

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME**



JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Healthcare Support Worker

Reports to: Senior Nurse Paediatrics

Department, Ward or Section: The Children's Outpatient Department/ Children's Ward

CHP, Directorate or Corporate Department: Woman & Child Health Directorate

Job Reference: SSWCHDRAIGCHLD20

No of Job Holders: 1

Last Update: February 2025

2. JOB PURPOSE

1. Assist medical staff in patient care in a paediatric clinic setting.
2. Assists in the delivery of both direct & indirect patient care and in support of and supervised by a qualified nurse, to agreed high standards.

3. DIMENSIONS

Medical paediatric clinic covers Mon-Fri
Ranges from one to two clinics per session.

Nursing care of 28 in-patient beds, 5 bedded ambulatory/assessment unit, 0930-2200hrs daily.

There is a 24hr emergency service.

Elective admissions for Pre and Post operative care (or other i.e. treatment/procedures)

Elective admissions for investigations which require inpatient stay

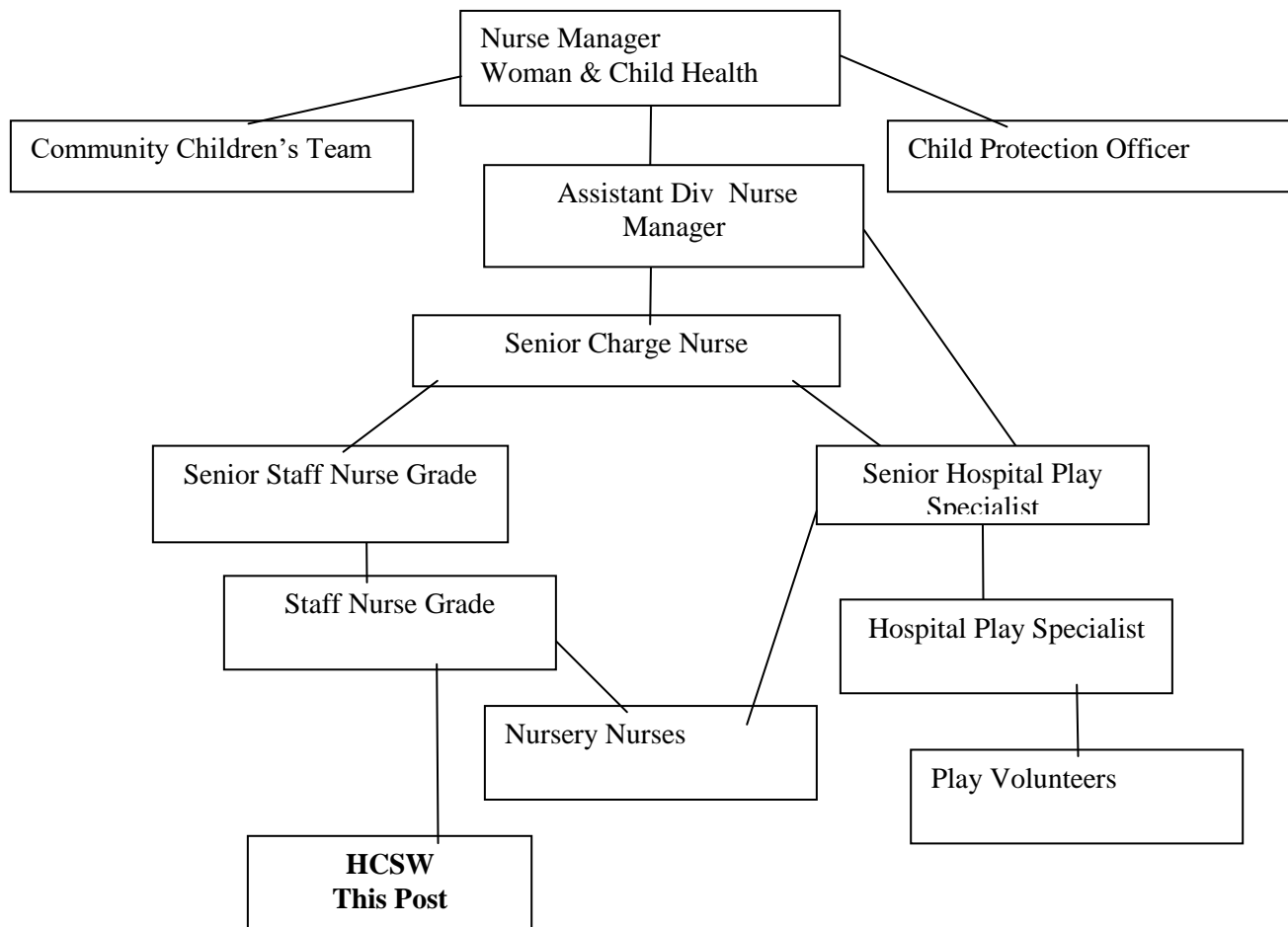
Patients transferred from other hospitals

Terminal care for patients

Child and adolescent Mental Health care.

Maternity & Paediatric Accommodation (MAPA)

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

Clinic: To provide a safe environment for children and their families to be reviewed/assessed by paediatric medical staff , on an outpatient basis.

Ward & Paediatric Assessment Unit:

To provide a safe and supportive environment to deliver a high standard of family centred care for patients within the Children's Ward. There are 28 beds, plus a 5 bedded ambulatory/assessment unit. This caters for all children with general paediatric conditions. There is a diverse range of patients including children with complex needs who require the constant use of mechanical aids and who are fully dependant on nursing staff – to the mobile patients requiring nursing care with constant supervision. The range includes: medical paediatrics, surgical, orthopaedic, ophthalmology; ENT; dental; plastics; gynaecological, and child & adolescent psychiatry. This unit accommodates children from 0-16years. There is flexibility with the upper age limit to allow us to meet the best interest of the child and to comply

with the Children's Charter and the United Nations Convention on rights of a Child.
There is a wide range of dependency from minor illness to high dependency status.

Clinic:

1. To provide a welcoming environment for children and their families.
2. To obtain accurate weights and measurements of all range of children from 0-16yrs.
3. To assist medical staff with any investigations eg holding patient for venepuncture, urine samples, etc
4. To restock and maintain information leaflets for children and families.

Ward:

Paediatric Assessment Unit (as per Clinics)

1. To provide a welcoming environment for children and their families.
2. To obtain accurate weights and measurements of all range of children from 0-16yrs.
3. Completing and documenting vital signs
4. Obtaining, testing and recording urinalysis, swabs, blood sugars, stool samples
5. To assist medical staff with any investigations e.g. holding patient for venepuncture, urine samples, dressings etc.
6. Providing meals to those in PAU over mealtimes.
7. Escorting patients to X-ray, USS, Theatre or Ward.
8. To restock and maintain supplies for children and families.
9. Use of systems i.e. PMS, IDL, Labels etc.

Nutrition:

1. Understands individual nutritional needs and assists patient/carer with the completion of menu .
2. Serves meals to patients, assisting patients as required.
3. Prepares baby feeds and baby diet.
4. Responsible for ordering nutritional supplies, including baby milks and baby food.

Hygiene:

1. Assists with all forms of hygiene as required.
2. Encourages oral hygiene.
3. Makes occupied and unoccupied beds and ensures patient is comfortable.
4. Uses available aids such as overlay mattresses as required. Ensure they are cleaned appropriately and returned to the appropriate department.

Mobilisation:

1. Assists with mobilising patients using all available aids and following moving and handling policies.

Toileting:

1. Is available to assist patients with toileting, when the need arises. The frequency is variable depending on patients' needs.
2. Is available to change nappies and help parents/carers.

Communication:

1. Talks and listens to patients and their families and maintains confidentiality. Reports any concerns to senior nurse.
2. Answers telephone, taking accurate message.
3. Answers security door.

Housekeeping:

1. Assists in maintaining optimum stock levels.
2. Reports faulty equipment.
3. Ensures ward is clean and tidy complying with Health and Safety and Control of Infection policies.

MAPA:

1. Ensures that parent accommodation is clean, and furniture is in good state of repair, and reports any faults to either domestic staff or estate management appropriately.
2. Allocates and orientates parents to MAPA
3. Programmes parents / staff key cards
4. Informs senior nurse if any problems.
5. Ensures that MAPA donations are checked and taken to finance department so as they can be put into endowment fund .
6. Organises the supply and purchase of tea/coffee, sugar, milk etc for parents use.
7. Supports upset and anxious parents.

7a. EQUIPMENT AND MACHINERY

Equipment	Use
Various hoists, and moving and handling aids	To move patients safely.
Resuscitation equipment.	To be able to identify and bring to area required.
Electric Beds	Safe movement of patients.
Traction equipment	Frames to maintain good alignment of bones
Various Pressure Relieving Mattresses.	
Accessories for beds – drip stands, play tables etc.	
Oxygen and suction equipment	Able to assemble correctly
Sharps containers	Safe disposal of needles and syringes.
TV's and play stations Computers (Intranet) Printers	In house entertainment Transportation of items.
Chute System	

7b. SYSTEMS

1. Completes patient menu on IPAD . Recognises special dietary needs
2. Completes and provides information for personal development programme.
3. Completes work requisition forms

4. Completes MAPA audit forms and forwards to SCN

8. ASSIGNMENT AND REVIEW OF WORK

1. The Healthcare Support Worker will be responsible to Ward Manager/Deputy for clinical guidance and management, work review and formal appraisal of performance.
2. Works within NHS Highland policies and procedures.
3. Is able to prioritise own workload in order to cope with the conflicting demands.

9. DECISIONS AND JUDGEMENTS

1. Within the team, prioritises own workload between patients on ward and parents.
2. Juggles parent accommodation to utilise all facilities to best meet the needs of the families.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

1. Managing daily changing demands of patients and professional colleagues.
2. Working with families whilst child protection issues being investigated.
3. Supporting angry, frustrated and upset families.

11. COMMUNICATIONS AND RELATIONSHIPS

1. Communicates and listens to the patient, family/carers.
2. Establishes and maintains professional relationships with nursing colleagues, medical colleagues, health care professionals, voluntary services to provide a planned, co-ordinated seamless service for patients.
3. Communicates with support departments e.g. Estates, Supplies, Human Resources, Health & Safety.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

1. A portion of the job entails physical work and post holder will require moving and handling skills, which should be kept up to date annually.
2. Supporting Children & Young people struggling with their Mental Health including eating disorders.

3. They will be required to initiate appropriate emergency care prior to trained staff attending emergency.
4. Concentration is required when observing patient behaviours which may be unpredictable.
5. Will require to support parents/child with child protection issues.
6. Juggling between ward demands and family accommodation needs.

Working Conditions:

1. Exposure to body fluids, faeces, emptying bed pans/urinals, is undertaken i.e. several times each shift.
2. Exposure to verbal aggression either due to intoxication of alcohol/drugs or due to parental anxiety – variable degrees.
3. Noisy work area due to children either crying, shouting, TV's, music, etc.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

1. An interest in working with children and families.
2. Ability to undertake national programme of competency based training for healthcare support workers.
3. Evidence of team working skills.
4. Evidence of good communication skills.

14. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Manager's Signature:

Date:

Date: