#### JOB DESCRIPTION

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| JOB IDENTIFICATION |
|  Job Title: Healthcare Support Worker Responsible to: Senior Charge Nurse Department(s): Directorate: Emergency Care DirectorateOperating Division: Fife Acute Hospitals Job Reference: No of Job Holders: Last Update (insert date): July 2015 |

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| 2. JOB PURPOSE |
| To provide support to the nursing team, by carrying out an extended range of assigned clinical tasks as well as direct patient care and associated administrative duties. The post holder will work as part of a team promoting the delivery of high quality, seamless, equitable and accessible care to patients and their families. Makes sure that there is prompt initiation of investigations as per protocol to support the management of the patients by the medical and nursing staff in the clinical area. |

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|  **3. DIMENSIONS**  |
| The Fife Acute Hospitals NHS has a management structure based on Clinical Directorates. The Directorate of Emergency Care & Medicine provides a service on both the Dunfermline and Kirkcaldy sites. The total Directorate budget is £59M and it has 1081 wte staff.  The Directorate Nursing Budget is £29M and there are 857 wte Nursing Staff.The role of the Directorate is to provide medical services to residents throughout Fife. This includes new and review out-patients, investigation and medical intervention for a variety of specialties including General Medicine, Care of the Elderly, Gastroenterology, Dermatology, Endocrinology, Nephrology, Haematology and Oncology, Cardiology, Respiratory Medicine and Neurology.The post holder is responsible to the ward Senior Charge Nurse or the senior nurse on duty. The key staff that the post holder will interact with includes; nursing staff, ward based medical staff and allied health professionals. |

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| **4. ORGANISATIONAL POSITION** |
| Director of Nursing(professionally accountable)General ManagerService ManagerClinical DirectorHead Of NursingClinical Nurse ManagersSenior Charge Nurse**Healthcare Support Worker****Band 3****(this post)**Staff Nurse Band 5  |
| **5. ROLE OF DEPARTMENT** |
| To provide a high quality, safe and supportive environment in order to care for patients within (specialist area/department) meeting the identified physical and psychosocial needs. |

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| 6. KEY RESULT AREAS |
| * Carry out assigned tasks in delivering and supporting direct patient care under the direction of a registered nurse to ensure delivery of a high quality of patient care.
* Co-operate with and maintain good relationships with other disciplines that are attending and treating clients to maximise patient care.
* Maintain good relationships and an empathic approach to clients’ carers and relatives and refer them to a trained nurse for any questions they may have on the clients’ condition or for any suggestions or complaints that they wish to raise.
* Report observed changes in the clients’ physical/psychological needs and participate in maintaining accurate and up-to-date records to ensure effective communication.
* Work within Divisional policies and procedures to ensure maintenance of safe working practices for patients and colleagues.
* Adhere to ward and unit procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
* Maintain stock levels of all supplies and carry out housekeeping duties, to support the smooth and safe running of the ward area.
* Participate in personal career development plan to maintain skills and develop personal growth through training and education.
* Maintain patient confidentiality at all times.
* Adhere to ward and unit procedures and policies regarding the control of infection.
* To participate in specific areas of ward development and responsibility.
* Perform venepuncture and cannulation as directed by the relevant medical staff / nurse practitioner.
* Undertake specific nursing procedures relevant to area of work under the direction of the nurse in charge Including ECG , urinary catheterisation, wound care , bladder scan
* Complete all non-clinical information on request forms for laboratory and radiographic investigations. Collect specimens as required, e.g. m.s.u, sputum etc
* Record and report patient observations to ensure maintenance of accurate and up to date records. To be aware of normal and abnormal measurements observations and report them to the nurse in charge.
* Acknowledge any changes or deterioration in patient conditions and reporting to nurse in charge.
* Reporting of faulty equipment to the appropriate member of staff and taking action as requested.
* Demonstrate an appropriate level of knowledge of anatomical and physiological normal in relation to the scope of the role
* The post holder will be expected to work unsupervised however a trained nurse will be available for advice and guidance and direction.
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| 7a. EQUIPMENT AND MACHINERY Post holder is expected to have a knowledge and ability to use all of the following, including highly specialised and expensive equipment, although they may not use all on a daily basis.

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| **Generic** | Specialised | Very Specialised |
| Nursing Call System | Hoists  | Cardiac Monitor |
| Database /Computers | Infusion Devices – e.g. Alaris, Graseby. | Pulse Oximeter |
| Fire Equipment | Blood Pressure Machine | Infusion devices/Fluid control |
| Pat Slides | Glucometer | Defibrillator – semi automatic and manual |
| Walking Aids (Zimmer, Gutta Frame, Crutches, Walking Sticks) | Suction Equipment | Electrocardiograph |
| Oxygen Cylinders | Pressure Mattress | Blood Warmers |
| Trolleys  | Repose Boots | Blood Gas Analyser |
| Pat Slides | Humified Therapy |  |
| Glide Sheets |  | Intubation Equipment |
| X Ray boxes |  | Infusion Devices / Fluid Control |
| Wheelchairs |  |  |

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| **7b. SYSTEMS** |
| Maintenance of patient recordsLocal patient administration system (e.g. OASIS)DATIX Intranet – Manage Incident ReportingLaboratory System – Specimen ResultsInternet and Intranet – Personal and Business |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Workload will be generated by nurse in charge on duty reflecting in-patient care needs.Review of work will be undertaken by the senior Charge Nurse .or staff nurse as delegated  |

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| **9. DECISIONS AND JUDGEMENTS** |
| Planning and prioritising order of delegated work.Acknowledging changes in patient’s conditions and reporting.Maintain a safe working environment.Recognise the level of competence to ensure safe practice. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing and completing demands on time.Ensuring patient safety at all times.Liasing with relatives and visitors. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will be expected to communicate with-InternalThe patient, their relatives and multidisciplinary team involved in the provision of care and patient flow.All members of the nursing team in ward and outwith where appropriate.Other relevant departments within hospital, e.g. Estates, Supplies, Human Resources, pharmacy ExternalRelevant external agencies as appropriate.Communications will be undertaken with various staff groups across the organisation, primarily Nursing and Medical StaffCommunicate effectively with patients.Provide verbal reports and maintain written reports on the patients’ condition for professionally qualified workers. Maintain confidentiality at all times. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**  |
| **Physical Skills:**The ability to operate machinery and equipment as listed in No 7. As requiredAssessing nutritional requirements. Serving and assisting patients to eat meals- more than once a day.Skills to safely manoeuvre wheelchairs, trolleys and other test equipment. More than once a day.Collection of specimens. Daily as requiredRemoval of cannula .Daily as required.Venepuncture. Daily as requiredPerforming patient observation of vital signs eg Temperature pulse respiration and blood pressure.**Physical Demands:**Carrying out physical care to patients, i.e. washing, dressing, mobilising and all other aspects of associated care associated with activities of living.- more than once a dayPatient movement with/without use of mechanical aides, manoeuvre patients.-Daily more than once a day.Push trolleys, wheelchairs and beds.- more than once day.Stand/walking for the majority of shift.Bed making. More than once a dayHousekeeping duties and including cleaning ward equipment.- continuouslyDealing with patients with challenging behaviour. Regularly**Mental Demands:**Concentration required when undertaking patent observations.-continuouslyConcentration required when undertaking personal care for patients continuouslyBasic numeracy regarding filing out of charts.Basic numeracy and of English language skills.Ensuring safe transfer of patients between departments. Daily as requiredTime management skills.**Emotional Demands:**Communicating with distressed/anxious/worried patients/relatives dailyCaring for the terminally ill / and after death as requiredCaring for patients following receipt of bad news as requiredDealing with patients with severely challenging behaviour regularlyDealing with emergency situations as required**Working Conditions:**Exposure to body fluids, faeces, emptying bed pans/urinals, catheter bags continuouslyExposure to verbal aggression regularlyExposure to physically aggressive behaviour regularlyExposure to a demanding and stressful environment continuously |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Significant experience as a band 2 healthcare assistant, preferably working within an acute hospital settingExperience associated with significant band 2 HCSW preferably in an acute setting Reliability and self-motivation. Good interpersonal skillsExperience in venepuncture and cannulation recording temperature, pulse and blood pressure; urinalysis and ECG performance would be beneficial however training will be available as required. SVQ level 3 or working towards or agreed equivalent and to evidence completion of the agreed competency profile. There will be a requirement for regular revalidation of core skills.Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23 Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. |

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| **14. 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: Head of Department Signature: | Date:Date: |

RECRUITMENT AND SELECTION STANDARDS

PERSON SPECIFICATION FORM

Post Title/Grade**: Band 3 - Health Care Support Worker**

Department/Ward:

Date:

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|  | **ESSENTIAL** | **DESIRABLE** | **MEASURE** |
| **Experience** | * Relevant experience working as a nursing auxiliary / healthcare assistant, preferably in an acute hospital setting.
 |  | Application form and interview |
| **Qualifications/****Training** |  | * SVQ level 3 in Health & Social Care.
* Moving & Handling Training.
 | Application form |
| **Knowledge** | * Knowledge of basic nursing care
 | * Interest in development
 | Application form and interview |
| **Skills** | * A level of English language competency and communication skills necessary to perform this role safely and effectively
* Good communication
 |  | InterviewInterview |

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| **Aptitude** | * Friendly
* Approachable
* Demonstrate ethics, values and personal qualities / behaviours consistent with the vision, culture and values of NHS Fife.
 |  | Interview |
| **Other** **e.g. Team Player, Be able to travel** | * Team player
 |  | Interview |