

Matched Job Report

Job Title	Healthcare Support Worker (Nursing, Acute Services)
Job ID	SCO21/2019NM029
Score	199
Band	2
Status	Profile Matched
National Profile	Clinical Support Worker (Pre August 2021)
Job Statement	

The Health Care Support Worker carries out a range of personal care activities and tasks in support of and supervised by a Registered Nurse. The purpose of the care is to:

- Competently perform the necessary aspects of care for patients
- Ensure an effective delivery of nursing care is provided to patients and that an acceptable standard is maintained.
- To follow all NHS/GGC policies and provide a safe and person-centred environment for the treatment of patients.
- Participate in personal and practice development activities to maintain standards of care.

1. Communication and relationship skills

National Profile Level: 3a

Selected Level: 3

Factor Status: Matched

Score: 21

National Profile Factor Description

****Provide and receive routine information requiring tact or persuasive skills; barriers to understanding****

Exchanges factual information with patients using persuasion, reassurance, tact, empathy; may overcome barriers to understanding, e.g. patient/client has physical impairment, mental health condition or learning disabilities

Relevant Job Information

The post holder will communicate on a regular basis with the patient, their relatives and the multidisciplinary team involved with the provision of care in a caring, compassionate and professional manner.

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.

To respect confidential information obtained in the course of duty.

To refrain from disclosing such information without the consent of the patient/client 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

2. Knowledge, training and experience

National Profile Level: 2

Selected Level: 2

Factor Status: Matched

Score: 36

National Profile Factor Description

****Range of routine work procedures, requiring job training****

Knowledge of personal care and related procedures, NVQ2 or equivalent experience

Relevant Job Information

Qualifications and experience:

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

Compliance with Mandatory updates annually (or as required) on an ongoing basis

Knowledge required

Ability to carry out assigned tasks effectively in a busy environment.

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 practitioners (training will be provided)

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

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 personal care for patients and related tasks and activities.

Effective written and verbal communication skills/literacy/ numeracy skills

Good observation skills and recognition of the importance of reporting

Personal qualities and behaviour

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

Caring disposition, preferably with experience working in a caring environment/role

3. Analytical skills

National Profile Level: 2

Selected Level: 2

Factor Status: Matched

Score: 15

National Profile Factor Description

****Judgements involving facts or situations, some requiring analysis****

Assesses patient's health, safety and wellbeing while undertaking personal care, deciding whether to refer to other staff as appropriate

Relevant Job Information

- To observe, be aware of and report changes in patient's conditions.
- Judgement must be used when assessing situations e.g. when to request support from colleagues or to report an issue to a trained member of staff.

4. Planning and organisation skills

National Profile Level: 1

Selected Level: 1

Factor Status: Matched

Score: 6

National Profile Factor Description

****Organises own day to day work tasks or activities****

Prioritises own work activities

Relevant Job Information

- The HCSW will plan the order of some tasks within their overall routine.

The Health Care Support Worker carries out a range of personal care activities and tasks in support of and supervised by a Registered Nurse.

5. Physical skills

National Profile Level: 2

Selected Level: 2

Factor Status: Matched

Score: 15

National Profile Factor Description

**Physical skills obtained through practice **

Hand eye co-ordination for manoeuvring wheelchairs, bathing patients/clients, using hoists; standard driving

Relevant Job Information

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
- 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.

6. Responsibility - patient/client care

National Profile Level: 3(a)

Selected Level: 3

Factor Status: Matched

Score: 15

National Profile Factor Description

Provides personal care to patients/clients

Undertakes personal care duties, e.g. bathing, toileting

Relevant Job Information

- Competently perform the necessary aspects of care for patients
- Ensure effective delivery of personal care is provided to patients and that an acceptable standard is maintained.
- To follow all NHSGGC policies and provide a safe and person-centred environment for the treatment of patients.

- Participate in personal and practice development activities to maintain standards of care.

Personal care duties

- Demonstrates care and compassion to patients, carers and relatives to help ensure high quality person centred patient care is delivered at all times.
- Assist patients with activities of daily living. This will typically include all basic care including the feeding, bathing and repositioning of the patient under the supervision of a trained nurse.
- Provide support to the registered nurse and, where appropriate, other members of the Clinical Team as required.
- To co-operate with and maintain good relationships with team colleagues and staff in other disciplines that are attending and treating clients to maximise patient care.
- Maintain good relationships and an empathic approach to the patient's' family, relatives and carers and refer them to a trained nurse for any questions they may have on the client's condition or for any suggestions or complaints that they wish to raise.
- Report observed changes in the patient's physical and psychological needs.

7. Responsibility - policy and service

National Profile Level: 1

Selected Level: 1

Factor Status: Matched

Score: 5

National Profile Factor Description

Follow policies in own role, may be required to comment

Follows policies, may participate in discussions on proposed changes to procedures

Relevant Job Information

- To maintain patient confidentiality at all times and follow information governance policies and procedures.
- To follow NHSGGC policies and procedures to ensure maintenance of safe working practices for patients and colleagues.

The HCSW will ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors and employees and be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974.

8. Responsibility - finance and physical

National Profile Level: 1-2abc

Selected Level: 2

Factor Status: Matched

Score: 12

National Profile Factor Description

****Personal duty of care in relation to equipment, resources/Handle cash, valuables ;safe use of equipment other than equipment used personally; maintain stock control****

Careful use of equipment/handles patient/client valuables; ensure equipment used by others, e.g. hoists, is safe and properly used; orders supplies

Relevant Job Information

Use of medical devices and all other equipment used in their clinical environment.

- Share responsibility 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.
- To follow ward and unit procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.

9. Responsibility - staff/HR/leadership/training

National Profile Level: 1

Selected Level: 1

Factor Status: Matched

Score: 5

National Profile Factor Description

****Demonstrate own activities to new or less experienced employees****

Demonstrates own duties to new starters

Relevant Job Information

- To participate in personal career development plan to maintain skills and develop personal growth through training and education.

10. Responsibility - information resources

National Profile Level: 1

Selected Level: 1

Factor Status: Matched

Score: 4

National Profile Factor Description

****Record personally generated information****

Contributes to updating patient records

Relevant Job Information

The HCSW is responsible for inputting information into the electronic patient record where applicable and also into patients written records.

11. Responsibility - research and development

National Profile Level: 1

Selected Level: 1

Factor Status: Matched

Score: 5

National Profile Factor Description

****Undertake surveys or audits, as necessary to own work****

Occasionally participates in audits, surveys, research and development activities

Relevant Job Information

None

12. Freedom to act

National Profile Level: 1-2

Selected Level: 2

Factor Status: Matched

Score: 12

National Profile Factor Description

****Well-established procedures, supervision close by/Standard operating procedures, someone available for reference****

Carries out routine personal care duties, supervision available/ Acts on own initiative when delivering personal care, supervision accessible

Relevant Job Information

The Health Care Support Worker carries out a range of personal care activities and tasks in support of and supervised by a Registered Nurse.

- Assist patients with activities of daily living. This will typically include all basic care including the feeding, bathing and repositioning of the patient under the supervision of a trained nurse.
- To observe, be aware of and report changes in patient's conditions.
- Judgement must be used when assessing situations e.g. when to request support from colleagues or to report an issue to a trained member of staff.

13. Physical effort

National Profile Level: 3c-4bc

Selected Level: 3

Factor Status: Matched

Score: 12

National Profile Factor Description

****Frequent moderate effort for several short periods/ frequent moderate effort for several long periods; occasional intense effort for several short periods****

Turns, manoeuvres patients/clients for toileting, bathing using aids; toileting, bathing without mechanical aids

Relevant Job Information

- Perform moving & handling tasks relating to moving and handling patients, supplies, equipment, beds and patient trolleys
- Standing/walking for the majority of the shift.

14. Mental effort

National Profile Level: 2a

Selected Level: 2

Factor Status: Matched

Score: 7

National Profile Factor Description

****Frequent concentration; work pattern predictable****

Concentration for personal care procedures, standard driving. Follows routine

Relevant Job Information

- Concentration required when carrying out personal care tasks

15. Emotional effort

National Profile Level: 2a-3a

Selected Level: 2

Factor Status: Matched

Score: 11

National Profile Factor Description

****Occasional/frequent distressing or emotional circumstances****

Care of patients/clients with chronic illness/conditions, terminally ill and deaths

Relevant Job Information

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

16. Working conditions

National Profile Level: 3b-4b

Selected Level: 4

Factor Status: Matched

Score: 18

National Profile Factor Description

****Occasional highly unpleasant conditions/ frequent highly unpleasant conditions****

Foul linen, body fluids

Relevant Job Information

- 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