

Healthcare Support Worker (Lewis & Harris)

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Job Advert



Western Isles Hospital, Macaulay Road, Stornoway, HS1 2AF
Macmillan Nursing
Healthcare Support Worker (Lewis & Harris)
Band 3 £21,709 - £23,603 per annum
Plus £1,117 Distant Islands Allowance per annum
37.5 hours per week
Fixed term contract for 24 months

As part of The Scottish Government 'Recovery and Redesign: An Action Plan for Cancer Services' we have received funding for a project to support Action 3- a single point of contact: which aims to provide dedicated person-centred support through the cancer pathway.

With this funding we have an exciting opportunity to come and work with NHS Western Isles Macmillan Team in Lewis & Harris as a Healthcare Support Worker in a fixed term/secondment post for 24 months.

You will be joining a welcoming, motivated and dynamic team delivering a high standard of cancer and palliative care to an island community. Supervision and support will be provided throughout the role.

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

For further information or an informal discussion on this post please contact Mairi Smith, Macmillan Team Advanced Clinical Nurse Specialist/Team Lead, mairi.smith3@nhs.scot

All NHS Western Isles vacancies appear on the NHS Scotland website <https://apply.jobs.scot.nhs.uk/> along with a job description.

For any further queries please contact 01851 762000.

1. JOB IDENTIFICATION

Job Title:	Healthcare Support Worker (Lewis & Harris)
Band:	3
Hours:	37.5
Responsible to	Macmillan Team Lead
Department(s):	Macmillan Team
Operating Division:	Specialist Nursing
Job Reference:	
No of Job Holders:	1(Fixed term of 24 months or secondment)
Last Update (insert date):	December 2021

2. JOB PURPOSE

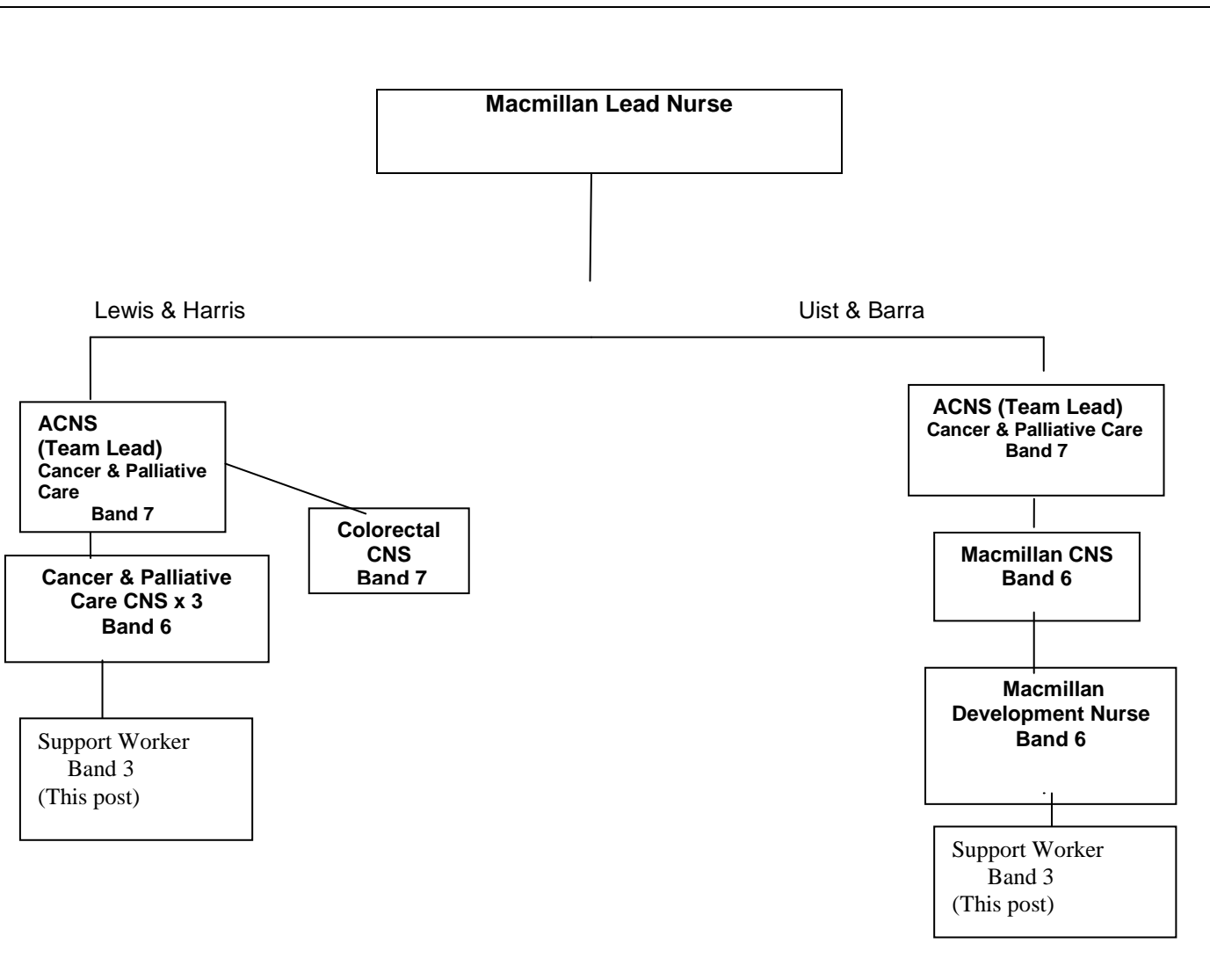
This role will work as part of the Macmillan Team and cancer services in supporting a single point of contact for patients with suspected cancer through to diagnosis, treatment and ongoing care.

N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.

3. DIMENSIONS

- Support a single point of contact service for people with a suspected or diagnosis of cancer
- Based in Western Isles Hospital with the Macmillan Team
- Hospital and Community Service
- Service currently works Monday – Friday, 0830-1630

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Macmillan Team provides a specialist service in both the hospital and community environment to patients, carers and families where there is a diagnosis of cancer and/or palliative care across the Western Isles.

The aim of the service is to provide a specialist cancer/palliative care service for patients, their families/carers and members of the multiprofessional team within both the acute and community care setting by promoting and managing the complexities in the symptomatic and psycho-social well being of patients and their families/carers.

As an integral part of the multi-professional team the aim is to support clinical practice and service development for those with a cancer diagnosis.

The post holder acts at all times within the requirements of the NHS Western Isles policies and procedures.

6. KEY RESULT AREAS

Have a single point of contact for discussing questions or anxieties related to their clinical care from the point of diagnosis and where appropriate improve communication during the diagnostic process i.e. longer/more complex pathways, particularly when delays occur

Patients receive timely and accurate advice on their appointments, tests and results where appropriate

Have the chance to discuss what non-clinical support may be available for them and their family, following a cancer diagnosis

Support an understanding of their treatment plan and expected timelines for treatment delivery

Support patients with self management of their condition and ability to access available services as appropriate during and after discharge e.g. Managing diet, exercise, fatigue, symptom management etc.

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, venepuncture, cannulae removal, 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.

To reorganise/reprioritise own workload according to patient need and service needs without direct supervision.

To co-operate with and maintain good working relationships with both the multidisciplinary team and other 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 a Macmillan Nurse or other agencies where appropriate.

To maintain up to date written and electronic records and reporting and escalating as required, informing the Macmillan Nurse of any changes or outcomes of clinical interventions undertaken including any observed change in the patient's condition. Recording any changes / treatments administered/action taken to comply with local, Professional and Health service standards. Maintain patient confidentiality at all times

To be responsible for ensuring personal ongoing training as required, ensuring skills/competencies are maintained.

To participate in clinical audit of services provided to ensure evidence based practice is identified and implemented.

To support NHS Western Isles values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.

7a. EQUIPMENT AND MACHINERY

The post holder will be expected to be responsible and knowledgeable in the safe use of all clinical and non clinical equipment used within the area ensuring this is checked and maintained and where problems are identified these resolved so that all equipment is fit for purpose.

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

- Computer, Laptop, Ipad
- Telephone for internal and external communication.
- Photocopier
- Medical equipment- blood collection systems, blood pressure and temperature monitoring systems, Glucometer

This list is not exhaustive

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Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

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

- Telephones including answering machine checking service
- Use of virtual technology e.g. Teams, Attend Anywhere
- Maintenance of patient records in accordance with NHS Western Isles standards including electronic records
- Complete monthly mileage and shift returns
- Utilise computerised systems to support practice e.g. MORSE, SCI-Clinical, Email, results reporting
- ordering stores and supplies
- eLearning modules – personal development
- Intranet and internet – access to policies

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

The post holder will work in conjunction with the Macmillan Team and wider MDT to plan and organise their workload dependant on the needs of the service.

The post holder will receive their work review and annual appraisal from the Macmillan Team Lead.

9. DECISIONS AND JUDGEMENTS

Uses own initiative to assess patient condition, pertaining to both the emotional and physical needs, making recommendations to changes to care plan with the Macmillan Nurse to improve outcomes within the bounds of existing knowledge and skills.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

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.

Maintain high standards of patient care within defined resources.

Working with patients who may be distressed, anxious, or terminally ill or have cognitive impairment and communication problems.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder will communicate on a regular basis with the patient, their relatives, the multidisciplinary team, internal and external agencies involved with the provision of care using effective verbal, non verbal and written communication.

Will communicate proficiently with regards to planning, implementation and review of workload.

Requires communicating effectively with patients who may be distressed / worried or anxious.

Communicate with the Macmillan team regarding any patient care concerns and their personal development needs.

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

Physical Skills

Venepuncture.

PC skills.

Manual handling skills.

Physical Demands:

Activities include sitting for long periods using computer or telephone.

Driving and getting in and out of car

Mental Demands:

Maintaining high levels of patient interaction on a daily basis and concentration required

Maintaining high levels of concentration on a daily basis when checking documents/case notes and documentary observation whilst subject to interruptions from patients/relatives/team members.

Ability to deal flexibly with frequently changing situations and unpredictable events prioritising demands of clinical and non-clinical workload.

Constant awareness of risk factors.

Emotional Demands:

Communicating with distressed, anxious, worried patients/relatives/carers and supporting patients/relatives/carers following receipt of bad news.

Caring for patients who are terminally ill or have a progressive illness.

Supporting new staff and learners.

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Environmental:

Potentially working in conditions, which involve exposure to bodily fluids including sputum, vomit, urine, faeces, open wounds and exudates.

Potential exposure to episodes of verbal and physical aggression from patients / relatives / carers.

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

SCQF Level 7 in Healthcare related subject with previous experience working in a healthcare setting.

Effective written and verbal communication skills.

Ability to work with people and as part of a multidisciplinary team.

Ability to show initiative, take responsibility and work without supervision on a daily basis.

Organisational and time management skills

Current driving licence and access to a car for work purpose



14. STANDARD ELEMENTS

STANDARD ELEMENTS

Confidentiality

Comply with all approved NHSWI Policies and Procedures.

Comply with NHSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

15. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date:23.02.2022

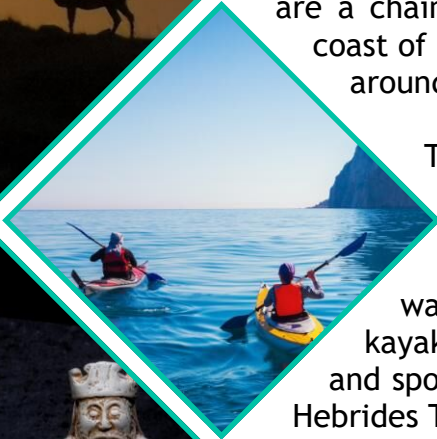
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PERSON SPECIFICATION

Job Title:	Healthcare Support Worker	Dept:	Macmillan
Factor	Essential	Desirable	Measure
QUALIFICATIONS, TRAINING	SCQF Level 7 in Healthcare related subject		Application form
EXPERIENCE,	Previous experience working in healthcare setting		Application form and interview
Skills, Knowledge and Aptitude	Effective written and verbal communication skills Ability to work with people and as part of a multidisciplinary team	Ability to show initiative, take responsibility and work without supervision on a daily basis Organisational and time management skills	Application form and interview
OTHER	Full, current driving licence Available vehicle for work use		Application form and interview



The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.



Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.



The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.

The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer them.

Links

visitouterhebrides.co.uk
welovestornoway.com
hebrides-news.com
hebrideanhousing.co.uk
cne-siar.gov.uk

About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

Stornoway—Western Isles Hospital (Ospadal nan Eilean Siar)

Benbecula—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

Barra—St Brendan's Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

Web

wihb.scot.nhs.uk

The latest information about the Board's response to the COVID-19 pandemic can be found on the Board's dedicated website.

Web

coronavirus.wi.nhs.scot



Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

Stornoway Airport—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

Benbecula Airport—Glasgow, Inverness, Stornoway

Barra Airport—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



Links

Ferry Travel:
calmac.co.uk

Air Travel:
loganair.co.uk

Car Hire:
carhire-hebrides.co.uk
lewis-car-rental.com

Air Discount Scheme:
airdiscountscheme.com