

**NHS Grampian  
Job Description**

**SECTION 1**

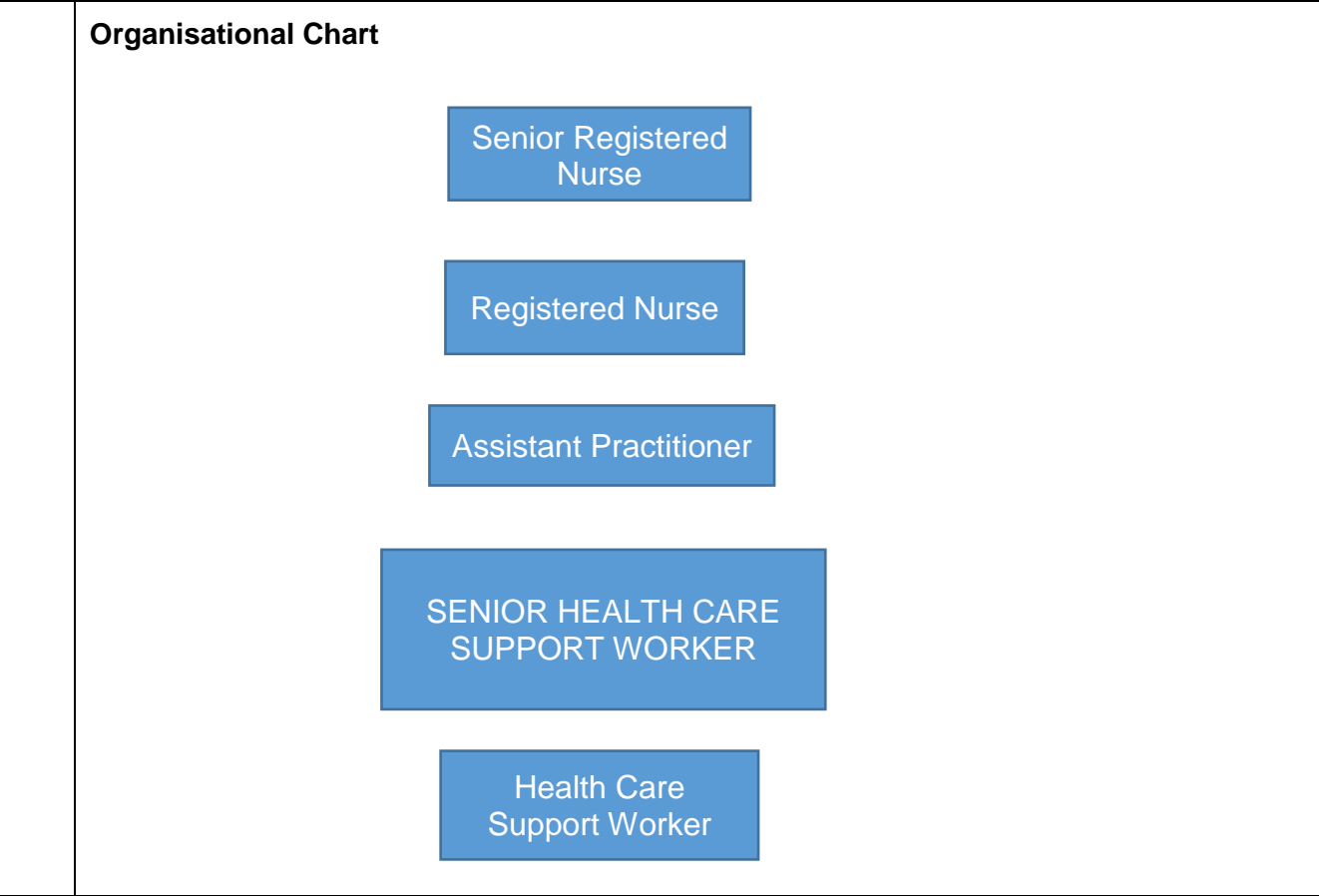
<b>JOB IDENTIFICATION</b>	
<b>Job Title:</b>	Senior Healthcare Support Worker
<b>Department(s):</b>	Respiratory
<b>Location:</b>	Ward 107, Aberdeen Royal Infirmary
<b>Hours:</b>	Full time (37) and part time hours available
<b>Grade &amp; Salary</b>	Band 3 - £28,011 - £30,230 (pro-rata) per annum
<b>Contract</b>	Permanent

**SECTION 2**

**Job Purpose**

The Senior HCSW will have the understanding and ability to deliver delegated care to a local adult population with varying degrees of dependence and/or frailty under the direction and supervision of healthcare professionals.

The Senior HCSW will support the multidisciplinary team in the delivery of high quality care which may include people recovering from acute illness and necessitating support with rehabilitation, people living with long term conditions, or people receiving palliative and end of life care.



<p><b>1</b></p>	<p><b>Communication and relationship skills</b></p> <p>Communicates on routine issues to patients and carers on a daily basis and can communicate complex / sensitive information to patients, clients, relatives and staff.</p> <p>Demonstrates sensitivity, confidentiality and respect when dealing with patients and/or patient information.</p> <p>Provides accurate information and support to patients / clients / carers that enables informed choice.</p> <p>Has the ability and knowledge to use different methods of communication with patients and families to support them during their treatment.</p> <p>Demonstrates tact, diplomacy and manages barriers to understanding in an appropriate way, i.e. sensory impairment, learning difficulties and language barriers.</p> <p>Can discuss end of life care, understanding its impact on patient and family/carers and the importance of individualised care based on the patient's wishes.</p> <p>Reports changes in patient condition/service delivery to the appropriate member of staff.</p> <p>Regularly communicates with the wider health and social care team for the benefit of the patient either verbally, electronically or via video conferencing.</p> <p>Maintain full, accurate and legible records including verbal consent.</p>
<p><b>2</b></p>	<p><b>Knowledge, training and experience</b></p> <p>Experience and/or consolidation of practice as a support worker and can evidence an appropriate level of knowledge.</p> <p>Educated to Higher National Certificate Level (SCQF 6 or 7 / SVQ 3) in healthcare, or equivalent experience working within a caring environment/role.</p> <p>Will have a generalised knowledge and understanding of their job role and related tasks although it is expected that this will be further developed than a HCSW.</p> <p>Will have a broad skill base related to their practice.</p> <p>Will possess an awareness and relative understanding of what is normal concerning their patient / clients' wellbeing and report that which is out-with normal to registered professionals.</p> <p>Effective team player with excellent written and verbal communication skills.</p>

	<p>Deliver delegated care under the direction and supervision (direct and indirect) of a Registered Practitioner or Level 4 Assistant Practitioner.</p> <p>Work within local policies and guidelines.</p> <p>Ensure person centred, safe and effective care is at the forefront of learning by sharing knowledge and information with those new to the practice area and/ or new to role e.g. other healthcare professionals, students.</p> <p>Is able to reflect on and in practice to identify areas of personal development within the boundaries of role and seeking support where necessary.</p> <p>Will be expected to participate in running groups and activities, giving help and support to registered colleagues.</p> <p>Good organisational and time management skills.</p> <p>IT literacy skills.</p>
3	<p><b>Analytical and judgemental skills</b></p> <p>Following an initial assessment of the patient/client by the registered practitioner, and under guidance and supervision while following set protocols and procedures, will carry out routine elements of assessment to enhance the patient/client journey.</p> <p>Will work on their own initiative within their role remit which may involve more advanced clinical skills and tasks than a HCSW, dependent on the area and site of their work.</p> <p>Will recognise and understand role boundaries and limitations and at all times, will act under the delegation and supervision of a registered practitioner.</p> <p>Will show awareness of patient advocacy and an awareness of wider patient/client issues (e.g. home concerns, etc).</p> <p>Able to organise, prioritise and plan workload taking into account the service as a whole.</p>
4	<p><b>Planning and organisational skills</b></p> <p>Will have developed organisational and time management skills.</p> <p>Role remit will consist of delegated tasks and duties which they will plan and prioritise in consultation with registered practitioners.</p> <p>Responsible for planned, delegated care and will organise own workload, priorities of care interventions, participation in multi-agency meetings regarding patient care.</p>

<p><b>5</b></p>	<p><b>Physical Skills</b></p> <p>Carries out repetitive, routine and familiar care interventions during the working day.</p> <p>This may include but is not limited to:</p> <ul style="list-style-type: none"> <li>• routine observations – temperature, pulse, blood pressure, resps, oxygen saturation levels;</li> <li>• care and management of urinary catheters e.g., infection control, bag changing;</li> <li>• care and management of stoma e.g., different types of stoma, stoma bag changing;</li> <li>• knowledge and skill in pressure area care and wound care e.g. wound assessment and management appropriate to context of practice;</li> <li>• assist with and/or perform routine investigations e.g. specimen/blood collection;</li> <li>• understands risk factors and can demonstrate the procedure for safe venepuncture/cannulation</li> <li>• Up to date, safe and effective patient moving and handling skills.</li> </ul>
<p><b>6</b></p>	<p><b>Responsibilities for patient/client care</b></p> <p>Carries out a range of delegated clinical duties.</p> <p>Will have an awareness of subtle cues concerning patient/client wellbeing and will respond to/take action concerning common symptoms within agreed protocols and guidelines pertinent to their work area.</p> <p>Monitor patient observations, reporting any variance/concerns to the registered practitioner.</p> <p>Able to carry out all aspects of personal care as detailed in the individuals’ plan of care.</p> <p>Demonstrates knowledge and understanding and can contribute to nutritional assessments.</p> <p>Records, documents, and reports on patient vital signs utilising NEWS charts.</p> <p>Works in partnership with patients/carers and other healthcare professionals to promote health and support positive behaviour change.</p> <p>Demonstrate knowledge and skills in caring for patients with dementia and their families and carers.</p> <p>Where appropriate and in line with local, national, and regulatory guidelines and policy, administers and records medication.</p> <p>Understands the impact of long term conditions on patients/family/carers and can discuss the importance of supporting self-management.</p> <p>Responsible for assessing patients care, manual handling and mobility requirements and reporting this to the trained nursing staff and therapy teams.</p>

7	<p><b>Responsibilities for policy and service development implementation</b></p> <p>Adheres to legislation, policies, procedures and guidelines, both local and national.</p> <p>Promotes health and safety maintaining best practice in health, safety and security.</p> <p>Share ideas with colleagues to improve the quality of care and suggest areas for innovation.</p> <p>Contribute to service improvement by reflecting on own practice and supporting that of others.</p> <p>Attend team meetings / shared governance groups and contribute positively to discussions about the improvement of care.</p>
8	<p><b>Responsibilities for financial and physical resources</b></p> <p>Exercises personal duty of care in the safe use and storage of equipment and stock.</p> <p>Exercises personal duty of care in the safe handling of people's personal belongings and valuables.</p> <p>Be environmentally aware and prudent in the use of resources and stock.</p>
9	<p><b>Responsibilities for human resources</b></p> <p>Supports the training and induction of new staff.</p> <p>Will support and act as a role model to HCSWs.</p> <p>Demonstrates own duties to new and less experienced staff.</p> <p>Contributes to and participates in in-service education programmes.</p> <p>Contributes towards developing a culture of learning and innovation, developing high quality learning environments.</p>
10	<p><b>Responsibilities for information resources</b></p> <p>Ensures clear, concise, accurate and legible records are maintained to a professional standard in relation to care provided, adhering to local and national guidelines.</p> <p>Be able to manage electronic record systems, taking account of the need to maintain security and confidentiality.</p> <p>Adhere to all Information Governance guidance and policies.</p>

	Maintain confidentiality as outlined in the HCSW Code of Conduct and handle personal data in line with GDPR principles.
<b>11</b>	<p><b>Responsibilities for research and development</b></p> <p>Participates in data collection for audit, research purposes and for service improvement purposes.</p> <p>Develops an awareness of the quality improvement approaches and contribute to quality improvement projects within the workplace.</p> <p>Contributes to the development of local protocols and guidelines.</p>
<b>12</b>	<p><b>Freedom to act</b></p> <p>Works to standard operating procedures with registered health professionals available for reference.</p> <p>Works within organisational policies, procedures and guidelines.</p> <p>Raise any concerns to a registered health professional or appropriate person.</p>
<b>13</b>	<p><b>Physical effort</b></p> <p>Frequently required to exert moderate effort to help transfer, move and mobilise people safely using a range of appropriate equipment, e.g. using hoists, transferring and positioning patients, pushing wheelchairs and trolleys. This will occur on at least half the shifts worked or more, and for several short periods during a shift.</p> <p>Requires to work in difficult or restricted positions whilst assisting with clinical procedures.</p>
<b>14</b>	<p><b>Mental effort</b></p> <p>Frequently needs to concentrate while supporting clinical assessments, implementing treatment plans and documenting care undertaken.</p> <p>Experiences work patterns which are at times unpredictable, some requiring immediate response.</p>
<b>15</b>	<p><b>Emotional effort</b></p> <p>Regularly works with distressed and anxious people and their families and offers support e.g. when working with individuals with confusion or dementia.</p> <p>Provides care for people at the end stage of life and for the deceased and bereaved, respecting cultural requirements and protocols.</p>

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**Working conditions**

The post holder will, on a daily basis have frequent exposure to highly unpleasant working conditions e.g. dealing with uncontained body fluids, soiled or foul linen, dust, dirt, odours, uncontrolled domestic animals.

The post holder will also be required to deal with difficult and aggressive behaviour.



<b>Physical Requirements</b>	<ul style="list-style-type: none"> <li>• Candidates should not be in breach of NHSG attendance at work policy.</li> <li>• Able to walk long distances – covering multisite as required</li> </ul>	
<b>Particular Requirements of the Post</b>	<ul style="list-style-type: none"> <li>• Must be flexible in working to meet the needs of the service, mainly day shift but there may be a requirement to work night duty as service demands</li> <li>• Ability to undergo training and studying in order to develop within role and gain competencies required to fulfil the role</li> <li>• Ability to attend mandatory training</li> <li>• Able to work on own, performing delegated tasks</li> </ul>	

<b>MAJOR RISKS IN DOING THE JOB</b>	
<ul style="list-style-type: none"> <li>• Working with body fluids and needles (venepuncture and Cannulation)</li> <li>• Dealing with Violent and Aggressive patients</li> <li>• Working a large part of the time on own, carrying out delegated tasks appropriate to role and competencies</li> </ul>	

