**Job Description**

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| **1. JOB IDENTIFICATION** | Job Title | Senior Health Care Support Worker |
| Department(s)/Location | NHST All Locations |
| Number of Job Holders |  |
| 1. **JOB PURPOSE**   As part of a multidisciplinary team the post holder will undertake a range of delegated clinical care duties under direction and or supervision (direct and indirect) of a Registered Practitioner or Level 4 Assistant Practitioner**.** Carry out assigned duties to maintain hygiene, order and safety within the environment specified in Section 4 below. | | |
| 1. **ORGANISATIONAL POSITION**   **(Please insert line management structure as appropriate)**  Senior Nurse  Senior Charge Nurse  Charge Nurse  Registered Nurse / Practitioner **Senior Healthcare Support Worker (This post)** Healthcare Support Worker | | |
| 1. **SCOPE AND RANGE**   To provide a high quality, safe and supportive environment in order to care for patients, carers, relatives and colleagues within Care Clinical Groupsto meet identified care needs. The post holder will carry out essential clerical and clinical support duties required within the multidisciplinary team to contribute to the provision of a person centred care.  The post holder may be required to provide care in the following types of environment:  **(Please specify locations / environments as appropriate)**   * Wards * High Dependency / Coronary Care Unit / Step Down Unit * Acute Admissions Unit – Medical and / or Surgical   The post holder has responsibility for:  **Staff Management/Supervisory Responsibilities:-**   * Support Registered Nurse / Practitioner colleagues in the orientation of new staff to the area * Support Registered Nurse / Practitioner in the delivery of patient / carer training and education * Demonstrates role responsibilities to new colleagues including healthcare Support Workers, students and bank / agency staff * Provide support and enable development of Band 2 level colleagues   **Budgetary Responsibilities:-**  Effective participation in dealing with supplies ordering, maintaining stock levels, patient’s valuables and use of equipment. | | |
| 1. **MAIN DUTIES/RESPONSIBILITIES**  **Care Delivery**  * Carry out assigned activities / interventions in delivering and supporting person centred care under the direction of a Registered Nurse / Practitioner colleague to ensure delivery of a high quality of person centred care * Provides patient support and basic advice re routine aspects of care guided by local and national policies and protocols * Carries out repetitive, routine and familiar care interventions during the working day. This may include but is not limited to e.g.   + Care and management of urinary catheters e.g., infection control, bag changing   + Care and management of stoma e.g., different types of stoma, stoma bag changing   + Understand principles and practice for promoting continence   + Knowledge and skill in pressure area care and wound care e.g. wound assessment and management appropriate to context of practice   + Assist with and / or perform routine investigations e.g. specimen/blood collection, ECG’s, patients observations   + Understands risk factors and can demonstrate the procedure for safe venepuncture / cannulation * Understand principles and practice for promoting continence * Knowledge and skill in pressure area care and wound care e.g. wound assessment and management appropriate to context of practice * Assist with and / or perform routine investigations e.g. specimen/blood collection * Understands risk factors and can demonstrate the procedure for safe venepuncture / cannulation * Co-operate with and maintain good relationships with other disciplines that are attending and treating clients to maximise care * Co-operate with and maintain good relationships with other disciplines that are attending and treating clients to maximise care * Maintain good relationships and an empathic approach to patients / clients’ / carers and relatives and refer them to a registered nurse for any questions they may have on the clients’ condition or for any suggestions or complaints that they wish to raise * Communicate both routine and complex / sensitive information to patients, carers, relatives and other health care professionals/services / agencies * Report observed changes in the clients’ physical / psychological needs to the registered nurse / practitioner and participate in maintaining accurate and up-to-date records to ensure effective communication * Chaperone patients as required in all areas of department to maintain the dignity of the patients and the integrity of the health care workers * Ensure all ward and patient areas are kept tidy and well stocked * Assist with patient familiarisation of the department * Encourage everyone to adhere to Infection Control Policies and ensuring clinical areas / department is kept clean, tidy and well stocked * Participate in quality improvement initiatives within the clinical area e.g. trials of new equipment and supplies * Participate in the promotion of health education of patients  **Health & Safety**  * Work within NHS Tayside policies and procedures to ensure maintenance of safe working practices for patients, colleagues and self * Employ safe working practices * Take appropriate action, in accordance with NHS Tayside policy, in the event of incidents, accidents or complaints involving patient, visitor, staff or equipment * Be aware of the need to clearly identify any patient before carrying out any procedure   **Resource Utilisation**   * Adhere to NHS Tayside procedures regarding the use of supplies and equipment in order to promote the effective and efficient use of resources. * Maintain stock levels of supplies to support the smooth running of the area as required e.g. check agreed stock levels and seek authority to order as required and place orders via NHS Tayside ordering systems i.e. PECOS * Participate in initiatives to reduce waste and make any cost savings within clinical area/department.   **Education**   * Educated to SCQF level 6 or 7 or equivalent. Participate in personal and career development plan to maintain skills and develop personal growth in order to maximise contribution to service delivery. * Be prepared or demonstrate willingness to undertake further training as maybe required to meet the needs of current and future service provision   **Quality**   * Acknowledge the diversity of individuals respecting their rights, privacy and confidentiality * Be aware of current developments and changes that are taking place within the patient care environment in response to research evidence. Participate in audits and be aware of clinical governance issues * Assist in the review and development of Patient Information leaflets as required * Support and contribute to departmental Standard Operating Procedures Policies, Patient Information leaflets and ensures junior colleagues and students/visitors follow departmental practice   The post holder will carry out the above duties, in any combination, for 100% of their working day moving frequently between tasks.  **Induction Standards & Code of Conduct**  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. | | |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**  * Communicates continuously with a wide range of health care and social care workers, patients and families utilising a wide range of media such as telephone, information technology, verbal and written communications overcoming barriers to communication e.g. clinical conditions, sensory impairment. * Establish and maintain relationships based on mutual respect, communicating on a regular basis with the patient/relatives/multidisciplinary team and external agencies (where appropriate) involved in the provision of care. * May need to negotiate with staff in different teams who require his/her help. * May need to sensitively diffuse tense situations caused by anxious patients or respond to complaints made by patients or members of the public. * The post holder will require excellent interpersonal skills to enable him/her to communicate in a clear, sensitive and empathetic manner with patients and carers, recognising that patient anxiety may impair their ability to absorb the information given. | | |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE**   **JOB**   * Can evidence previous experience and/or consolidation of practice as a Support Worker or equivalent and can evidence an appropriate level of knowledge * At or working towards HNC at Level 7 or SVQ**\***/ PDA in healthcare at SCQF level 6 or 7, or equivalent experience working within a caring environment/role * At or working towards Maths / Numeracy at SCQF level 5 as well as English / Communications qualifications are required at SCQF level 6 * Completion of Promoting the Prevention and Control of Infection through cleanliness champions programme. * Knowledge of care and related procedures, and clinical observations. * Ability to work with people and as part of a multidisciplinary team, liaise effectively with MDT’s * Effective written and verbal communication skills. * Ability to carry out assigned tasks effectively in a busy environment. * Good information technology skills or willing to work towards this. * Competence in identified enhanced clinical skills / willingness to work towards e.g. vital signs, Venepuncture / cannulation, infusion devices, safe handling of cytotoxic substances and blood transfusion programme’s through short clinical skills courses and / or completion on ‘in house’ training / competency packages relevant to clinical area/department * Demonstrate use of own initiative as agreed by registered nurse / practitioner where appropriate. * Completion of mandatory training i.e. Moving & Handling, CPR & Fire * Completion of Core and role mandatory Learn pro modules   *\*(The SVQ level has been now replaced with the SCQF level)* | | |
| 1. **SYSTEMS AND EQUIPMENT**   The support worker will use, store and maintain the following types **(please add as appropriate)** of equipment in line with local policies and procedures.  **Information Technology:**   * E-mail/Internet/Intranet * Incident reporting via adverse incident management system * Local database systems * Laboratory vacuum system * Word processing * ICE * TrakCare * Ordering system i.e. PECOS   **Moving & Handling:**     * Mechanical aids (e.g. hoists, ambulifts) * Infusion stands * General manual handling equipment e.g. slide aids * Specialised Beds, Beds, trolleys, plinths * Wheelchairs/ Walking aids, specialised chairs, Dental 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 * Cryotherapy equipment * 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 pumps   **Treatments: (Stores, maintains and gathers 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 minor procedures i.e. skin surgery * Assisting with fine needle aspiration * Assisting with scopes, scoping procedures   **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. | | |
| 1. **PHYSICAL DEMANDS OF THE JOB**   **Physical Skills : Several times per shift , long periods over 20mins, intense predictable**   * Preparation, priming, connection and disconnection of all types of supportive therapy machines * Minor fault finding and manipulation of equipment in response to alarm states of infusion devices * Removal of cannulation needles / venflons * Vital signs * Stoma care (occasional) * Cardio-Pulmonary Resuscitation (occasional) * Attaching leads of monitoring equipment to patient (occasional) * Safely manoeuvre wheelchairs, trolleys, bedsand 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 (repeated occurrence) * Removal of wound dressings (repeated occurrence) * Provision of personal care to patients * Screening on admission/discharge (repeated occurrence) * Collection of specimens   **Physical Demands : Several times per shift, long periods over 20mins repeated occurrence, intense predictable**   * Movement of equipment, fluids and supplies between clinical areas/departments * Patient movement with and without use of mechanical aides, manoeuvre patients  Push trolley’s, wheelchairs, beds, patient’s lockersStand/walking for the majority of shift.  * Daily and weekly general housekeeping of clinical areas/departments. * Moving quickly from task to task in response to needs of patients and nursing team * Assisting with clinical and surgical 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 * Frequent interruptions e.g. telephone, colleagues, patients’ buzzers * 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. (variable) * Caring for the terminally ill/end of life care. (variable) * Caring for patients following receipt of bad news. (variable) * Dealing with patients with challenging behaviour * Dealing with people with sensory impairment * Care of the patient after death * Managing aggressive patients (variable) * Caring for patients with special needs e.g. learning disability (variable) * Supporting patients awaiting diagnosis, recently diagnosed (variable) * Caring for families/carers following sudden/unexpected death of patient. (occasional) * 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  Exposure to blood and blood products due to high volume sampling and treatments  * Shift patterns - day, night rotation * Cramped working conditions, large volumes of patients, portering chairs * Exposure to portable X-rays (occasional) * Exposure to cytotoxic agents (frequent) * Changing environmental temperature (seasonal change and heat generated by electrical equipment) * Exposure to and compliance with substances hazardous to health guidance | | |
| 1. **DECISIONS AND JUDGEMENTS**  * Assignment of work and supervision will be by the Registered Nurse/Team Leader * Planning own order of assigned duties within service * Recognising changes in patients conditions, work or care environment and reporting to the registered nurse or appropriate other healthcare individual * Work review and formal appraisal of performance will be carried out by the designated registered nurse * Demonstrate the ability to reprioritise unpredictable workload * May be required to deal with enquiries and other matters which are generally routine but is able * To refer to others non-routine enquiries and other matters. * Assist with appraisal of colleagues | | |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**  * Planning own order of assigned duties within service * Managing competing demands on time * Support patients to follow treatment plan * Ensuring patient safety at all times * Ability to rotate and function across clinical areas and environments to support service demands * Supervision of colleagues (e.g. HCSW , Students ) | | |