

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME**



JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Senior Health Care Support Worker

Reports to: Senior Charge Nurse/Charge Nurse

Department, Ward, or Section: Inpatient Ward, Cowal Community Hospital

Operational Unit/Corporate Department: Argyll & Bute

Job Code: ARGLCOWLNURSUNSC06

No of Job Holders:

Date: March 2025

2. JOB PURPOSE

The Senior Healthcare Support Worker (SHCSW) is part of the multidisciplinary team delivering care to patients and will provide delegated care under indirect supervision from a registered nurse.

The post holder will possess competence gained through specific training and/or experience appropriate to the service areas.

They will work within agreed protocols, assess, and respond to patient need and use their initiative in response to changes in a patient's presentation, making adjustments to care plans in discussion with the qualified nurse.

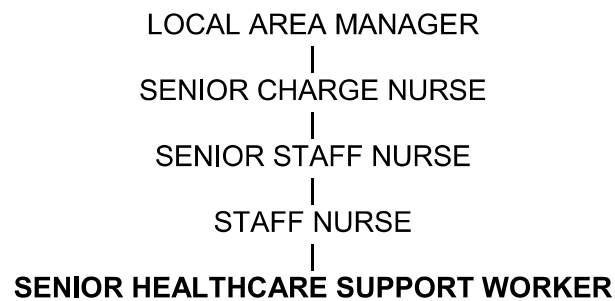
3. DIMENSIONS

The inpatient ward provides care for patients requiring acute admission from casualty.

Patients transferred from other healthboards requiring ongoing rehab and complex discharge planning.

Patients requiring palliative and end of life care. Patients with chronic life limiting conditions, frailty and dementia

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT OR SECTION

The purpose of the department is to provide a high quality, safe and supportive environment for all patients.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

Patient care and clinical duties:

1. Demonstrates care and compassion to patients, carers, and relatives to help ensure high-quality person-centred patient care is delivered at all times exchanging factual information in a tactful and empathic manner.
2. To carry out a range of assigned patient care tasks as directed by a Registered Nurse (or other Health Care professional) to ensure delivery of a high quality of patient care.
3. To report observed changes in the patients' physical/psychological needs to the Registered Nurse.
4. Performs a range of tests and report results to Registered Nurse, e.g., urinalysis, blood pressure, pregnancy testing, patient observations and similar activities.
5. Performs a range of patient assisted daily living tasks e.g., phlebotomy, wound observation and dressings, removal of peripheral cannula, stoma bag changing and reports any issues to the Registered Nurse.
6. Respond to questions and enquiries from patients, carers, and relatives, following advice from the registered nurse, referring detailed enquiries to the appropriate practitioner.e.g., on the clients' condition or for any suggestions or complaints that they wish to raise.
7. Assists with the safe transfer of all patients, including escort requirements whereappropriate.
8. Work as a supportive member of the multi-disciplinary team to ensure high standards of patient care.

Policies, procedures, and standards:

1. Maintain patient confidentiality at all times and follow information governance policies and procedures.
2. Participate in maintainingaccurate and up-to-date clinical records, e.g., fluid intake charts to ensure effective communication.
3. Follow NHS Highlandpolicies and procedures to ensure maintenance of safe working practices for patients and colleagues.
4. Follow NHS Highland Policies & Procedures together with any specific departmental procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.

Equipment and resources:

1. Adhere to department procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
2. Share responsibility for key aspects of housekeeping and stock control demonstrating a good awareness of cost efficiency and safety.

3. Undertakes routine and regular checks on patient trolleys and bed spaces ensuring all relevant equipment is clean, in good working order and in-tact and reports faults to Registered Nurse.
4. Performs functional checks on departmental items of equipment e.g., gas cylinders, emergency crash trolleys, blood glucose monitors, fridges and escalates any issues.

Personal development and learning:

1. Participate in personal career development plans and supervision sessions to maintain skills and develop personal growth through training and education, utilising computer-based learning through Learn Pro or similar as appropriate.
2. Support inexperienced staff by sharing their knowledge and understanding of Nursing, care, and clinical skills.
3. Demonstrate skills to students or junior staff where the post holders' competencies have been assessed and validated.

7. EQUIPMENT AND MACHINERY USED

The post holder is expected to demonstrate and act on the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors, and employees.

They will use a range of equipment and resources in their role and some of these are listed below:

Patient trolleys, beds, moving & handling equipment, patient positioning pressure relieving aids, Glucometer, Blood Gas Machine, HaemobankFridge,Drip Stands, Forced air warmers, FlowtronMachines,PC/Printer, Alarmsystems,telephones

8. SYSTEMS

The post holder is responsible for inputting information into patient written records where applicable, e.g., Complying with the Data Protection Act, CNORIS, Caldicott Guidelines and local policies regarding confidentiality and access to medical records.

Under supervision by a Registered Nurse, the post holder will assist with maintaining accurate patient care documentation. Several systems are extensively used, including Trakcare, Datix, BloodTrak Enquiry, Citrix, Formstream, SCI Store etc.

Will regularly utilise NHS Scotland email, TURAS, and other appropriate internet access

9. ASSIGNMENT AND REVIEW OF WORK

The post holder is responsible to the Senior Charge Nurse or deputy for clinical guidance and professional management, work review and formal appraisal of performance.

Workload will be determined by the Senior Charge Nurse or appropriate delegated practitioner in charge

The SHCSW is responsible for accepting reasonable delegated tasks from the Registered Nurse and is accountable for undertaking them.

10. DECISIONS AND JUDGEMENTS

Exercise the ability to plan and deliver allocated workload.

Demonstrates the ability to acknowledge changes in the patient's physical/psychological needs and report them to the Registered Nurse in charge of the patient.

Act within role and sphere of competence adapting to a variety of situations that may be presented as a result of changing clinical and departmental scenarios

Decide when to refer enquiries from the patient, carers, and relatives to the Registered Nurse.

The SHCSW should highlight any concerns about undertaking any tasks allocated

On occasions work without direct supervision using own initiative within the parameters set in policies and SOPs with guidance from the registered nurse available at all times.

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing workload by identifying competing demands and escalating these to the Registered Nurse.

Maintaining relevant skills and knowledge in a developing healthcare environment

Dealing with challenging behaviour of patients and members of the public.

12. COMMUNICATIONS AND RELATIONSHIPS

The post holder communicates and liaises with the patient, their relatives/carers, and the multidisciplinary team to maintain strong and professional working relationships.

Communicates with other relevant professionals, for example: Senior Charge Nurse / Charge Nurse / Registered Nurse/ members of the multi-disciplinary team– for information regarding patients' clinical condition/clinical problems/workload issues.

Communicates with the Senior Charge Nurse/Charge nurse for advice regarding educational and training issues relevant to patient management and personal development.

Communicates with other departments – for example, Estates, Supplies, Hotel Services as required.

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.

13. 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, glucometer testing, taking blood pressure, stoma bag changing, venepuncture etc.
- Preparation of and management of the healthcare environment & equipment used
- Perform moving & handling tasks relating to moving and handling patients, supplies, equipment, beds, and patient trolleys
- Standing/walking for the majority of the shift
- Escorting patients

Mental Demands:

The post holder will be exposed to the following mental demands during each shift when prioritising patient care/workload in a busy environment:

- Concentration required when checking clinical equipment whilst subject to frequent interruptions
- Concentration required when observing patient behaviours, which may be unpredictable.
- Concentration required when carrying out patient care tasks

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

Working Conditions:

- Exposure to body fluids, e.g., emptying bed pans/urinals, frequently throughout the shift
- Exposure to aggression e.g., verbal/physical. In specific specialty areas this may be on a frequent daily basis

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

Training is provided to enable the Senior 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:

SVQ 3 qualification or equivalent knowledge gained in a relevant area through experience, on the job training and short courses.

Knowledge required:

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 the registered nurse (training will be provided)

Can demonstrate knowledge of equipment used within the department to support the registered nurse and ensure that they are compatible and in good working order. Will escalate any concerns to a registered nurse.

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 patient care and other tasks and activities.

Effective written and verbal communication, literacy, numeracy, and IT skills.

Personal qualities and behaviour:

A demonstration of caring and compassionate attributes.

Ability to work as part of the multidisciplinary team.

15. 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:

Date:

Manager's Signature:

Date: