

# Matched Job Report

<b>Job Title</b>	Senior Healthcare Support Worker (Nursing, Acute Services)
<b>Job ID</b>	SCO21/2019NM030
<b>Score</b>	242
<b>Band</b>	3
<b>Status</b>	Profile Matched
<b>National Profile</b>	Clinical Support Worker, Higher Level (Pre August 2021)

## Job Statement

The Healthcare Support Worker is part of the multidisciplinary team delivering care to patients. Support and supervision is provided by a Registered Practitioner.

The post holder carries out a range of patient care tasks and duties to enable the team to provide an effective and efficient service within Acute hospital settings.

## 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; 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 communicates and liaises with the patient, their relatives/carers and the multidisciplinary team and maintains good relationships.
- Communicates with other relevant professionals, for example: Senior Charge Nurse / Charge Nurse / Registered Practitioner/ members of the multi-disciplinary team– for information regarding patients' clinical condition/clinical problems/workload issues.
- Communicates with the Senior Charge Nurse/Charge nurse for advice regarding educational and training issues relevant to patient management and personal development.
- Communicates with other departments – for example, Estates, Supplies Department.
- 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.

## 2. Knowledge, training and experience

**National Profile Level:** 3

**Selected Level:** 3

**Factor Status:** Matched

**Score:** 60

**National Profile Factor Description**

**\*\*Range of work procedures and practices; base level of theoretical knowledge\*\***

Knowledge of care and related procedures, clinical observations, relevant legislation; NVQ3 or equivalent experience

**Relevant Job Information**

Qualifications and experience:

SVQ 3 qualification or equivalent knowledge gained in a relevant area through experience, on the job training and short courses.

Knowledge required

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 patient care and other tasks and activities.

Effective written and verbal communication, literacy, numeracy and IT skills.

Personal qualities and behaviour

A demonstration of caring and compassionate attributes.

Ability to work as part of the multidisciplinary team.

### 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\*\***

Assess patient/client condition through basic observations/ test results, assess comfort of patient/client, instigate emergency procedures

#### **Relevant Job Information**

- Demonstrates the ability to acknowledge changes in the patient's physical/psychological needs and report them to the Registered Practitioner in charge of the patient.
- Decide when to refer enquiries from the patient, carers and relatives to the Registered Practitioner.
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### 4. Planning and organisation skills

**National Profile Level: 1**

**Selected Level: 1**

**Factor Status: Matched**

**Score: 6**

#### **National Profile Factor Description**

**\*\*Organise own day to day work tasks or activities\*\***

Plans own work activities

#### **Relevant Job Information**

- Workload will be determined by the Senior Charge Nurse/deputy.
- Exercise the ability to plan and deliver allocated workload. The HCSW is responsible for accepting delegated tasks from the Registered Practitioner and is accountable for undertaking them. The HCSW should highlight any concerns about undertaking the task.

### 5. Physical skills

**National Profile Level: 2-3ab**

**Selected Level: 3**

**Factor Status: Matched**

**Score: 27**

#### **National Profile Factor Description**

**\*\*Physical skills obtained through practice/ Developed physical skills; manipulation of objects, people; narrow margins for error; Highly developed physical skills, accuracy important; manipulation of fine tools, materials\*\***

Hand eye coordination required when using test equipment, e.g. blood glucose monitors, psychometric testing, manipulating wheelchairs, driving/Restraint of patients/clients; venepuncture

#### **Relevant Job Information**

- Keyboard skills, glucometer testing, taking blood pressure, stoma bag changing, venepuncture etc.

### **6. Responsibility - patient/client care**

**National Profile Level:** 4a

**Selected Level:** 4

**Factor Status:** Matched

**Score:** 22

#### **National Profile Factor Description**

**\*\*Implement clinical care/ care packages\*\***

Undertakes a range of delegated clinical care duties; record patient observations

#### **Relevant Job Information**

- Competently perform the necessary aspects of care for patients
  
- Ensure effective delivery of nursing care is provided to patients and that an acceptable standard is maintained.
  
- Follow all NHS/GGC policies and provide a safe and person-centred environment for the treatment of patients. • Demonstrates care and compassion to patients, carers and relatives to help ensure high quality person centred patient care is delivered at all times.
  
- To carry out a range of assigned patient care tasks as directed by a Registered Practitioner to ensure delivery of a high quality of patient care.
  
- To report observed changes in the patients' physical/psychological needs to the Registered Practitioner.
  
- Performs a range of tests and report results to Registered Practitioner, e.g. urinalysis, blood pressure, pregnancy testing, patient observations and similar activities.
  
- Performs a range of patient care tasks e.g. wound observation and dressings, removal of peripheral cannula, stoma bag changing and reports any issues to the Registered Practitioner.
  
- To deal with questions and enquiries from patients, carers and relatives e.g. on the clients' condition or for any suggestions or complaints that they wish to raise. Where appropriate, refer these to a Registered Practitioner.
  
- Assists with the safe transfer of all patients.
  
- To participate in maintaining accurate and up-to-date records,

### **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.

## **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**

- To follow ward and unit procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
- Adhere to department procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
- Share responsibility for key aspects of housekeeping and stock control demonstrating a good awareness of cost efficiency and safety.
- Undertakes routine and regular checks on patient trolleys and bed spaces ensuring all relevant equipment is clean, in good working order and in-tact and reports faults to Registered Practitioner.
- Performs checks on gas cylinders, replaces if required and escalates any issues.

## **9. Responsibility - staff/HR/leadership/training**

**National Profile Level:** 1-2

**Selected Level:** 1

**Factor Status:** Matched

**Score:** 5

### **National Profile Factor Description**

**\*\*Demonstrate own activities to new or less experienced employees/ Day to day supervision\*\***

Demonstrates own duties to new starters/ supervises work of students and junior staff

### **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 post holder is responsible for inputting information into patient written records where applicable, e.g., Complying with the Data Protection Act, CNORIS, Caldicott Guidelines and local policies regarding confidentiality and access to medical records.

Under supervision by a Registered Practitioner, the post holder will assist with maintaining accurate patient care documentation. A number of systems are regularly used, including Trakcare, FM First, Portertrak, Datix, BloodTrak Enquiry etc.

## 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: 2**

**Selected Level: 2**

**Factor Status: Matched**

**Score: 12**

### **National Profile Factor Description**

**\*\*Standard operating procedures, someone available for reference\*\***

Acts on own initiative when delivering patient/client care, supervision accessible

### **Relevant Job Information**

• The HCSW is responsible for accepting delegated tasks from the Registered Practitioner and is accountable for undertaking them. The HCSW should highlight any concerns about undertaking the task.

• Workload will be determined by the Senior Charge Nurse/deputy.

• Exercise the ability to plan and deliver allocated workload.

## 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, restrains patients/clients, active participation in physical activities, e.g. sports activities; toileting, bathing without mechanical aids

**Relevant Job Information**

• The healthcare support worker will use a range of equipment and resources in their role and some of these are listed below:

• Patient trolleys, beds, moving & handling equipment, patient positioning pressure relieving aids• 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-3a

**Selected Level:** 2

**Factor Status:** Matched

**Score:** 7

**National Profile Factor Description**

**\*\*Frequent concentration; work pattern predictable/unpredictable\*\***

Concentration required for clinical and personal care procedures, predictable/ Unpredictable when responding to emergency situations, e.g. patient/client restraint

**Relevant Job Information**

The post holder will on an ongoing basis perform the following mental demands during each shift when prioritising patient care/workload in a busy environment:

• Concentration required when checking clinical equipment whilst subject to frequent interruptions

• Concentration required when observing patient behaviours, which may be unpredictable.

• Concentration required when carrying out patient care tasks

**15. Emotional effort**

**National Profile Level:** 2a-3ab

**Selected Level:** 2

**Factor Status:** Matched

**Score:** 11

**National Profile Factor Description**

**\*\*Occasional distressing or emotional circumstances/ Frequent distressing or emotional circumstances; Occasional highly distressing or emotional circumstances\*\***

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

**Relevant Job Information**

The post holder will be exposed, on an occasionally basis, to the following emotional demands:

- Some patients, relatives and carers can be distressed, anxious, or emotional

**16. Working conditions****National Profile Level:** 3ab-4ab**Selected Level:** 4**Factor Status:** Matched**Score:** 18**National Profile Factor Description**

\*\*Frequent unpleasant conditions; Occasional highly unpleasant conditions/ Some exposure to hazards; Frequent highly unpleasant conditions\*\*

Foul linen, body fluids; physically aggressive behaviour

**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