#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Senior Health Care Support Worker  Responsible to: Charge Nurse  Department: Ophthalmology Out-Patient Department  Directorate: Acute Services  Operating Division: General Hospitals Division |

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| 2. JOB PURPOSE |
| The post holder actively participates in the delivery of care for patients attending ophthalmology out-patient departments. The post holder provides essential support to senior ophthalmic support worker, registered nurses and charge nurse.  Direction and supervision comes from registered nurses and charge nurse within the Ophthalmology Out Patient Department.  As part of the multidisciplinary team, the post holder will utilise specialist ophthalmic skills in performing a wide variety of ophthalmic diagnostic tests, investigations and assisting with procedures following care pathways, to ensure effective patient flow throughout the department. |

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| **3. DIMENSIONS** |
| * The unit is a busy ophthalmic department which delivers care on an out patient basis. * The post holder will support the delivery of highly skilled and competent care with assigned workloads, involving direct patient care in accordance with local and national policies. * The post holder will work within the directorate of Acute Services Ambulatory Care and be employed by NHS Ayrshire and Arran. |

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| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| * The role of the department is to provide outpatient care for patients with ophthalmic conditions both in University Hospital Ayr and University Hospital Crosshouse. * Operates as an integral part of the Patient Services (Hospitals) Division, promoting patient centred services, based upon national and local strategies, taking account of the Divisions clinical, corporate and health care agenda. * The department works collaboratively, assessing, planning, implementing and evaluating individualised programmes of care. * The department works to promote a culture of openness and honesty, providing a learning environment where staff can develop skills and knowledge. |

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| 6. 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  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 patients 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. |
| 7a. EQUIPMENT AND MACHINERY |
| The post holder within ophthalmology out-patient departments requires to have working knowledge of, and be competent in a variety of highly specialised equipment.   * Ophthalmic equipment – to include but not exclusive to: Optical Coherence Tomography, Digital Imaging Systems, Ophthalmoscopes, Retinoscopes, Slit lamps, Tonometry, Auto refractor/Topographer, Pacymeter, Focimeter, Specular Microscopes, Ocular Response Analyser, Automated Gonioscopy, Ophthalmic lasers, Crosslinking Ultraviolet equipment. * General office equipment e.g. photocopier, shredder, scanner,telephone, printer and computers. * Venepuncture equipment, urine testing equipment, weight scales, height measures, oxygen cylinders/flow meters/masks, B.M.I, sphygmomanometer, stethoscope, blood glucose monitoring equipment, thermometers. * Use of wheelchairs etc on a frequent basis, which are required for the safe and effective moving and handling of patients * Procedure room trolleys.   This list is not exhaustive.  New equipment may be introduced as the organisation and technology develops, however training will be provided. |
| **7b. SYSTEMS** |
| * Daily maintenance and handling of patient records (paper based) * Patient Management System * Forum Clinical Network System * PC’s – Microsoft Teams * LearnPro * Intranet and internet- access policies * DATIX reporting system * Athena- Service Now, FM First * TURAS appraisal and personal development * Ordering systems for stores and supplies- PECOS * eLearning modules- personal development   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 |
| * Work will be assigned by the Charge nurse, deputy nurse or shift leader. * Tasks will be generated by activity within the department. * Work review and formal appraisal of performance will be carried out by the deputy charge nurse or charge nurse annually by TURAS. |

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| **9. DECISIONS AND JUDGEMENTS** |
| 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 |

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| 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 |

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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 eg 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. 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. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED 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 of equipment used within the department used in the role 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. |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |

**\* 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 |  | Assist in swab and instrument count with registered staff |
| O2 Saturation Levels | Sputum |  |  | Carrying out patient checklist on admission to department pre surgery / pre appointment |
| Respiration Rate | Wound Swabs  Eye swabs |  |  | Recording in patients notes |
| Blood Glucose Level Monitoring | Blood (venepuncture) |  |  | Recording in patient charts including care and comfort |
| BMI measurement | Pregnancy Testing |  |  | Participating in cohort rooms and one to ones |
| Patient Weights |  |  |  | Catheter care/emptying |

**Clinical Duties & Tests**

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| **Patient Observations Recording** | **Specimen Collection & Testing** | **Wound observation & Management** | **Routine Screening** | **Other Clinical Duties** |
|  |  |  |  | Specific ophthalmic assessments and testing |