

JOB DESCRIPTION

1. JOB IDENTIFICATION	
Job Title:	Healthcare Support Worker Level 3 (Band 3)
Responsible to (insert job title):	Clinical Nurse Manager
Department(s):	Primary Care
Directorate:	EH&SCP
Operating Division:	NHS Lothian
Job Reference:	L-GEN-NM-CS-HCSW3
No of Job Holders:	
2. JOB PURPOSE	
<p>In partnership with the registered nurse reviews the plan of care, using the patient's individual care plan. Implement the plan of care to ensure delivery of a high standard. Works on a regular basis without direct supervision from a registered nurse.</p> <p>As part of a multidisciplinary team, the post holder will carry out personal care duties for patients, in support of the registered nurse and other relevant professional.</p>	
3. DIMENSIONS	
<ul style="list-style-type: none">• Cover other neighbouring practices on a regular basis• Liaise with a number of professionals on a daily basis. <p>The post is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.</p>	

4. ORGANISATIONAL POSITION	
[]	<div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;">ORGANISATIONAL CHART</div> <div style="display: flex; flex-direction: column; align-items: center;"> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;">Service Manager, Primary Care</div> <div style="margin-bottom: 10px;">↓</div> <div style="border: 1px solid black; padding: 10px; margin-bottom: 10px;">Clinical Nurse Manager Primary Care</div> <div style="margin-bottom: 10px;">↓</div> <div style="border: 1px solid black; padding: 10px;">This post</div> </div> </div>
5. ROLE OF DEPARTMENT	
<p>Edinburgh Health and Social Care Partnership is responsible for Primary Care provision within the City. There are four localities which are divided into cluster areas with between 10-12 GP Practices within a cluster. Community Health and Social Care Services provision is organised around either clusters or localities. There is close working arrangements with third sector providers within localities.</p>	
6. KEY RESULT AREAS	
<ol style="list-style-type: none"> 1. To carry out a range of clinical duties with minimal / no supervision, adopting a holistic approach including clinical and psychological wellbeing, including for example, blood pressure monitoring, oxygen saturation levels, body temperature, pulse rate and respiration rate, glucose monitoring, collection and testing of urine samples / faecal samples/sputum samples and wound swabs ensuring delivery of high quality patient care at all times. NB: this list is not exhaustive and will vary depending on area of work. 2. To carry out / administers simple dressings using both sterile and non sterile techniques, as per Treatment Plan. 3. To undertake venepuncture procedures and remove cannulae in a safe manner in order to reduce any risk of infection. To take swabs without supervision from patients to test for various infections such as MRSA. 4. To plan home visits and reorganise / reprioritise own workload according to patient need without direct supervision. 5. To co-operate with and maintain good working relationships with the Healthcare and Social Care professionals. Have an empathetic approach to patients, carers and relatives, answering any queries, suggestions or concerns they may have where possible, referring them to the registered nurse where appropriate. 	

6. To maintain up to date written and electronic records and reporting and escalating as required, informing the registered nurse of any changes or outcomes of clinical interventions undertaken including any observed change in the patients condition. Recording any changes / treatments administered / action taken to comply with local, Professional and Health service standards. Maintain patient confidentiality at all times.
7. To be responsible for ensuring personal ongoing training as required, ensuring skills / competencies are maintained.
8. To supervise, in partnership with the registered nurse, healthcare support workers level 2 and nursing students in direct patient care.
9. To work within defined standards, protocols, policies and procedures for the District Nursing Service and NHS Lothian to ensure delivery of the highest level of patient care at all times.
10. To have an overall awareness of potential risks within the community area assessing these at all times to ensure the health and safety clients, visitors and staff and compliance with related legislation and guidelines.
11. To monitor stock levels of all supplies and carry out / delegate housekeeping duties, to support and maintain the running of the community team in order to promote the effective and efficient use of resources.
12. To participate in clinical audit of services provided to ensure evidence based practice is identified and implemented.
13. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role:

Manual Handling equipment:

Stand-aid, full body hoist, bath hoist, glide sheets, pat slide.

Communication aids:

Telephone, computers.

Medical Equipment:

Glucometer, Blood pressure and temperature monitoring system, blood collection systems.

Other:

Various walking aids, raised toilet seats, wheelchairs, weighing scales, height measurement tool, specialist mattresses.

This list is not exhaustive.

<p>Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.</p>
<p>7b. SYSTEMS</p>
<p>The following are examples of systems which will be used when undertaking the role:</p> <p>Maintenance of patient records.</p> <p>Ordering stores and supplies.</p> <p>Risk assessments.</p> <p>eLearning modules – personal development.</p> <p>Intranet and internet – access to policies.</p> <p>Note: New systems may be introduced as the organisation and technology develops, however training will be provided.</p>
<p>8. ASSIGNMENT AND REVIEW OF WORK</p>
<p>Workload is allocated by the Registered nurse and thereafter the member of staff is expected to be responsible for planning own workload with minimum / no supervision by the Registered nurse.</p> <p>The post holder will receive their work review and annual appraisal from the Registered Nurse.</p>
<p>9. DECISIONS AND JUDGEMENTS</p>
<p>Uses own initiative to assess patient condition, pertaining to both the emotional and physical needs, making recommendations to changes to care plan to registered nurse improve outcomes within the bounds of existing knowledge and skills.</p> <p>Recognising abnormal readings and changes in patient condition when undertaking clinical observations of patients and escalating these to the registered nurse / more senior staff for advice / action.</p>
<p>10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB</p>
<p>Undertaking a physically, mentally and emotionally demanding job whilst at the same time taking care to safeguard their own health and safety as well as those of colleagues and patients.</p> <p>Maintain high standards of patient care.</p> <p>Working with patients who may be distressed, anxious, or terminally ill or have cognitive impairment and communication problems.</p> <p>Maintaining skills and knowledge level in clinical competencies and core skills.</p> <p>Lone working in unpredictable community settings.</p>

11. COMMUNICATIONS AND RELATIONSHIPS
<p>The post holder will communicate on a regular basis with the patient, their relatives, the health and social care team, internal and external agencies involved with the provision of care using effective verbal, non verbal and written communication.</p> <p>Will communicate proficiently with regards to planning, implementation and review of workload.</p> <p>Requires to communicate effectively with patients who may be distressed/worried or anxious.</p> <p>Communicate with the Registered Nurse regarding any patient care concerns and their personal development needs.</p>
12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB
<p><u>Physical Skills</u> Venepuncture. PC skills. Manual handling skills.</p> <p><u>Physical Demands:</u> Manual handling on a daily basis including e.g. safely manoeuvre patients some of whom may be highly dependant, manoeuvring wheelchairs, hoists, moving clinical equipment.</p> <p>Activities include repeated bending, crouching, and kneeling in restricted areas as well as standing/walking for long periods during the shift.</p> <p><u>Mental Demands:</u> Maintaining high levels of patient interaction on a daily basis and concentration required when observing patients conditions and undertaking clinical duties.</p> <p>Maintaining high levels of concentration on a daily basis when checking documents / case notes and documentary observation whilst subject to frequent interruptions from patients / relatives / team members.</p> <p>Ability to deal flexibly with frequently changing situations and unpredictable events (e.g. falls, patient illness) prioritising demands of clinical and non-clinical workload.</p> <p>Constant awareness of risk factors.</p> <p><u>Emotional Demands:</u> Communicating with distressed, anxious, worried patients / relatives / carers and supporting relatives / carers following receipt of bad news.</p> <p>Caring for patients who are terminally ill or have a progressive illness.</p> <p>Supporting new staff and learners.</p>

<p><u>Environmental:</u> Working in conditions, which involve daily exposure to bodily fluids including sputum, vomit, urine, faeces, open wounds and exudates.</p> <p>Potential exposure to episodes of verbal and physical aggression from patients / relatives / carers.</p>	
<p>13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB</p>	
<p>SCQF Level 7 in Healthcare related subject with previous experience working in a healthcare setting.</p> <p>Effective written and verbal communication skills.</p> <p>Ability to work with people and as part of a multidisciplinary team.</p> <p>Ability to show initiative, take responsibility and work without supervision on a daily basis.</p> <p>Organisational and time management skills.</p>	
<p>14. JOB DESCRIPTION AGREEMENT</p>	
<p>A separate job description will need to be signed off by each jobholder to whom the job description applies.</p> <p>Job Holder's Signature:</p> <p>Head of Department Signature:</p>	<p>Date:</p> <p>Date:</p>