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#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Senior Health Care Support Worker    Responsible to: Senior Charge Nurse  Professionally  Accountable to: Senior Charge Nurse  Department : Burnock Ward  Directorate: East Ayrshire Health & Social Care Partnership |

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| 2. JOB PURPOSE |
| The Senior Health Care Support Worker (HCSW) works as part of the multidisciplinary team carrying out a range of personal care activities, clinical care tasks and other duties as delegated by and in support of a Registered Nurse.  Support and supervision is provided by the Registered Nurse.  In partnership with the Registered Nurse the Senior HCSW will review the patient’s individual care plan and will competently perform the necessary aspects of care, within their scope of clinical practise, for the patient as per the individual care plan to ensure delivery of a high standard, recording care delivery and reporting back to the Registered Nurse. |

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| **3. DIMENSIONS** |
| . The unit is a 24 bedded single room accommodation. The post holder will work within Health & Social Care Partnership, based at East Ayrshire Community Hospital, employed by Ayrshire & Arran Health Board. The unit provides sub-acute care, palliative care and rehabilitation. The postholder will be responsible for providing personal care to patients and reporting any changes to registered nurse. |

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| 4. ORGANISATIONAL POSITION |
| The structure chart for the specific ward / department / team can be appended |
| Senior Charge Nurse  Deputy Charge Nurse  Registered Nurse    Senior HCSW  HCSW |

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| 5. ROLE OF DEPARTMENT |
| The overall role of the department is to meet the needs of patients requiring medical services, including physical, psychological, social and spiritual needs.  The department operates as an integral part of the healthcare directorate promoting patient centred services, in line with local and National strategies, developments and priorities involving patients, carers, families sand the community in general in the provision and delivery of integrated quality services.  Working collaboratively the department assesses, plans, implements and evaluates individualised programmes of care.  The department works to promote a culture of openness and honesty and provide a learning and stimulating environment where staff can flourish. |

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| KEY RESULT AREAS |
| May require to work with minimal or no supervision, depending on work area, to support patients to follow a specific care plan, reacting to patient needs, adopting a holistic approach to the delivery of care. A Registered Nurse will be available for guidance/support.  Assist patients with activities of daily living, this includes all the fundamentals of care including assisting with mobility and positioning, washing / bathing and dressing, eating / drinking and oral hygiene, elimination.  Performs a range of clinical tests\* relevant to the ward / department / team (including urinalysis testing, nutritional screening, MRSA screening, BMI measurement, FOB testing, taking blood pressure, pregnancy testing), record the results, in relevant patient documentation and reports result to the Registered Nurse or other healthcare practitioner;  and / or  Performs a range of clinical care tasks\* as directed by the Registered Nurse relevant to the ward / department / team (including examples from the appended list which is not exhaustive) as defined in the care plan and reports any patient related issues to the Registered Nurse.  Report and escalate to the Registered Nurse any observed changes in the patient’s physical and psychological condition and / or needs and / or any deviation from normal recordings when carrying out clinical tests / observations.  Participates in maintaining up to date written and electronic records relating to participation in care giving and to participate in local audit processes as appropriate.  Undertakes routine and regular checks on the condition and cleanliness of equipment, ensuring relevant equipment is clean, in good working order and report any equipment issues to the registered nurse.  Escorts patients (off ward / out of the hospital / in community environments) in line with the NHS Ayrshire and Arran escort policy and assists with the safe transfer of patients between wards / departments or into discharge arrangements.  To communicate / liaise with and maintain good working relationships with both the multidisciplinary team and other Healthcare and Social Care professionals to ensure high standards of patient care.  To have an empathetic approach to patients, carers and relatives when dealing with questions and enquiries including providing information on the patient’s condition, responding to suggestions or complaints and where necessary referring them to the registered nurse.  Provide support to and assist the Registered Nurse and where appropriate other members of the Clinical Team as required.  Ensure that patient's property and valuables received for safe keeping are kept secure and that the appropriate documentation is completed as per NHS Ayrshire and Arran policy.  Share responsibility for the monitoring of stock levels and supplies and carry out delegated housekeeping duties to support the smooth running of the ward / department or team and to promote the effective and efficient use of resources.  To comply with NHS Ayrshire and Arran’s policies and procedures, guidelines and protocols to ensure safe working practices for self, patients and colleagues.  To maintain patient confidentiality at all times and to follow information governance policies and procedures.  To be aware of potential risks within the ward / department / care environment, to assess and escalate any faults to the Registered Nurse to ensure the health and safety of patients, staff and all other people present in the area.  Participate in personal development activities, including completion of / adherence to the Healthcare Support Worker Standards, appraisal and PDP, to maintain and develop new skills and personal growth in the workplace through relevant education and training.  Assist in supporting new staff through period of induction and probation.  To demonstrate NHS Ayrshire and Arran’s values of quality, teamwork, care and compassion, dignity and respect and openness, honesty and responsibility through the application of appropriate behaviours and attitude. |

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| 7(a) Equipment and Machinery |
| The following are examples of equipment which may be used when undertaking the role:  Manual Handling equipment:  Stand-aid, full body hoist, bath hoist, glide sheets, pat slide, banana board.  Various walking aids, raised toilet seats, electric bath, electrically controlled chairs, wheelchairs, trolleys, specialist seating and pressure relieving equipment.  Clinical Equipment  Range of clinical equipment aligned to the clinical tests and clinical tasks being performed. This may include blood pressure monitor, glucometer, drip stands, flowtron boots.  Communication aids :  Telephone, computers.  Other:  Televisions, ice machine, nurse call system, weighing scales, height measurement tool, specialist mattresses, bed pan washer.  This list is not exhaustive.  **Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided. |
| 7(b) Systems |
| The following are examples of systems which will be used when undertaking the role, where applicable and under the direction / supervision of a Registered Nurse:   * TRAK or other electronic systems for the maintenance of patient records & recording of Risk Assessments * PECOS for ordering stores and supplies * ORSOS for inputting theatre utilisation and patient information * DATIX for recording incidents / near misses * 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. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Workload is allocated by the Registered nurse at the start of each shift and supervision is available throughout the shift.  The post holder will receive their work review and annual appraisal from the Registered Nurse. |

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| 9. DECISIONS AND JUDGMENTS |
| Prioritise, plan and deliver allocated workload. May be required to work without direct supervision, using own initiative, operating within the parameters set in policies, procedures and guidelines with guidance from the Registered Nurse available at all times.  Accept delegated tasks from the Registered Nurse, the Senior HCSW is accountable for delivering the task and for highlighting any concerns about undertaking the task.  Within the scope of the role, can demonstrate the ability to observe, acknowledge, recognise and escalate changes in patient condition pertaining to both the emotional and physical needs and / or any deviation in clinical tests or results and report these to the Registered Nurse accountable for the patient’s care.  Assess situations and to consider the appropriate course of action including whether to manage the situation / enquiry independently or whether to refer to the Registered Nurse. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing competing demands on time, maintaining high standards of patient care within defined resources and escalate concerns to the Registered Nurse.  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.  Working with patients who may be distressed, anxious, terminally ill or have cognitive impairment and communication problems and / or dealing with a level of verbal abuse in the workplace.  Maintaining relevant skills and knowledge relevant to the workplace. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Promote and develop good working relationships with patients, staff and visitors and between the ward / department and other services.  The post holder will communicate and liaise on a regular basis with the patient, their family, carers and other significant people and the multidisciplinary team involved in the provision of care in a professional, caring and compassionate manner.  Use verbal non-verbal and written communication to a high standard, taking account of communication barriers e.g. where English is not the person’s first language, people with hearing difficulties etc. and communicate effectively to deliver person centred care at all times.  Communicate promptly and effectively with the Registered Nurse and other relevant professionals regarding the patient’s clinical condition / any deviation in clinical tests / workload pressures or other care concerns.  Communicate with other departments e.g. estates or procurement regarding resolution of local problems or to maintain stock levels.  Communicate with the Registered Nurse for advice regarding education and training issues relevant to patient management and personal development. |

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| 12. Physical, Mental, Emotional and Environmental Demands of the Job |
| **Physical** **-** The post holder will be provided with training in the use of range of equipment and be able to demonstrate manual dexterity in the use of equipment.  Manual Handing skills including safely manoeuvring patients, some of whom may be highly dependent, using wheelchairs and hoists.  Manual dexterity in the use of keyboard / PC, preparation and management the healthcare environment and equipment used.  Mobility throughout shift including bending, crouching and kneeling as well as standing and walking for long periods during each shift.  May be required to participate in resuscitation procedures at the direction of the Registered Nurse or other senior staff.  **Mental -** 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.  Maintaining high levels of patient interaction on a daily basis and concentration required when carrying out personal care tasks and / or observing patients’ conditions and when reporting any changes to the patient conditions to the Registered Nurse. Concentration required when checking clinical equipment whilst subject to frequent interruptions. Maintaining concentration when completing documentation or checking paperwork whilst subject to frequent interruptions from patients/relatives/team members.    Ability to deal flexibly with frequently changing situations and unpredictable events (e.g. falls, patient illness) prioritising demands of clinical and non-clinical workload.  Constant awareness of risk factors.  **Emotional -** The post holder will be exposed on a regular basis to the following emotional demands  Communicating with distressed, anxious, worried patients/relatives/carers and supporting relatives / carers following receipt of bad news.  Caring for patients who are terminally ill or have a progressive illness.  Supporting new staff and learners.  **Environment & Working Conditions**  Working in conditions, which involve daily exposure to bodily fluids.  Exposure to episodes of verbal and physical aggression from patients / relatives / carers on a daily basis (sometimes several times a day). |
| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRES TO DO THE JOB** |
| **Qualifications and experience:**  SVQ3 in Healthcare related subject and / or equivalent knowledge gained in a relevant area through experience, on the job training and/or short courses or appropriate competency to undertake role.  **Skills required**  Can demonstrate a range of core skills to competently undertake patient care and other tasks and activities.  Effective written and verbal communication skills.  Ability to work with people and as part of a multidisciplinary team.  Ability to show initiative and work without direct supervision as required, on a daily basis.  Organisational and time management skills.  PC skills.  **Knowledge required**  Training is provided to enable the Senior HCSW to 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.  Understands and complies with HCSW mandatory induction standards and code of conduct.  Completion and maintenance of statutory & mandatory learning activities.  Awareness, understanding and compliance of policies and practices e.g. Escort Policy, Prevention and control of infection and Health and Safety.  This post holder is able to work within the scope of their practice under direct and indirect supervision by the registered nurse (training will be provided).    Can demonstrate knowledge and competence of equipment used within the department to support the Registered Nurse and ensure that they are compatible and in good working order. Will escalate any concerns to a registered nurse.  **Training and personal development**  Completion of in house training programme as required.  Continues to develop knowledge and practice through a combination of instruction, on the job learning, attending teaching sessions and study days, where appropriate. |

**\* Clinical Duties & Tests**

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| **Patient Observations Recording** | **Specimen Collection & Testing** | **Wound observation & Management** | **Routine Screening** | **Other Clinical Duties** |
| Pulse Rate | including  point of care testing | Wound observation | Nutritional Screening MUST | Changing stoma bags |
| Body Temperature | Urine (urinalysis)  Faeces (FOB) | Simple dressings using sterile / non sterile techniques | MRSA Screening | Control and Restraint Procedures / Management of Aggression |
| Blood Pressure Monitoring | Collection, identification and dispatch to labs/ disposal of specimens | Cannulation & Removal of cannulae | Risk assessments within admission booklet | Assist in swab and instrument count with registered staff |
| O2 Saturation Levels | Sputum |  |  | Carrying out patient checklist on admission to department |
| Respiration Rate | Wound Swabs |  |  | Recording in patients notes |
| Blood Glucose Level Monitoring | Blood (venepuncture) |  |  | Recording in patient charts including care and comfort |
| BMI measurement |  |  |  | Participating in cohort rooms and one to ones |
| ECG recording |  |  |  |  |
| Patient Weights |  |  |  | Catheter care/emptying |