**NHS GREATER GLASGOW AND CLYDE JOB DESCRIPTION**

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| **1** | **JOB IDENTIFICATION**  **Job title:** Health Care Support Worker  **Responsible to:** Lead Sonographer  **Department(s):** Maternity Ultrasound GG&C  **Directorate:** W&C | |
| **2** | **JOB PURPOSE**  The Healthcare Support Worker (HCSW) is part of the multidisciplinary team delivering care and Support to patients, sonographers and medical staff.  Supervision is provided by HCSW colleagues, Sonographers and lead sonographer.  The Health Care Support Worker carries out a range of duties within the ultrasound department. To achieve this, the HCSW will:   * Ensure patients are aware of where to sit prior to their scan. * Be able to answer simple questions or concerns woman may have when attending the department. * To follow all NHSGGC policies and provide a safe and person-centred environment for woman and their partners. * Participate in personal and practice development activities to maintain standards of care. * Provide support to sonographers for multiple tasks as and when required. * Ensure all scan rooms are fully stocked to enable the sonographer to carry out their duties. * Ensure all scan rooms are cleaned twice a day and cleaning schedules are updated and recorded daily. * To report to the lead sonographer any issues/damage that is found while cleaning/restocking the rooms. * To ensure good housekeeping throughout all areas of the ultrasound department including stock room, staff room, scan rooms, corridors, waiting room and fetal medicine. | |
| **3** | **ROLE OF THE WARD/DEPARTMENT**  The purpose of maternity ultrasound is to provide a high quality, safe and supportive environment for all patients while attending for an obstetric scan. | |
| **4** | **ORGANISATIONAL POSITION**   |  | | --- | | **Sonographers Band 7**  **Lead Sonographer**  **Band 8a**  **HCSW Band 2** | | |
| **5** | **MAIN TASKS, DUTIES & RESPONSBILITIES**  **Personal care duties**   * Demonstrates care and compassion to patients, carers and relatives to help ensure high quality person centred patient care is delivered at all times. * Assist patients on and off ultrasound beds and preparing them for scan. * Provide support to the Sonographers for chaperoning. * Provide support with cleaning before and after scans. * To co-operate with and maintain good relationships with team colleagues and staff in other disciplines that are attending and treating clients to maximise patient care. * Maintain good relationships and an empathic approach to the patient’s’ family, relatives and carers and refer them to a sonographer/lead sonographer for any questions they may have or for any suggestions or complaints that they wish to raise.   **Policies, procedures and standards**   * To maintain patient confidentiality at all times and follow information governance policies and procedures. * To participate in maintaining high levels of cleanliness throughout the department. Complete daily cleaning schedules. * To follow NHSGGC policies and procedures to ensure maintenance of safe working practices for patients and colleagues. * To ensure the replenishment of supplies and stock is made in a timely manner. Promote the effective use of resources and help minimise waste.   **Equipment and resources**   * Share responsibility for key aspects of housekeeping and stock control. Demonstrating a good awareness of cost efficiency and thus contributing to the smooth running of the Department.   **Personal development and learning**   * To participate in personal career development plan to maintain skills and develop personal growth through training and education. * To complete all mandatory training on Learn Pro. * To participate in Turas as part of CPD and complete smart objectives as part of personal goals. | |
| **6** | **EQUIPMENT, SYSTEMS AND MACHINERY**  The HCSW will ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees and be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974.  The HCSW will have access to personal patient files. They will comply with all relevant legislation, Guidelines and local policies regarding confidentiality and access to medical records.  The HCSW will have a complete understanding on how to clean ultrasound machines and probes. They will be trained to use the correct cleaner/wipes to ensure cleanliness and prevent equipment damage.  Use of Information Technology to benefit personal development and patient care. | |
| **7** | **DECISIONS AND JUDGEMENTS**   * The HCSW will plan the order of some tasks within their overall routine. * To observe, be aware of and report a woman that may start to feel unwell within the department. * Judgement must be used when assessing situations e.g. when to request support from colleagues or to report an issue to a trained member of staff. | |
| **8** | **COMMUNICATIONS AND RELATIONSHIPS**  The post holder will communicate on a regular basis with the pregnant woman, their partners and members of the multidisciplinary team.  To ensure all are involved with the provision of care, in a caring, compassionate and professional manner.  There is a requirement to take account of communication barriers, for example, when English is not the person’s first language, people with hearing difficulties, learning disabilities etc. and communicate effectively to deliver person centred care at all times.  Promote and develop good relationships with patients, staff and visitors.  Promote good relations between the department and other services.  To respect confidential information obtained in the course of duty.  To refrain from disclosing such information without the consent of the patient/client or a person entitled to act on his/her behalf, except where disclosure is required by law or by the order of a Court or is necessary in the public interest | |
| **9** | **PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS**  **OF THE JOB**  **Physical Skills & Demands:** The post holder will be provided with training in the use of range of equipment and be able to demonstrate manual dexterity in the following areas;   * Keyboard skills * Preparation of and management of the healthcare environment. * Perform moving & handling tasks relating to moving and handling patients, supplies, equipment, beds and patient trolleys as required. * Standing/walking for the majority of the shift.  Mental Demands:  * Concentration required when carrying out specific tasks * Supporting the department in rearranging scans at short notice.  Emotional Demands: The post holder will be exposed, on an occasional basis, to the following emotional demands:  * Some patients, relatives and carers can be distressed, anxious, or emotional * Some patients will receive distressing news on a diagnosis. * Some patients will receive the distressing news that their baby has no heartbeat.   **Working Conditions:**   * Exposure to body fluids (minimal) * Exposure to aggression e.g. verbal/physical. In specific specialty areas this may be on a frequent daily basis * Exposure to extremely upset women. | |
| **10** | **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**   * Managing work load during busy periods. * Ensuring patient safety at all times * Communicating with and supporting distressed/anxious/worried patients/relatives. * Supporting medical staff and women undergoing complex procedures. * Dealing with verbally abusive patients and members of the public. * Being prepared at all times in the event of having to use emergency procedures/equipment. * Working closely with women and partners who are dealing with complex obstetric issues. Supporting both medical staff and patients during this time. | |
| **11** | **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  Training is provided to enable the 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.  **Qualifications and experience:**  On the job training, shadowing a HCSW colleague.  Short courses in resuscitation and Trak can be provided.  Compliance with all Mandatory updates annually (or as required) on an ongoing basis  **Knowledge required**  Ability to carry out assigned tasks effectively in a busy environment.  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 therefore able to work within the scope of their practice under direct and indirect supervision by a registered nurse (training will be provided)  Can demonstrate knowledge of equipment used within the department to ensure cleanliness and safety. To be able to report faults and damage as soon as it is recognised and escalate to the lead sonographer or senior sonographer in change.  **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.  **Skills required**  Can demonstrate a range of core skills to competently undertake personal care for patients and related tasks and activities.  Effective written and verbal communication skills/literacy/ numeracy skills  Good observation skills.  Excellent computer skills required.  Use of Trak, Pecos ordering and Outlook is an advantage.  **Personal qualities and behaviour**  Ability to work with people and as part of a multidisciplinary team.  Caring disposition, preferably with experience working in a caring environment/role.  Be able to take direction and completed tasks in a timely manner.  Are able to forward plan.  Know personal limitations and seek advice whenever necessary. | |
|  | **JOB DESCRIPTION AGREEMENT** | |
|  | **Employee signature** | **Date:** |
|  | **Manager signature** | **Date:** |