

NHS GREATER GLASGOW AND CLYDE JOB DESCRIPTION

1	JOB IDENTIFICATION Job title: Senior Health Care Support Worker Responsible to: Senior Charge Nurse/Charge Nurse Department(s): [xxxxxxx] Directorate: [xxxxxxx]
2	JOB PURPOSE The Senior Healthcare Support Worker (HCSW) is part of the multidisciplinary team delivering care to patients. Support and supervision is provided by a Registered Nurse. The Healthcare Support Worker 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. To achieve this, the Senior HCSW will: <ul style="list-style-type: none">• 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 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

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MAIN TASKS, DUTIES & RESPONSIBILITIES

Patient care and clinical duties

- 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 Nurse to ensure delivery of a high quality of patient care.
- To report observed changes in the patients' physical/psychological needs to the Registered Nurse.
- Performs a range of tests and report results to Registered Nurse, 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 Nurse.
- 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 Nurse.
- Assists with the safe transfer of all patients.
- Communicates/liaises with members of the multi-disciplinary team to ensure high standards of patient care.

Policies, procedures and standards

- 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.

Equipment and 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 Nurse.
- Performs checks on gas cylinders, replaces if required and

	<p>escalates any issues.</p> <p>Personal development and learning</p> <p>To participate in personal career development plan to maintain skills and develop personal growth through training and education.</p>
<p>6</p>	<p>EQUIPMENT, SYSTEMS AND MACHINERY</p> <ul style="list-style-type: none"> • The post holder is expected to demonstrate and act on 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 healthcare support worker will use a range of equipment and resources in their role and some of these are listed below: <ul style="list-style-type: none"> • Patient trolleys, beds, moving & handling equipment, patient positioning pressure relieving aids • Glucometer, Blood Gas Machine, Haemobank Fridge • Drip Stands, Forced air warmers, Flowtron Machines • PC/Printer, Phone <p>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.</p> <p>Under supervision by a Registered Nurse, 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.</p>
<p>7</p>	<p>. DECISIONS AND JUDGEMENTS</p> <ul style="list-style-type: none"> • The post holder is responsible to the Senior Charge Nurse or deputy for clinical guidance and professional management, work review and formal appraisal of performance. • Workload will be determined by the Senior Charge Nurse/deputy. • Exercise the ability to plan and deliver allocated workload. • Demonstrates the ability to acknowledge changes in the patient's physical/psychological needs and report them to the Registered Nurse in charge of the patient. • Decide when to refer enquiries from the patient, carers and relatives to the Registered Nurse. • The HCSW is responsible for accepting delegated tasks from the Registered Nurse and is accountable for undertaking them. The HCSW should highlight any concerns about undertaking the task. • Sometimes works without direct supervision using own initiative within

	<p>the parameters set in policies and SOPs with guidance from the registered nurse available at all times.</p>
<p>8</p>	<p>COMMUNICATIONS AND RELATIONSHIPS</p> <ul style="list-style-type: none"> • 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 Nurse/ 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.
<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, glucometer testing, taking blood pressure, stoma bag changing, venepuncture etc. • 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: 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:</p> <ul style="list-style-type: none"> • 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 <p>Emotional Demands: The post holder will be exposed, on an occasionally 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
10	<p>MOST CHALLENGING/DIFFICULT PARTS OF THE JOB</p> <ul style="list-style-type: none"> • Managing workload by identifying competing demands and escalating these to the Registered Nurse. • Maintaining relevant skills and knowledge • Dealing with challenging behaviour of patients and members of the public.
11	<p>KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB</p> <p>Training is provided to enable the Senior 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.</p> <p>Qualifications and experience: SVQ 3 qualification or equivalent knowledge gained in a relevant area through experience, on the job training and short courses.</p> <p>Knowledge required Understands and complies with HCSW mandatory induction standards and code of conduct.</p> <p>Completion and maintenance of statutory & mandatory learning activities.</p> <p>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 nurse (training will be provided)</p> <p>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 a registered nurse.</p> <p>Training and personal development Completion of in house training programme as required.</p> <p>Continues to develop knowledge and practice through a combination of</p>

	<p>instruction, on the job learning, attending teaching sessions and study days, where appropriate.</p> <p>Skills required Can demonstrate a range of core skills to competently undertake patient care and other tasks and activities.</p> <p>Effective written and verbal communication, literacy, numeracy and IT skills.</p> <p>Personal qualities and behaviour A demonstration of caring and compassionate attributes.</p> <p>Ability to work as part of the multidisciplinary team.</p>	
	<p>JOB DESCRIPTION AGREEMENT</p>	
	<p>Employee signature</p>	<p>Date:</p>
	<p>Manager signature</p>	<p>Date:</p>