

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Senior Healthcare Support Worker
<b>Reports to</b>	Clinical Nurse Manager/Lead Diabetes Specialist Nurse
<b>Band</b>	Band 3
<b>Department/Directorate</b>	Macleod Diabetes & Endocrine Centre/Medicine

## JOB PURPOSE

The Senior Healthcare Support worker will work as part of the nursing team providing personal nursing care and clinical interventions to patients in the outpatient/inpatient hospital care setting.

The post holder may contribute to the assessment of care needs and the delivery of planned care under delegation and direction of the registered nurse. This will include recording and documenting physiological observations and changes to the patient's clinical condition. To practice in accordance of Trust standards and policies and to work within the boundaries of their role and individual competence.

## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To provide direct patient centred care in accordance with patient needs and in line with Trust policies. This may include providing personal care, such as washing and dressing patients, as needed, whilst promoting independence; oral care and supporting with toileting and continence needs.
- To establish and maintain good interpersonal skills. To provide and receive factual and accurate information and to overcome communication barriers using other methods, such as visual prompts, reassurance, empathy, persuasion.
- To undertake training in order to perform high quality clinical interventions effectively and remain competent to practice these interventions, such as clinical observations, blood glucose monitoring, urinalysis, venepuncture, removal or urinary catheter, insertion and removal of peripheral cannulas, perform ECG, calculation of BMI, all following assessment and completion of clinical competency. This is not an exhaustive list and other clinical interventions may be required dependant on the area of practice.
- Assess a person's clinical condition, within the individual's scope of competence using tools such as, NEWS2 parameters, pain assessment tool, non-verbal signs of deterioration and know how to urgently escalate concerns appropriately.
- To work independently or as part of a team to plan your own workload, prioritising the clinical needs of the patients in your care.
- To undertake a range of clinical interventions and to demonstrate accurate physical skills, with the use of relevant equipment, obtained through training and practice, physiological observation monitoring, venepuncture, removal of urethral catheters, peripheral cannulation insertion and removal, urinalysis, blood glucose monitoring, swab taking inclusive of MRSA, Covid, wound swabbing, simple wound dressings, ECG, placing cardiac monitoring, spirometry, bladder scanning
- To be able to assist a patient at risk of harm, such as pressure damage, and risk of falls by following the risk assessment and individualised care plan. You will also be expected to report any changes in condition that may impact the patient, via the Trust incident reporting system.

- To adhere to trust policies and standard operating procedures in relation to all aspects of practice. To know how to access the most up to date policies and adhere to them in line with Trust requirements.
- Promoting independence with mobility and to maintain current function and support individuals to return to baseline function when there has been a change.
- Act on own initiative delivering patient care and demonstrate Trust values in all areas of work and to conduct yourself in a professional and appropriate manner.
- Prevention of adverse effects on health and wellbeing. Support patients with activities to keep them active and mentally engaged and stimulated, such as the role of an activities coordinator
- To work within your own capabilities and demonstrate a personal duty of care, using any resources, valuables, ordering clinical supplies, when using any equipment such as hoists, examination trolleys and wheelchairs.
- To provide support and supervision to new or less experienced staff by demonstrating and teaching safe practice and explaining supplementary tasks which need completing in the clinical areas, such as daily cleaning of environment and equipment, quality control checks on equipment, audits or other works to maintain standards, stocking of equipment, organising the clinical environment.
- Accurately record information, such as physiological observations and understand the importance of accurate and complete documentation. To record clearly and accurately all aspects of care given to the individual in relevant documents, such as risk assessments, care plans, comfort rounds, fluid and food charts, blood glucose monitoring.
- To act as the patient's advocate in safeguarding patients from harm using the patient's information, such as falls prevention and pressure damage prevention.
- To act accordingly if concerned or made aware of any incidents/concerns or harm such as safeguarding concerns, reporting incidents using the incident reporting system.
- Physical effort of long periods of time standing/walking. Periods of intense effort supporting the moving and handling procedure, supporting washing and dressing needs of individuals, moving wheelchairs, beds and trolleys and restraining patients, if trained to do so.
- Long periods of concentration when required for clinical interventions and interactions with patients and other multi-disciplinary team members. Variances in shift patterns and unpredictability of working environment and the requirement to concentrate and respond effectively to emergency situations.
- The emotional impact of caring for individuals, empathising, empowering and acting as an advocate for the patient. Regular exposure to distressing or upsetting circumstances and supporting patients during these times and through chronic illness, terminal illness, challenging and aggressive behaviours and leading up to and during an individual's death.
- Frequent exposure to hazards, such as physical, challenging or aggressive behaviours and unpleasant conditions such as working with body odours and bodily fluids, soiled linen and specimen collection.

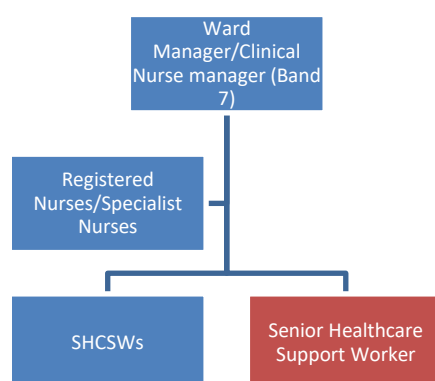
## KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder may deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Doctors of all grades</li> <li>• Allied Health Professionals</li> <li>• Diabetes &amp; Endocrine Specialist Nurses</li> <li>• Registered Nurses</li> <li>• Domestic and housekeeping staff</li> <li>• Administrative Staff</li> <li>• Facilities and Estates staff</li> <li>• Learning and Development Team</li> </ul>	<ul style="list-style-type: none"> <li>• Social care providers/agencies</li> <li>• Members of the public</li> <li>• Care/Nursing home staff</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

The postholder will work autonomously, in line with Trust Policies and Standard Operating Procedures under the direction of the designated Registered Healthcare Professional (HCP).

The post holder should raise concerns or any matter outside of their scope of competence, to the Registered HCP or appropriate person.

## COMMUNICATION/RELATIONSHIP SKILLS

The post holder will communicate effectively across a wide range of channels and with a wide range of individuals, the public and health social and care professionals. They will use both verbal and non-verbal methods of communication, dependent on the needs of the patient and address communication barriers. They should demonstrate the interpersonal skills that demonstrate empathy, compassion, courtesy, respect and trust.

Ensure clear, concise, accurate and legible records and all communication is maintained in relation to care delivered, adhering to local and national guidance.

Ensure all patient related information is treated sensitively and adhere to the principals of confidentiality at all times.

The postholder should be able to challenge constructively within the multidisciplinary team, in an appropriate and professional manner, whilst acting as the patients advocate.

### **ANALYTICAL/JUDGEMENTAL SKILLS**

The postholder will exercise personal responsibility and work independently within defined parameters of practice and their scope of competence, taking the initiative in a variety of situations and performing a range of clinical interventions, consistent with their role, responsibilities and professional values.

### **PLANNING/ORGANISATIONAL SKILLS**

The postholder will be responsible for working in an effective and organised manner, prioritising the clinical needs of their patients, demonstrating excellent time management and organisational skills to effectively deliver person centred care.

The postholder will deliver care based on the risk assessments completed by the registered nurse and following the individual patient's care plan.

### **PATIENT/CLIENT CARE**

The postholder will be in continual direct contact with patients, providing personal care, performing clinical interventions and supporting the health and well being of the patient. The frequency and level of contact will be determined for each patient based upon their individual needs, as set out in the patients care plan.

### **POLICY/SERVICE DEVELOPMENT**

The postholder will promote health and safety at all times. Share ideas with colleagues to improve care and suggest ideas for innovation. Participate in audit activity undertaken in area of practice. Adhere to legislation, policies, procedures and guidelines, both locally and nationally.

### **FINANCIAL/PHYSICAL RESOURCES**

The postholder will exercise personal duty of care in the safe use and storage of equipment. Be environmentally aware and prudent in the use of resources and energy. Ensure safe keeping of patient property, in line with Trust policy.

Ensure that adequate stock levels are maintained through standard ordering procedure, non-stock requisition and sourcing individualised resources through procurement.

### **HUMAN RESOURCES**

Act responsibly in respect of colleague's health, safety and welfare following safety at work practices, whilst working in compliance with local health and safety policy and guidance.

Recognises and respects equality and diversity, demonstrating an inclusive approach in all environments.

Understands the importance of role modelling and participates in the training and their own supervision of staff as appropriate to the postholders' competency.

### **INFORMATION RESOURCES**

The postholder will be expected to develop skills to maintain professional standards of record keeping. They should follow all information governance guidance and policies, maintain confidentiality as outlined within Trust policies.

## RESEARCH AND DEVELOPMENT

The postholder will engage with local audit in their clinical areas focused of maintaining and improving standards.

## PHYSICAL SKILLS

The postholder will demonstrate skills of manual dexterity and manipulation of clinical instruments and equipment, in line with appropriate training.

The postholder will need to demonstrate keyboard skills to support their own learning and entering information into the patient record system.

## PHYSICAL EFFORT

The postholder will be required to use a combination of standing/walking/bending/stretching/pushing/pulling/carrying throughout the shift.

Frequent and moderate effort will be required when undertaking moving and handling of individuals and equipment, in line with organisational guidelines.

## MENTAL EFFORT

The postholder may be required to work a variety of irregular shift patterns, in line with the Roster policy. A continual level of concentration will be required throughout the clinical shifts in order to provide a safe and harm free environment.

Maintain a professional approach while working in challenging, distressing situations or dealing with challenging behaviours.

Support individuals, families and carers when faced with life changing diagnoses and through periods of end of life care.

## EMOTIONAL EFFORT

The post holder will be required to support the emotional needs of patients, families, and carers experiencing a range of complex and varied clinical conditions, which may be life changing or life limiting.

## WORKING CONDITIONS

The postholder will be working in a busy and potentially noisy environment and will be subjected to a range of bodily odours, with the expectation of being able to support patients with these in a professional and non-judgemental manner.

The postholder may be exposed to a variety of challenging behaviours and should respond, within their individual competence whilst maintain their own health and safety and that of their colleagues and other patients.

## OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

## **DISCLOSURE AND BARRING SERVICE CHECKS**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

## **GENERAL**

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

# PERSON SPECIFICATION

<b>Job Title</b>	Senior Healthcare Support Worker Band 3
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> <ul style="list-style-type: none"> <li>A full practice-based level 3 qualification OR equivalent experience</li> <li>English &amp; Mathematics at GSCE grade A-C (9-4) or level 2 functional skills</li> </ul>	X X	
<b>KNOWLEDGE/SKILLS</b> <ul style="list-style-type: none"> <li>Basic computer/keyboard skills.</li> <li>Fine motor skills – for venepuncture, phlebotomy and other clinical tasks</li> <li>Healthcare competencies appropriate to area of work</li> <li>Good interpersonal and communication skills.</li> <li>Understands the need for strict confidentiality.</li> <li>Working knowledge of complex care needs of some families including Safeguarding Children &amp; Adults, Domestic Abuse and Mental Health.</li> <li>Able to prioritise and organise work.</li> <li>Able to work under instruction, under pressure and as part of a team.</li> <li>Record keeping competency in handwritten and electronic records.</li> </ul>	X X  X X  X X X	X     X
<b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>Previous experience in a care environment or able to demonstrate a caring nature/ life experience.</li> </ul>	X	
<b>PERSONAL ATTRIBUTES</b> <ul style="list-style-type: none"> <li>Able to demonstrate empathy, sensitivity, and to adapt communication style to circumstances.</li> <li>Able to manage stress in themselves and others.</li> <li>Able to offer support at times of emotional distress.</li> <li>Willingness to undertake new skills and training</li> <li>Physical ability to undertake demanding moving and handling tasks, maintaining ward hygiene and stock levels.</li> <li>Able to work as a team member or independently</li> <li>Ability to adapt behaviour to changing and challenging situations.</li> <li>To be flexible, adaptable, reliable and punctual.</li> </ul>	X  X X X  X X X X	
<b>OTHER REQUIREMENTS</b> <ul style="list-style-type: none"> <li>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</li> <li>Ability to travel to other locations as required.</li> <li>Works well in a busy environment</li> <li>Must be able to work unsocial hours and have a flexible approach to work.</li> </ul>	X  X X X	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	Y				X
Contact with patients	Y				
Exposure Prone Procedures	Y				X
Blood/body fluids	Y				X
Laboratory specimens	Y				X
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y	X			
Respiratory sensitisers (e.g isocyanates)	Y	X			
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y				X
Animals	N				
Cytotoxic drugs	Y			X	
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y				X
Driving	Y			X	
Food handling	Y				X
Night working	Y				X
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	Y			X	
Challenging behaviour	Y				X