NHS Grampian

**Job Description**

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| JOB IDENTIFICATION | Must be completed |
| **Job Title:** | Senior Health Care Support Worker (Children and Young people) |
| **Department(s):** | Combined Child Health |
| **Location:** | Day Case Unit, Royal Aberdeen Children’s Hospital |
| **Hours:** | 27 Hours per week |
| **Salary:** | £19,945 - £21,947 |
| **Job ref:** | PM015946 |

###### SECTION 2

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|  | **Job Purpose**  -  To work as part of the child health multi disciplinary team working ensuring that every patient receives high quality of care, delivered safely and effectively.  To care for patients delegated to them by a registered nurse. Assist registered nurses to implement nursing care activities within their individual department, working flexibly and professionally in order to be responsive to changing clinical scenarios and ensuring provision of care to meet patients’ needs. |
|  | **Organisational Chart**  Senior Charge Nurse  Band 7  Senior Staff Nurse  Band 6  Staff Nurse  Band 5  Health Care Support Worker  Band 3  Health Care Support Worker Band 2  Band 2 |

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| **1** | **Communication and relationship skills**  **Profile Statement:**  **Provide and receive information requiring tact or persuasive skills recognising barriers to understanding**  **Exchanges of factual information with patients using persuasion, reassurance, tact and empathy to help overcome these barriers. May deal with complex or sensitive information**  **Evidence**   * Frequent verbal communication throughout the day with children, their carers, nursing staff and the wider multidisciplinary team. Verbal communication could be face to face or over the phone. * Communicates the patient’s condition and care and issues relating to resources including staff and equipment. * Documents factual information accurately on the correct formal documentation, charts or electronic system in a timely manner * Adapts communication skills to meet the differing needs of patients and to overcome barriers to communication such as developmental age, physical, mental or learning disabilities, anxiety or confusion. * Practices and promotes confidentiality and dignity at all times. * Communicates effectively with patients and carers, ensuring their involvement in decision making regarding their care, where possible. * Demonstrate the ability to effectively listen to other points of view. * At times the post holder may have to deal with distressed, upset, angry or anxious children, parents and carers and handle such circumstances in a professional and caring manner demonstrating empathy and reassurance. * Use own judgement whilst observing patient’s condition, reporting any deviation from the planned care to relevant disciplines in a timely manner. |
| **2** | Knowledge, training and experience **Profile Statement:**  **Range of procedures and practices, base level of theoretical knowledge of care and related procedures and clinical observation. NVQ/SVQ level 3 or HNC in Child and Young People’s Health and Wellbeing or equivalent experience demonstrating understanding**  **Evidence**   * 2 years recent experience as a health care support worker or relevant NVQ/SVQ level 3 * Evidence of caring/working with children in a paid or unpaid capacity * Basic education, including English and numeracy at Standard Grade or equivalent * Recording vital signs on early warning charts and acting appropriately on observations * Admission process including documentation and necessary communications * Operates machinery used to measure vital signs * Transfer children and their carer to and from theatre or scans including when they have received a general anaesthetic or sedation * Knowledge and basic skills around wound care and dressings * Attends mandatory training as outlined by NHS Grampian policy * Maintains responsibility for own personal development under supervision of registered nurse. * Child protection awareness. * Basic skills to use information technology to operate such systems as e-KSF and Trak Care. * Ability to work independently and as part of a team |
| **3** | Analytical and judgemental skills **Profile Statement:**  **Judgements involving facts or situations, some requiring analysis. Assess child’s condition through basic test results, assess comfort of child and instigate emergency procedures.**  **Evidence**   * Plan and prioritise workload delegated by the registered nurse * Assist with patient care throughout the patient’s journey by supporting the multidisciplinary team. * Work is reviewed in conjunction with the registered nurse delegating the work. * Demonstrates ability to use own initiative but works under direct/indirect supervision of registered nurses. * Prioritise own workload, adapting flexibly to competing demands from various people. * Aware of protocol and procedures surrounding their role in the event of a fire and/or clinical emergency. * Communicate in a timely manner any alteration in child’s condition identified through observation/ early warning scores or other assessment. |
| **4** | Planning and organisational skills **Profile Statement:**  **Organise and plans own day to day work tasks or activities**  **Evidence**   * Demonstrate ability to take responsibility for own workload. * Effectively analyse, prioritise and organise delegated workload. * Demonstrate ability to use own initiative but working under the direct or indirect supervision of registered nurses. * Work with more junior/inexperienced staff/learners to enhance their understanding of nursing knowledge and care. |
| **5** | Physical Skills **Profile Statement:**  **Highly developed physical skills obtained through practice, accuracy important, manipulation of fine tools or materials. Good hand eye co-ordination required when using test equipment, taking blood, moving trolleys/ beds and wheelchairs.**  **Evidence**   * Much of the work entails physical work and manual handling skills should be updated annually * Required to assist children moving from one area to another (e.g theatre trolley to bed). * Requires good sight and hearing to be able to accurately observe patient condition. * Requires dexterity and good hand eye co-ordination to perform some of the duties * Perform and assist with cannulation and venepuncture. * Working conditions may involve working in awkward positions particularly when performing/assisting with venepuncture/cannulation * Assist with the general tidiness, cleanliness, disposal of refuse and used linen within the department. * Basic skills to use information technology to operate such systems as e-KSF and Trak Care. Required to read information on a computer screen and update information using keyboard and mouse multiple times during the day. |
| **6** | Responsibilities for patient/client care **Profile Statement:**  **Implement clinical care, care packages. Undertake a range of delegated clinical duties, records patient observations and collects specimens.**  **Evidence**   * Participate as part of the multi-disciplinary team providing skilled assistance to registered nurses, sharing in the delivery of a high standard of care for patients within their clinical area/department. * All patient care delegated by registered nurse who is available at all times to speak with child/carer, provision of higher level of nursing care * Provide children, young people, carers and their families with reassurance, ensuring they are warm and comfortable. * Admit patients to the department completing the relevant documentation. * Undertake clinical observations including monitoring the patient’s, respirations, pulse, oxygen saturation, temperature and blood pressure. * Accompany patients to and from theatre/scan prior to and following general anaesthetic or sedation. * Implement patient care packages as developed by the registered nurse. * Document all aspects of nursing care in patient’s records both written and electronic and ensure that these records are kept up to date * Actively participate and communicate as a member of the multi-disciplinary team, sharing in the delivery of high quality care. * Answer telephones and bleeps referring matters to senior staff as appropriate. * Practice and promote confidentiality and dignity at all times. * Assist with the gathering/preparation of resources for procedures. * Be aware of and assist with the prevention of cross infection, ensuring a clean and safe environment at all times. * Actively act as an advocate for the child/young person. * Collect and label specimens accurately. * Demonstrate ability to adapt to the variety of situations presented as a result of changing clinical and departmental scenarios. * Initiate appropriate emergency care. * Communicate effectively with children, young people, carers and families ensuring involvement in decision-making regarding their care. * Engage in specific play activities as appropriate to enhance the emotional health and development of the family * Actively participate in health promotion, health education and rehabilitation. * Demonstrate adherence to NHS Grampian/local policies and procedures. * Demonstrate up to date knowledge of relevant conditions and procedures |
| **7** | Responsibilities for policy and service development implementation **Profile Statement:**  **Follow policies in own role may be required to comment on them. May participate in discussions on proposed changes to ward procedures**  **Evidence**   * Demonstrate positive attitude to suggest changes in practice through the introduction of evidence based practice. * Participate in ward/unit reviews of policy or practice * Actively participate in departmental meetings * Participate in surveys/ audits as required * Assist colleagues in contributing towards the future development of the service. * Be aware of the procedures for reporting accidents, hazards and incidents, taking appropriate action when necessary, ensuring a safe environment for staff and patients. * Actively participate in possible developments within the department, contributing to policy where relevant. * Work flexibly and professionally in order to be responsive to changing clinical scenarios and provision of care to meet individual patient needs. * Be aware of the development and implementation of Health and Safety management and Risk management processes, and their application to the department. * Actively contribute to the provision of continuity of care for all patients. * Demonstrate adherence to NHS Grampian/local policies and procedures. |
| **8** | Responsibilities for financial and physical resources **Profile Statement:**  **Personal duty of care in relation to equipment, resources/ handling cash, valuables; maintain stock control. Careful use of equipment/ handles patients personal possessions; maintains stock levels.**  **Evidence**   * Demonstrate an awareness of available resources and how they should be most effectively used. * Demonstrate economy in the use of supplies, maintaining agreed stock levels within clinical areas. * Actively participate in the care and maintenance of departmental equipment * Demonstrate adherence to NHS Grampian local policies and procedures e.g. in relation to handling personal belongings of patients |
| **9** | Responsibilities for human resources **Profile Statement:**  **Demonstrate own duties to new or less experienced employees/ professionals. Demonstrates own duties to new starters bank staff and clinical supervision of less experienced staff.**  **Evidence**   * Work with more junior/inexperienced staff/learners to enhance their understanding of nursing knowledge and care. * Once experienced and fully competent in role assist in assessment of more junior health care support workers. |
| **10** | Responsibilities for information resources **Profile Statement:**  **Record personally generated information. Contribute to updating patient records.**  **Evidence**   * Proficient in all relevant record keeping including both written and electronic data capture to ensure accurate patient documentation. Uses patient information system many times a day including Trak Care and Order Comms.. * Maintain confidentiality at all times and work in accordance with information governance policies and procedures * Utilise NHS e-mail to send and receive updates and communications relevant to role understating the importance of Data Protection * Use Intranet and associated links to access relevant information resources * Report any accidents, hazards and incidents via Datix and Senior Charge Nurse |
| **11** | Responsibilities for research and development **Profile Statement:**  **Undertake surveys or audits as necessary to own work. Occasionally participates in audits, surveys, research and department activities.**  **Evidence**   * Maintain responsibility for own personal development under supervision and guidance of qualified staff. * Contribute to the collection of data for patient safety as delegated by registered nurses * In conjunction with line manager and nurse education team identify own development needs in relation to current practice and possible future work, and devise personal development plan. * Take responsibility and ownership of own Personal Development Plan. * Actively participate in the in-service opportunities available. * Actively participate in departmental meetings. * Occasionally participate in audit or surveys as required. * Actively participate in supporting learning. |
| **12** | **Freedom to act**  **Profile Statement:**  **Standard operating procedures, someone available for reference. Acts on own initiative in delivering patient care, supervision is available.**  **Evidence**   * Works with under direct / indirect supervision at all times. * Delegated duties undertaken according to standard operating procedures * Procedure and plans of care written by registered nurses or local or national policy * Practices within local procedures, guidelines, best practice statements and/ agreed competencies. * Acts and reacts on own initiative, adapting to a variety of situations which may present due to changing clinical and departmental scenarios * Care is always pre-determined by registered nurse, changes in a child’s condition or variation from the expected recovery are relayed in a timely manner to the registered nurse * Adhere to code of conduct for Health Care Support Workers |
| **13** | Physical effort **Profile Statement:**  **Frequent moderate effort for several short/long periods. Turns, manoeuvres patients using aids from trolleys to beds or wheelchairs, baths or toilets.**  **Evidence**   * Adapt to different shift patterns as required by department within European Working Time Directives * The post holder is required to directly use and maintain equipment, including moving and handling aids as required within the department. * There is a need for accuracy and knowledge in the use of all equipment. * The post holder is required, on a daily basis, to participate in moving and handling of patients and objects. * The post holder may be required to work within various environments and spaces, and will be required to assist immobile children in a variety of settings. * Much of the shift will be spent standing or walking * The post holder may be exposed to confused, aggressive patients and/or families. |
| **14** | Mental effort **Profile Statement:**  **Frequent concentration, work pattern mostly predictable or unpredictable. Concentration required for clinical and personal care procedures.**  **Evidence**   * The post holder is required to work within a multi-disciplinary team which may have inherent tensions due to differing priorities * Safety of the patient’s physical and emotional wellbeing must be provided at all times. This requires frequent concentration to varying patient’s clinical, personal care and emotional care requirements. * Required to prioritise work and multitask activities several times a day in a very busy department with competing demands |
| **15** | Emotional effort **Profile Statement:**  **Occasional exposure to distressing or emotional circumstances, care of terminally ill children less often than weekly.**  **Evidence**   * Occasionally be involved with adverse patient outcomes. |
| **16** | Working conditions **Profile Statement:**  **Frequent unpleasant occasional infrequent highly unpleasant conditions**  **Evidence**   * The post holder is, on a daily basis, exposed to and may have to handle bodily fluids, soiled linen and other hazardous substances, e.g. bodily fluids contaminated with Cytotoxic Drugs. * Is required to handle sharps in a safe manner in accordance with standard operating procedures * Working in confined spaces on a daily basis * Adheres to NHS Grampian local, national, Control of Substancses Hazardous to Health and Health and Safety policies and procedures. |

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| **NHS GRAMPIAN**  **PERSON SPECIFICATION** | |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below. |

# POST/GRADE: Senior Health Care Support Worker (children and young people) - Band 3

**LOCATION/HOSPITALS: RACH**

**WARD/DEPARTMENT: Day Case Unit & Out Patient Department**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | Basic education, including English and numeracy at Standard Grade or equivalent | Child protection training  NVQ/SVQ3 or HNC Child and Young People’s Health and Wellbeing or other related caring qualifications |
| Experience | 2 years experience as a HCSW or NVQ/SVQ level 3 relevant to post  Experience with caring for/working with children in either a paid or unpaid capacity  Evidence of working as part of a team | Experience as HCSW in an acute children’s hospital.  Previous experience as a phlebotomist  Able to measure vital signs such as temperature, heart rate, blood pressure, respiratory rate, oxygen saturations |
| **Special Aptitude and Abilities** | Able to use initiative  Ability to prioritise  Ability to manage own workload  Caring nature  Good communication skills  Patient  Empathetic  Honest |  |
| **Disposition** | Keen and enthusiastic  Flexible | Good sense of humour |
| **Physical Requirements** | Good hand eye co-ordination and dexterity  Able to perform manual handling of objects and people with given lifting aids available  Able to bend, kneel and sit with ease in order to collect samples  Able to walk long distances within hospital campus |  |
| **Particular Requirements**  **of the Post** | The post requires the person to be able to manage their time effectively and deal with competing requests for their services.  They must be well organised balancing the dual role of performing venepuncture along with other senior HCSW nursing duties in OPD and DCU. |  |

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| **MAJOR RISKS IN DOING THIS JOB** |
| *Please indicate the major risks the job holder could face in doing this job e.g. lifting patients/objects, working with hazardous substances, dealing with violence and aggression.* Lifting patients and objects,Dealing cytotoxic waste,Dealing with occasional violent and aggressive behaviour *If there are no major risks for the job holder please tick this box* |