NHS GREATER GLASGOW & CLYDE

**JOB DESCRIPTION**

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| * **JOB IDENTIFICATION** |
| **Job Title: Health Care Support Worker- Paediatric Cardiology(ATO)**  **Division: Acute**  **Responsible to: Paediatric Cardiac Ultrasound manager/Lead Physiologist**  **Department: Cardiac Investigation Department**  **Directorate: Women and Childrens** |
| **2. JOB PURPOSE** |
| The Health Care Support Worker (HCSW) carries out direct patient care and supports the Cardiac Physiologists  The post-holder is responsible for assisting in the provision of a professional, efficient, high quality diagnostic cardiology service to patients attending the Royal Hospital for Children. The purpose of this role is to allow assessment and diagnosis of cardiac disorders in cardiac and non-cardiac sourced patients.  This post plays a significant role in the delivery and quality of diagnostic Electrocardiogram (ECG) services provided by the department and will work under the indirect supervision of the Cardiac Physiologists. In providing investigative diagnostic services. |
| **3. ROLE OF DEPARTMENT** |
| The Royal Hospital for Children is a National tertiary Hospital, providing the National Paediatric Cardiac Interventional and Cardiac surgery service across Scotland for all patient with congenital heart disease, as well as providing specialised investigations to the paediatric patients and families within the local area.  The Department provides all forms of Complex Paediatric Cardiological Investigation by its professional, highly trained Paediatric Cardiac Physiologist team.  As part of this team, the Specialised Paediatric Electrocardiographic Investigations service is maintained, including Standard 12 lead and Intracardiac Electrocardiography (ECG), coupled with Ambulatory ECG, exercise ECG and BP monitoring.  This is an important but highly stressful area of investigation when, at times, ECG investigations are carried out in great number with quality being maintained, at all times.  The Department provide patient investigations including ECGs to non cardiac patients including Renal, Neurology, Haematology and Community Psychiatric Services. |
| **4. ORGANISATIONAL POSITION** |
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| 1. SCOPE AND RANGE |
| Provide a supply on demand service for ECG recording, 24 hour ECG and BP recorder distribution to patients from Wards, Departments and Outpatient Clinics within the Royal Hospital for Children.  This will mainly be ECG performance and Ambulatory monitoring at the regular Cardiac Consultant outpatient clinics but will also include coverage for neonates in the NICU or wards from the adjoining Maternity Unit.  This will include ECG recording from all Intensive Care areas within the Hospital, observing necessary infection control policies for staff and patient protection |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| 1. Provide a routine, urgent and emergency Electrocardiography service to all Wards, Departments and Outpatient clinics, including reassurance and explanation of procedure for patients and parents, with prioritisation of requests and delivery of service.  * Provide an unsupervised, 24hour/5Day-Ambulatory Electrocardiography monitor distribution and retrieval service. This also includes preparation of patients, including providing and clear instructions to patients on how to use recorder and document symptoms, including the returning of the monitor and downloading of results. * Provide an unsupervised 24 hour Blood Pressure monitoring service, including reassurance and guidance to patients, initialisation of recorders and downloading of results. * Ensure accurate placement of electrodes and specialised skin preparation to produce quality, diagnostic recordings as stated in the SCST guidelines. * For other specialised cardiology investigations prepare patients for specialised Cardiology Investigations including reassurance and description of test procedures, issue of instructions for removal of appropriate clothing attachment of specific electrodes relevant to procedure and input of patient data into various testing equipment. * Respond appropriately to any abnormalities in ECG recordings. * Maintain ECG machines, 24 hour blood pressure and ECG monitors. Identify faulty cables etc and replace where necessary, and contacting and reporting any necessary repairs, to Medical Physics. * Requirements for an effective, communicative team member who needs to be able to work automously in difficult situations and as part of a team. Whilst delivering an effective and efficient Paediatric Cardiology Investigation Service. * Responding to any telephone or face to face enquiries from patients, patient relatives or multidisciplinary staff regarding investigations, previous reports, etc, maintaining patient confidentiality at all times. * Liaising with all grades of Medical, other Healthcare Professionals, Nursing and Administrative staff in a professional manner to maintain a clinically effective delivery of the Cardiology Investigation Service. * Observe GGCHB policies in respect of patient care and health and safety regulations. * Care and maintenance of equipment, examination rooms, infection control audits, stock control, maintenance of resuscitation equipment and replacement of linen when required. * Ensure effective day to day use of resources including early identification of stock depletion and re-ordering of such items. * Provide support for other cardiac staff when dealing with frightened or confused patients. Also, expected to recognise and if necessary remove themselves from difficult clinical or otherwise, situations that may arise outwith the department. * Register patient investigations by entering information approprate databases to allow for accurate patient clinical records. * May be asked to assist Physiologists during exercise testing when appropriate. |
| **7a. EQUIPMENT AND MACHINERY** |
| The post-holder will be trained or required to have a detailed in-depth knowledge of the following equipment functions. How to operate, clean, maintain and trouble-shoot technical problems to ensure that safe, accurate, high quality data/reports are produced as this may affect decisions regarding patients’ treatment and care.  The postholder will support Cardiac Physiologists in preparing /cleaning Echocardiographic equipment prior to use.  **Medical:**  Setup, initialisation and downloading of all types of 24 hour ECG monitors to the Spacelabs analysis system.  Setup, initialisation and downloading of 24 hour blood pressure monitors and  recordings onto the Spacelabs database.  Will have advanced knowledge of ECG machines (MAC5500)  Exercise Provocation Equipment (GE)  **General Office including:**   * Telephone * Portal Scanner * Printer * Fax machine * Photocopier |
| **7b. SYSTEMS** |
| * ECG equipment - GE MAC 5500, MAC 7, MAC VU360, MAC 5 * Ambulatory monitors – Alivecor, Lifecare, Evo * SPACELABS analyser * MUSE ECG storage system * Trackcare patient appointment system * Heartsuite Paediatric Patient Database * GE Exercise provocation equipment   **Software:**   * Searching various databases for results of Cardiology Investigations. * Departmental Patient Management Database.(Heartsuite) * Fully conversant with the appointment system and able to deal with any enquiries regarding any of the above. (Trakcare) * Ensuring patient ECG recordings are transferred onto the MUSE storage database. Health and Safety guidance observed. * Fully knowledgeable of the prioritised system for provision of all types of * investigations carried out in the Cardiology Investigation Department and all ward areas. |
| **8. DECISIONS AND JUDGEMENTS** |
| * Accountable for own professional actions whilst working within Professional Codes of Practice/Guidelines and policies and procedures. * Works autonomously but can call upon advice of colleagues as required. * Required to supervise/train other healthcare professionals on ECG placement. * Required to act on any acute, new or conflicting findings from investigative results - i.e. life threatening arrhythmia discovered on an ECG, 24hr ECG or event recorder – and inform the referring consultant of these findings. Where the consultant is unavailable the post holder will inform Senior Physiology or other Medical staff that action for the patient’s welfare is required. * Required to perform complex ECG investigation even during times of highly stressful and emotional situations, providing timely, full and factual interpretation and being able to convey this to all members of the patient care team. * May frequently have to interrupt their routine clinic work in order to perform urgent ECG procedures during normal working hours. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder must have highly developed communication skills. These must be allied to an acute knowledge and understanding of the well established forms of communication in order to provide important electrocardiographic results to highly specialist clinical staff, in a knowledgeable and professional manner and when necessary, convey the same information/results to patients and/or  parents at a level that they can clearly understand.  The post holder must demonstrate a balanced and equitable approach to managing difficult situations for parents, staff and visitors.  **Inter-departmental/staff communication –**  Daily communication, by phone, e-mail and face to face with all levels of staff throughout the organisation in a concise, professional and reasonable manner.  **External –**   * The post holder will communicate with other health professionals with regards to patient’s results and may have to act upon, where appropriate, instructions for patient follow up. * Will instruct patients/parents by telephone on use of ambulatory equipment and the sending of information down the telephone line. * Will liase with external cardiac centres to obtain complex information regarding patient’s previous cardiac investigations * May have to instruct other health professionals in the use of equipment. * Liaise with CAMHS to arrange ECG appointments at appropriate set times to suit staff availability. * May participate with arranging echocardiographic tests for Schehallion patients for Schehallion patients in consultation with physiologist   performing investigation.  **Patients, carers and relatives –**   * The post holder will communicate to patients/parents the arrangement of appointments and any information relevant to their procedure. * Will instruct patients/parents, at an appropriately pitched level, what to expect during their investigation and why. In this manner also actively encourage their co-operation in order to achieve the best possible outcome/results from their test procedures. * Will communicate to Non-English speaking patients/parents through an appropriate interpreter and respect cultural or religious requirements. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical skills** – Ensure proper placement of electrodes in standard positions to  ensure accuracy of investigation recording. Constant manipulation electrodes, leads  etc requiring manual dexterity - prior to and during investigations.  **Physical demands** –   * Move GE ECG machines in and out of lifts, to perform ECG on the most seriously ill patient in intensive care situation. * On-going daily requirement for prolonged standing, walking, bending or sitting * in awkward positions during investigation. * Data entry into a range of systems, keyboard skills are essential.   **Mental demands** –   * High level of concentration required, to ensure proper recording of complex   electrocardiograms whilst ensuring patient is happy, during investigations.   * High stress demand that ambulatory monitors are set up and fitted correctly   and traces checked, to ensure high quality signal recording, for accuracy of  diagnosis.  **Emotional demands** –  Working with acutely ill patients on a day to day basis and being potientally involved  in traumatic situations, the post-holder can be exposed to highly distressing and  exceedingly emotional circumstances. This can be further compounded when in a  paediatric setting when you are dealing with young children and their families.  **Environmental demands** –   * All clinical and administrative tasks require the post-holder to be in front of VDU’s of differing size and quality. The post-holder is frequently exposed to blood and body fluids whilst performing tests on post-operative patients in ITU on a daily basis. * During all cardiac investigations the post-holder will be expected to take precautions and adhere to Risk and Infection Control policies/guidelines in order to minimise the risks of injury and/or cross-contamination both to themselves and other patients. * Frequent exposure to varying environments and temperatures. * Unpredictable break and lunch timings. |
| **11. CHALLENGING/DIFFICULT DEMANDS OF THE POST** |
| * High concentration levels maintained during tests to ensure proper placement and recording when patient may be ill, distressed or during intensive care treatment * Physical demands – Moving and handling of equipment, sometimes in an emergency situation where time matters * Responds quickly to unpredictable patterns of work with speed and accuracy. * Remaining calm and efficient during busy clinics * Prioritising conflicting demands during clinics. * Keeping up to date with the latest technology in order that the best possible service is provided to the patients. * Ensuring patient safety at all times * Blemding sufficient time within working day for LEARNPRO training as per GG&C guidelines/policies * Have sufficient time for studing in order to enhance/maintain skills and legal training requirement. e.g. Basic Resuscitation course. * Dealing with the emotional side of treating patients, especially with the children and parents that you inevitably get to know. * Dealing with the unexpected death of a patient. |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| * Experience of Paediatric patient hospital care with at least 2 years clinical experience in either a Paediatric, Cardiac hospital ward or Cardiac outpatient role. * The Society of Cardiological Science and Technology (SCST) Certificate in Electrocardiography / equivalent or relevant experience of the procedures to be undertaken. * Experience dealing with patients and familiy who may be upset, angry, anxious or frightened and the ability to empathise to make them calm and compliant. * Highly developed communication skills to be able to explain procedures to patients /parents and gain their trust. * The ability to work within a busy team often responding to urgent requests for procedures elsewhere. * The ability to prioritise and re-prioritise tasks effectively and efficiently. * Ability to fulfil the requirement of the job description including undertaking training identified as a requirement for the post. |

**The post holder is expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.**

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| PERSONAL SPECIFICATIONKNOWLEDGE, SKILLS & EXPERIENCE | | |
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| Assistant Technical Officer | ESSENTIAL | DESIRABLE |
| Paediatric Cardiac Physiology |  |  |
| EDUCATIONAL |  |  |
| A National 5 at grade A to C in Chemistry or Biology (or standard grades 1 and 2 or Intermediate 2 A to C) and two National 4 Qualifications (or Equivalent) | √ |  |
| Membership of the SCST |  | √ |
| RCCP/AHCS |  | √ |
| General |  |  |
| Minimum 2 Years experience in Pediatric, clinical or hospital environment. | √ |  |
| Good Communication Skills: | √ |  |
| Oral | √ |  |
| Written | √ |  |
| Computer skills | √ |  |
| Good time management skills | √ |  |
| Behavioural Competencies |  |  |
| Good communication skills: verbal and written | √ |  |
| Demonstrates ability to work on own initiative | √ |  |
| Demonstrates ability to work within a team | √ |  |
| Demonstrates ability to cope well with pressure and work to deadlines | √ |  |
| Motivated, enthusiastic and flexible. | √ |  |
| Demonstrates problem solving ability | √ |  |
| Demonstrates attention to detail | √ |  |
| Demonstrates manual dexterity | √ |  |
| **Experience** eeqqqequivalent |  |  |
| Clinical experience: Cardiac  Paediatric | √ |  |
| **Clinical** |  |  |
| Paediatric ECG performance |  | √ |
| Holter & Event Monitoring device fitting |  | √ |
| Resuscitation Training |  | √ |
| Complex Clinical - **Training towards competence in one or more of the below.** |  |  |
| ECG and Ambulatory ECG Interpretation |  | √ |
| Assistance at Exercise Tolerance TestingTesting |  | √ |