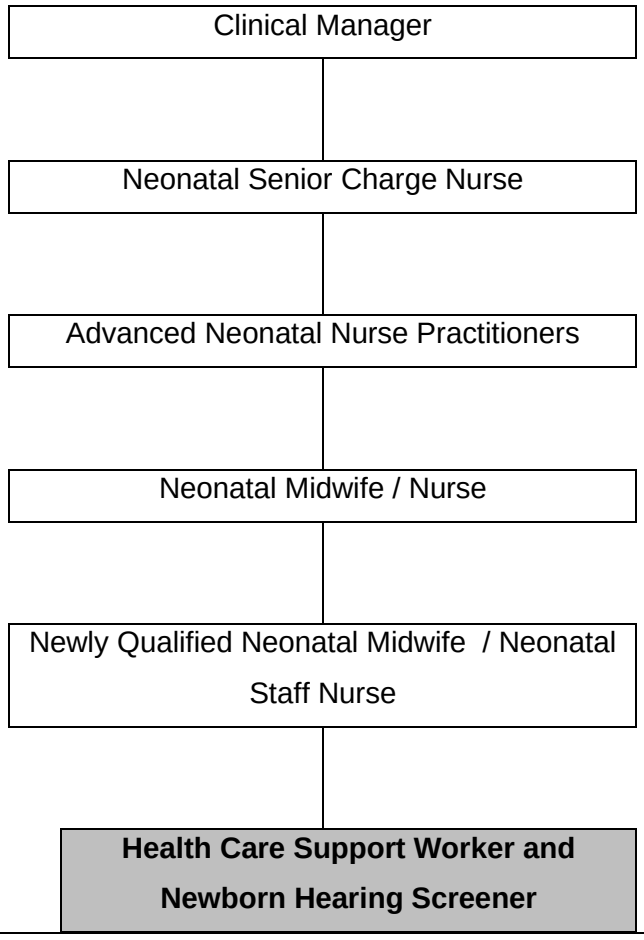
1. JOB IDENTIFICATION

Job Title:	**Health Care Support Worker & Newborn Hearing Screener**
Grade:	**Band 2**
Department(s):	**Neonatal Unit (base)**
Job Holder Reference:	**NEO010.20**
No of Job Holders:	**3**

2. JOB PURPOSE

- To assist members of the multidisciplinary team with the physical, emotional, social and spiritual aspects of care of babies and mothers in the Neonatal Unit
- To support partners and other family members
- To instruct mothers and their partners in aspects of baby care
- To provide a high quality Hearing Screening service in accordance with national and local guidelines
- To provide a Newborn Hearing Screening service to all newborn babies in Dumfries & Galloway.
- To work as part of a team to ensure the maximum number of babies has their hearing screening test within the first month of life

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

- The post holder is part of the core Neonatal team. The Neonatal Unit consists of 9 cots providing care for the sick Neonate. This also includes 2 Transitional care beds i.e. mother and baby rooming in
- Care is provided during the Neonatal period under the supervision of registered midwifery / Neonatal staff
- The post is primarily for the Neonatal Unit, but the post holder may be asked occasionally to work in other areas of the hospital
- The Hearing Screener will be expected to carry out Hearing Screening on newborn babies throughout the hospital setting as required
- To ensure a family friendly approach by providing a professional and caring attitude throughout the Screening process
- Document results and forward information to other health professionals
- The Screener may also be required to test in the community
- The Screener has a general responsibility towards maintenance of equipment, fixtures and fittings to ensure safe practice

5. MAIN DUTIES/RESPONSIBILITIES

- Prepares in-patient accommodation for admission of babies and mothers
- Provides personal care to babies e.g. baby bathing, changing nappies, preparing feeds, feeding babies by bottle, cup and naso-gastric, weighing babies, assisting mothers with breast feeding giving advice and support
- Checking temperature of baby, observing for any signs of infection and reporting same to Neonatal staff, comforting the fractious baby
- Teaching and supervising parents with basic baby care e.g. bathing and changing nappies
- Reports all information regarding mothers and babies to trained midwifery staff
- Records oral feeds and output in nursing documentation
- Escorts babies to other departments e.g. ultrasound and x-ray
- Orders and serves meals for mothers and makes snacks and drinks
- Assists with preparation for and during clinical procedures
- Summons appropriate assistance in emergency situations
- Attends local in-service training for adult life support, fire lecture, moving and handling, hand hygiene and Breast Feeding workshops
- Ensures a safe environment for babies and their families
- Answer telephone and relays messages e.g. from Unit staff and clinical teams
- Carry out clerical duties e.g. compiles case notes, files reports, photocopies and nursing documentation as required, along with monthly admission numbers
- Washes and prepares equipment after use, reporting any faults to trained staff and medical physics, following hospital procedures for decontamination of equipment prior to use

- Preparation of specialised equipment
- Daily housekeeping of clinical areas and trolleys, ensuring they are clean, tidy and well stocked e.g. clinical areas and patients coffee room
- Daily clothes washing e.g. baby clothes / parents bedding used in the Unit
- Sends and receives equipment for / from sterilisation, ensuring stock rotation and return
- Ensures safe disposal of clinical and non-clinical waste
- Orders weekly surgical stores, sterile, food and stationery supplies
- Weekly library book check
- Co-ordinates with clinics as and when required, assisting with procedures, weighing and measuring babies and documenting same
- Assist with emotional support of parents and other family members at time of illness and bereavement
- Provides mentorship for newly appointed and updating HCSW staff demonstrating the duties of the job
- Participate in own appraisal and take active role in professional self development
- Identification and organisation of babies requiring Hearing Screening
- To be aware of child protection issues and adheres to local protocols
- To communicate with Neonatal trained staff and Paediatricians re possible medical problems and risk factors that may affect the Hearing Screening outcome
- Ability to understand the rationale and recommendations for a hearing screen as part of gaining parental consent to undertake testing
- Safely handle the baby
- Communicate findings in a sensitive way
- Accurate data entry of all information onto the IT system
- Maintain stock levels and order leaflets etc as required
- Daily checks on equipment and weekly calibration checks
- Participate in team and service meetings as required
- Hearing Screeners will be expected to work on a flexible rota that will include weekend / night / bank holiday working
- To be familiar and comply with Health and Safety and Fire regulations

6. SYSTEMS AND EQUIPMENT

- Knowledge and preparation of specialised equipment used within the Neonatal Unit e.g. Incubators and monitoring equipment
- Basic computing skills
- Registering babies via Scottish Birth Record system
- Hearing Screeners will be responsible for day to day maintenance of Screening equipment
- Register babies via Scottish Birth Record / Badger / Topas system

7. DECISIONS AND JUDGEMENTS

- Work tends to be routine or on the request of trained staff in response to planned programmes of care or the individual needs of the babies or mothers and there is always a senior member of the nursing team on duty to supervise and assist with decision making
- To recognise their capabilities and limitations and work within them, seeking help as required
- Hearing Screeners will be expected to identify babies who require Screening and make decisions about when the optimum time to carry out the Hearing Screening working within documented guidelines and protocols
- Complete referrals to the audiology department for follow up Screening as indicated

- Judgements need to be made regarding baby's physical condition to screen or abandon screen as necessary
- Unlike many other Screening programmes, Hearing Screeners must interpret results and inform parents of the outcome immediately and arrange any appropriate follow up

8. COMMUNICATION AND RELATIONSHIPS

- Requires good communication skills
- Maintains confidentiality at all times
- Required to advise mothers and their partners regarding baby feeding and care
- Required to communicate with visitors
- Needs to clearly be able to obtain appropriate help in an emergency situation
- Needs to receive and communicate information over the telephone
- Required to communicate with all members of the multidisciplinary care team, reporting relevant information and responding to instructions
- regular contact with the midwifery community teams about home births, transfer into areas and babies missed in hospital
- Required to show empathy and support in times of illness and bereavement
- Give clear explanation to parents regarding the recommendation for a Hearing screen
- Work well within a small team
- Communicate findings in a sensitive way

9. PHYSICAL DEMANDS OF THE JOB

- Active job spending the majority of time standing or walking
- Bending and stretching required
- Able to move and handle equipment
- Ability to cope with the very warm environment on the Unit
- Frequent exposure to body fluids

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Responding to a Neonatal emergency. Required to communicate and act quickly to call for help from the qualified and medical staff
- Ability to support bereaved families

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

- To maintain and update skills, knowledge of procedures and policies relevant to the role
- No formal training is currently required for application to the post. However, staff in post are encouraged to pursue their own professional development and complete the HCSW standards
- Hearing Screeners will undertake on-line training programme for Newborn Hearing Screening
- Hearing Screeners will undertake annual development reviews identifying training needs for Hearing Screening
- Hearing Screeners will also be required to undertake mandatory training as per NHS Dumfries and Galloway policy
- Experience in handling babies is essential
- Ability to transport independently in areas where public transport is not possible may be required for some aspects of the job.

12. REVIEW OF WORK

- Annual appraisal by senior nursing staff
- Review of skills annually with SCN/Hearing Co-ordinator
- The Hearing Screener will be required to attend Screening review days and any other appropriate training, as identified through the annual appraisal

13. 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:	**Date:**
Director Signature:	**Date:**

NHS DUMFRIES AND GALLOWAY

PERSON SPECIFICATION

JOB TITLE: Health Care Support Worker – NEONATAL UNIT

ESSENTIAL	DESIRABLE
Qualifications Qualifications at Minimum Standard Grade Level or Equivalent	
Skills Computer Literate Good communication skills Baby handling skills	 Advanced keyboard skills Experience of the Newborn Hearing Screening Service
Experience Previous experience in a health care setting	 Previous Neonatal experience
Knowledge Knowledge of NHS Dumfries and Galloway Board policies Broad knowledge of IT applications used within	 Good understanding of a range of neonatal care provision in Scotland
Personal Characteristics Good interpersonal skills Caring and compassionate A flexible approach when asked to support other areas of the Trust Flexible approach to working patterns Ability to meet deadlines & work under pressure Ability to work as part of a team Confidentiality	