

NHS GREATER GLASGOW AND CLYDE JOB DESCRIPTION

1	JOB IDENTIFICATION Job title: Health Care Support Worker Responsible to: Senior Charge Nurse/Charge Nurse Department(s): [xxxxxxx] Directorate: [xxxxxxx]
2	JOB PURPOSE The Healthcare Support Worker (HCSW) is part of the multidisciplinary team delivering care to patients. Support and supervision is provided by a Registered Nurse. The Health Care Support Worker carries out a range of personal care activities and tasks in support of and supervised by a Registered Nurse. To achieve this, the HCSW will: <ul style="list-style-type: none">• 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.
3	ROLE OF THE WARD/DEPARTMENT The purpose of the [xxxxxxx] department is to provide a high quality safe and supportive environment for all patients.
4	ORGANISATIONAL POSITION To be added based on service/department

5	<p>MAIN TASKS, DUTIES & RESPONSIBILITIES</p> <p>Personal care duties</p> <ul style="list-style-type: none">• 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. <p>Policies, procedures and standards</p> <ul style="list-style-type: none">• To maintain patient confidentiality at all times and follow information governance policies and procedures.• To participate in maintaining accurate and up-to-date records, e.g. fluid intake charts to ensure effective communication.• To follow NHSGGC policies and procedures to ensure maintenance of safe working practices for patients and colleagues.• To follow ward and unit procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources. <p>Equipment and resources</p> <ul style="list-style-type: none">• 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. <p>Personal development and learning</p> <ul style="list-style-type: none">• To participate in personal career development plan to maintain skills and develop personal growth through training and education.
----------	--

<p>6</p>	<p>EQUIPMENT, SYSTEMS AND MACHINERY</p> <p>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.</p> <ul style="list-style-type: none"> • Range of hoist and other manual handling equipment e.g. patient hoists, pat slides, and wheelchairs • Therapeutic pressure reducing / relieving mattresses, static and electrical and electric beds. • Wheelchairs and specialist seating <p>The HCSW is responsible for inputting information into the electronic patient record where applicable and also into patients written records. They will comply with all relevant legislation, Caldicott Guidelines and local policies regarding confidentiality and access to medical records</p> <p>Use of medical devices and all other equipment used in their clinical environment.</p> <p>Use of Information Technology to benefit personal development and patient care.</p>
<p>7</p>	<p>DECISIONS AND JUDGEMENTS</p> <ul style="list-style-type: none"> • The HCSW will plan the order of some tasks within their overall routine. • 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.
<p>8</p>	<p>COMMUNICATIONS AND RELATIONSHIPS</p> <p>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.</p> <p>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.</p> <p>Promote and develop good relationships with patients, staff and visitors.</p> <p>Promote good relations between the department and other services.</p> <p>To respect confidential information obtained in the course of duty.</p>

	<p>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</p>
<p>9</p>	<p>PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB</p> <p>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;</p> <ul style="list-style-type: none"> • 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. <p>Mental Demands:</p> <ul style="list-style-type: none"> • Concentration required when carrying out personal care tasks <p>Emotional Demands: The post holder will be exposed, on an occasional basis, to the following emotional demands:</p> <ul style="list-style-type: none"> • Some patients, relatives and carers can be distressed, anxious, or emotional <p><u>Working Conditions:</u></p> <ul style="list-style-type: none"> • 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
<p>10</p>	<p>MOST CHALLENGING/DIFFICULT PARTS OF THE JOB</p> <ul style="list-style-type: none"> • 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.

11 KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Training is provided to enable the HCSW to comply with the Mandatory Induction Standards for Healthcare Support Workers in Scotland 2009; and with the Code of Conduct for Healthcare Support Workers, both as amended from time to time.

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 a registered nurse (training will be provided)

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

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

JOB DESCRIPTION AGREEMENT	
Employee signature	Date:
Manager signature	Date: