DECISIONS AND JUDGEMENTS**

Uses own initiative to assess patient condition, pertaining to both the emotional and physical needs, making recommendations to changes to care plan with the Macmillan Nurse to improve outcomes within the bounds of existing knowledge and skills.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Undertaking a physically, mentally and emotionally demanding job whilst at the same time taking care to safeguard their own health and safety as well as those of colleagues and patients.

Maintain high standards of patient care within defined resources.

Working with patients who may be distressed, anxious, or terminally ill or have cognitive impairment and communication problems.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

The post holder will communicate on a regular basis with the patient, their relatives, the multidisciplinary team, internal and external agencies involved with the provision of care using effective verbal, non verbal and written communication.

Will communicate proficiently with regards to planning, implementation and review of workload. Requires communicating effectively with patients who may be distressed / worried or anxious.

Communicate with the Macmillan team regarding any patient care concerns and their personal development needs.

## 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

### **Physical Skills**

Venepuncture.  
PC skills.  
Manual handling skills.

### **Mental Demands:**

Maintaining high levels of patient interaction on a daily basis and concentration required

Maintaining high levels of concentration on a daily basis when checking documents/case notes and documentary observation whilst subject to interruptions from patients/relatives/team members.

Ability to deal flexibly with frequently changing situations and unpredictable events prioritising demands of clinical and non-clinical workload.

Constant awareness of risk factors.

### **Emotional Demands:**

Communicating with distressed, anxious, worried patients/relatives/carers and supporting patients/relatives/carers following receipt of bad news.

Caring for patients who are terminally ill or have a progressive illness. Supporting new staff and learners.

### **Environmental:**

Potentially working in conditions, which involve exposure to bodily fluids including sputum, vomit, urine, faeces, open wounds and exudates.

Potential exposure to episodes of verbal and physical aggression from patients / relatives / carers

### **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

SCQF Level 7 in Healthcare related subject with previous experience working in a healthcare setting. Effective written and verbal communication skills.

Ability to work with people and as part of a multidisciplinary team.

Ability to show initiative, take responsibility and work without supervision on a daily basis. Organisational and time management skills

Current driving licence and access to a car for work purpose

## 14. STANDARD ELEMENTS

### STANDARD ELEMENTS

#### **Confidentiality**

#### **Comply with all approved NHSWI Policies and Procedures. Comply with NHSWI Communication Strategy and Media Strategy.**

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

#### **Health and Safety:**

#### **Assist in maintaining own and others' health, safety and security.**

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

#### **Ensure own actions support equality, diversity and rights.**

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

## 15. 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:

Date:

Head of Department Signature:

*Gordon G. James*

Date: 22.05.2024

## Person Specification

Job Title: Healthcare Support Worker

Dept: Macmillan

Factor	Essential	Desirable	Measure
QUALIFICATIONS, TRAINING	SCQF Level 7 in Healthcare related subject		Application form
EXPERIENCE,	Previous experience working in healthcare setting		Application form and interview
SKILLS, KNOWLEDGE AND APTITUDE	Effective written and verbal communication skills  Ability to work with people and as part of a multidisciplinary team	Ability to show initiative, take responsibility and work without supervision on a daily basis  Organisational and time management skills	Application form and interview
OTHER	Full, current driving licence Available vehicle for work use		Application form and interview

# A Place to Live

The quality of life in the Western Isles, particularly for those with families, is outstanding: a safe space to bring up children, stress-free commutes with jaw-dropping views, and the opportunity to stroll along our pristine beaches or explore our dramatic scenery on your days off.

Community spirit is at the heart of the Western Isles. It is close-knit and welcoming, residents are proud of the place where they live and are keen to support young and old. The islands have a strong cultural identity stemming from their distinctive history.

Although the islands are remote, you can still keep connected with the wider world. There are frequent transport links to the mainland via ferries and three island airports – Barra, Benbecula, and Stornoway. The Air Discount Scheme (cheaper flights for islanders) and Road Equivalent Tariff (subsidised ferry fares) ensure transport is affordable. High-speed internet is widely available and allows islanders to stay connected globally.

Local Primary and Secondary Schools provide high quality education with the opportunity to learn through the Gaelic language. There is a network of excellent sport and leisure facilities in the Western Isles with annual cultural festivals and venues with live entertainment.

Key worker housing can be applied for through Hebridean Housing Partnership.

## Useful Information

[cne-siar.gov.uk](http://cne-siar.gov.uk) Comhairle nan Eilean Siar (Western Isles Council - for more information on Schools, leisure and culture)  
[visitouterhebrides.co.uk](http://visitouterhebrides.co.uk) (for more information on our islands and what to see and do)

## A Place to Work

NHS Western Isles employs over 1000 staff over a number of sites, including:

- Ospadal nan Eilean Siar (Western Isles Hospital), Stornoway
- Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital), Benbecula
- St Brendan's Hospital, Barra
- A number of GP and Dental Practices across the island chain
- A variety of community-based health services

Being part of a smaller team with a flat management structure provides the opportunity to widen your experience and be involved in a range of planning and decision-making that you might not otherwise experience in a larger setting. Our patients are our community, and there is opportunity to contribute to multi-disciplinary and holistic care to patients and families across healthcare settings.

Support and development are central to NHS Western Isles' ethos, and this involves working in partnership with the University of the Highlands and Islands, NHS Education for Scotland, and other higher education institutions. Our Professional Practice and Learning team will support and advise you on your learning journey. Many opportunities can now be accessed remotely through online learning. Regular clinical training is available and scenario-based learning is available in our recently-installed sim lab.

The Western Isles has a range of employment opportunities in the public and private sector for those that are relocating as a family. Please contact us and we can direct you to vacancies that might be suitable.

All staff are valued equally and we welcome and encourage those from diverse backgrounds to come and work for us.



# NHS WESTERN ISLES BENEFITS

## Pay

The NHS pay system is known as Agenda for Change (AfC) which applies to all staff excluding medical, dental and executive level managers.

The benefits include a standard working week of 37 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

Distant Islands Allowance is paid to all staff who live in the Western Isles. This is currently £1,279 per year.

## Annual Leave

Annual leave entitlement is 27 working days, rising to 29 working days after 5 years' service and 33 days after 10 years' service. In addition to this, you are entitled to 8 statutory public holidays every year.

## Work-life balance

We understand that balancing work and home commitments can sometimes be difficult.

### Our policies offer:

- Flexible working including home working
- Paid parental leave
- Paid carer leave
- Paid bereavement leave
- Occupational sick pay scheme

## Wellbeing

We recognise that your mental and physical wellbeing is important and we aim to support you in the workplace.

We have a 24-hour confidential helpline to support you and your family through any of life's issues or problems. This includes counselling, family issues, bereavement, financial wellbeing, relationship advice, legal information and more.

## NHS Pension Scheme

All new employees will automatically be enrolled in the NHS Pension Scheme, or if you are an existing member your membership will continue.

### Key features

- Benefits accrued on a Career Average Revalued Earnings (CARE) basis.
- Normal pension age the same as your State Pension Age.
- Pension accrual rate of 1/54th of pensionable earnings each year.
- Valuable death benefits for your dependents.
- Option to take part of your pension and continue working.

Further information on the benefits of the scheme, can be found at [sppa.gov.uk](http://sppa.gov.uk).

## Travel & Transport

We participate in the Cycle to Work scheme, enabling you the opportunity to buy a bike tax-free.

Those who need to travel a lot for work will be eligible for a leased car.

## Right to Work in the United Kingdom

We will support those that are eligible for a certificate of sponsorship to apply for a work visa. Candidates who require a Certificate of Sponsorship can access further information on the UK Border Agency's new points based system that now governs the way individuals from outside the EEA can work in the UK at [bia.homeoffice.gov.uk](http://bia.homeoffice.gov.uk).

