#### ***NHS GREATER GLASGOW & CLYDE***

#### ***JOB DESCRIPTION***

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| JOB IDENTIFICATION |
| Job Title: Health Care Support Worker Band 2  Responsible to: Senior Charge Nurse |

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| 2. JOB PURPOSE |
| The Health Care Support Worker carries out person-centred care in support of and supervised by a Registered Nurse. The purpose of the care is to:   * Competently perform the necessary technical/invasive/physical aspects of care for this defined patient group. * Ensure an effective delivery of nursing care is provided to patients and that an acceptable standard is maintained. * Provide, through Divisional policies, a safe environment for the treatment of patients and protection of staff. * Participate in Practice Development Programmes as required. |

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| **3. ORGANISATIONAL POSITION** |
| Clinical Service Manager  Lead Nurse  Senior Charge Nurse  Charge Nurse  Staff Nurse  Health Care Support Worker ( This post Band 2) |

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| 4. SCOPE AND RANGE |
| * All employees at Band 2 are issued with a Health Care Support Workers pack designed to structure the Induction, Orientation and Development of Health Care Support Workers. Under the supervision of an identified, qualified Assessor, the Health Care Support Worker will complete all Competencies in a minimum of 6 and a maximum of 9 months. * Under the supervision of a Registered Nurse provide a high quality, safe and supportive environment in order to care for patients within (insert specialist area/department) meeting the identified physical and psycho-social needs. * Ensure effective day to day management of resources including Supplies, equipment, etc. * The postholder will act within the principles of the Divisions Code of Professional Conduct for HCSW. |

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| 5. KEY RESULT AREAS |
| 1. Assist patients with activities of daily living. 2. Assist the Registered Nurse and where appropriate other members of the Clinical Team to deliver patient care 3. Co-operate with and maintain good relationships with other disciplines that are attending and treating patients to maximise patient care. 4. Maintain good relationships and an empathic approach to patients’ carers and relatives and refer them to a registered nurse for any questions they may have on the patients condition or for any suggestions or complaints that they wish to raise. 5. Report observed changes in the patients physical/psychological needs and participate in maintaining accurate and up-to-date records to ensure effective communication. 6. Work within Divisional policies and procedures to ensure maintenance of safe working practices and environments for patients and colleagues. 7. Adhere to ward and unit procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.. 8. Share responsibilities for key aspects of housekeeping and stock control. Demonstrating a good awareness of cost efficiency and thus contributing to the smooth running of the Ward/Department . 9. Participate in personal career development plan to develop and maintain skills and personal growth through training and education. 10. Maintain patient confidentiality at all times |

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| 6. SYSTEMS AND EQUIPMENT |
| * Must be aware of 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.   + The post holder is responsible for inputting information into electronic patient record where applicable and also into patients written records. They will comply with the Data Protection Act, Caldicott Guidelines and local policies regarding confidentiality and access to medical records   + Use of medical devices and all other equipment used in their clinical environment   + Ability to maximise the use of Information Technology to benefit personal development and patient care. |

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| **7. DECISIONS AND JUDGEMENTS** |
| * Planning order of some tasks within an overall routine. * Acknowledging changes in patients conditions and reporting. * Performance is monitored on an ongoing basis with an annual appraisal. |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** |
| * Promote and develop good relationships with patients, staff and visitors. * Promote good relations between the Division and other services. * Conduct oneself in such a manner as to uphold and enhance the good standing and reputation of   the Division.   * Respect confidential information obtained in the course of duty and refrain from disclosing such   information without the consent of the patient or a person entitled to act on his/her behalf,  except where disclosure is required by law or by the order of a Court or is necessary in the public  interest. |

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| **9. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * Moving and handling of patients, ranging from self caring to total dependence. * Moving and handling of ward/department equipment. * Walks/ stands for most of the shift. * Exposure to body fluids/ therapeutic products. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Managing competing demands on time. * Ensuring patient safety at all times * Communicating with and supporting distressed/anxious/worried patients/relatives. * Dealing with verbally abusive patients and members of the public. |

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| 11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Caring disposition preferably with experience working in a caring environment/role.  * Ability to work with people and as part of a multidisciplinary team. * Effective written and verbal communication skills/literacy/numeracy/IT skills * Ability to carry out assigned tasks effectively in a busy environment. * Ability to fulfil the requirement of the job description including undertaking in house training programme. * Previous experience of working within clinical area is an advantage |

***APPENDIX 2***



**PERSON SPECIFICATION FORM**

**Job Title :- Health Care Support Worker**

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| **Qualifications** | **Essential (√)** | **Desirable (√)** |
| Training is available to meet local and organisational service requirements |  |  |

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| **Experience** | **Essential (√)** | **Desirable (√)** |
| Previous experience within the health care environment |  | X |
| Basic I.T. skills |  | X |
| Understanding of stock control |  | X |

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| **Knowledge and skills** | **Essential (√)** | **Desirable (√)** |
| Communication   * Ability to communicate with a range of people on day-to-day matters in a form that is appropriate to them and the situation | X |  |
| Personal and people development   * Demonstrate the need to contribute to own personal development * Demonstrate a willingness to participate in learning activities * Demonstrate a willingness to accept and act on feedback | X  X  X |  |
| Health, Safety and security   * Demonstrate an awareness of legislation, policies and procedures for maintaining own and others health, safety and security * Demonstrate an ability to work in a way that minimises risk to health, safety and security | X  X |  |
| Quality   * Ability to act as a responsible team member within the legislation, policies and procedures relevant to the work being undertaken * Ability to project a positive professional image * Demonstrate an understanding of the expectations of the post | X  X  X |  |
| Equality and Diversity   * Ability to treat people as individuals with dignity and respect | X |  |

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| **Other** | **Essential (√)** | **Desirable (√)** |
| Caring disposition | X |  |
| Enthusiasm for working in the Critical care environment | X |  |
| Good leadership qualities |  | x |
| Self-motivated and reliable | X |  |
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