

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Senior Healthcare Support Worker |
| **Reports to** | Ward/Department Manager |
| **Band** | 3 |
| **Department/Directorate** | Specialist Services |

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| **JOB PURPOSE** |
| * To contribute to the delivery of individual care programmes under the direction and supervision of a Registered Nurse (RN.) * To practice in accordance with Trust standards and statutory requirements and operate within the boundaries of the role and assessed competencies. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To contribute to the assessment of patient needs and the evaluation of care programmes within the speciality. * To provide patient care as directed by an RN an in accordance with the specifications of each patients care needs. * To undertake skilled nursing activities for which training and competency assessment has been undertaken. * To guide and assist other support workers in the delivery of basic nursing care. * To work alongside the RNs, Radiographers and other Band 3 HCAs to monitor and order stock and consumables. |
| **KEY WORKING RELATIONSHIPS** |
| No. of Staff reporting to this role: **Not Applicable**    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 will 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:   * Radiology Services Manager, IR Superintendent Radiographer * Consultant Radiologists and Radiology Registrars * Senior Nurses and Radiographers within the Medical Imaging Department * Administrative, List Co-ordinators and Support Staff within the Medical Imaging Department * Medical, Nursing and Administrative staff from wards and departments throughout the trust |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * This role requires autonomous and independent working under protocol, once competencies have been achieved. * The post holder should be able to manage their allocated area confidently, liaising with members of the MDT. * Senior Nursing and Radiographer colleagues are contactable for advice and guidance, but the post holder will be encouraged to use their initiative as part of their role within the framework set out by departmental/trust-wide policies. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * The post-holder will be expected to have excellent communication and interpersonal skills. They will be liaising with patients and their family members, gaining positive identification, explaining procedures and providing information on the after-care process. * Imaging appointments can be a source of apprehension for patients, so compassionate care is essential. * The post-holder will also develop good working relationships with the rest of the imaging team, administrative staff, and the wider multidisciplinary team. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * The post holder will be expected to have good analytical and judgment skills require to adapt to varying and sometimes complex situations. * The post holder will be expected to exercise good judgement to assess, escalate and act on concerns with patients’ clinical status. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * The post holder will assist with the safe running of their assigned clinical area, under direction of the Senior Nurse/Radiographer (if applicable.) * Organisational skills will be required to contribute to efficient and safe patient flow through the department. |
| **PATIENT/CLIENT CARE** |
| * Direct patient contact, so excellent clinical skills and the ability to provide compassionate and safe care is essential. |
| **POLICY/SERVICE DEVELOPMENT** |
| * The post-holder will work within departmental protocols. * The post-holder will take part in departmental audit as part of service improvement and development. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * To participate in the monitoring and control of the use of resources within budgetary limits. * To participate in developing the financial awareness of the team so that individual staff contribute to the efficient use of resources. |
| **HUMAN RESOURCES** |
| * To provide instruction and information to the team and individuals. * To assist with monitoring staff performance against objectives set with them. * To assist with the assessment of skills and competencies of staff. * To supervise, develop and coach individual staff so that they function effectively within the roles and responsibilities as laid down by the Trust’s Vision for Nursing. * To maintain systems of workload allocation which are equitable and within the competence and capabilities of individual staff and teams. * To develop own management skills and competence. |
| **INFORMATION RESOURCES** |
| * To assist with the collection, recording and storage of information. |
| **RESEARCH AND DEVELOPMENT** |
| * To develop own knowledge and practice. * To assist colleagues within the team to develop their professional knowledge and skills and to transfer these into their clinical practice. * Take part in departmental audits |
| **PHYSICAL SKILLS AND EFFORT** |
| * The post holder will need to be able to move and position patients * Patients may attend the department in beds or trolleys and will require safe manual handling. |
| **MENTAL EFFORT** |
| * The post holder will be required to concentrate for long periods of time to provide safe and effect care to patients. * Workloads can be unpredictable and so the post-holder will need to use their experience and skills to adapt and overcome challenges when they arise. |
| **EMOTIONAL EFFORT** |
| * The role can require emotional effort. A variety of patients are seen and this encompasses a wide spectrum of ill-health and significant, urgent or unexpected outcomes do occur. * Patients who are attending can be distressed and so the post-holder will need to use emotional effort to support those patients and their relatives whilst delivering optimal care. |
| **WORKING CONDITIONS** |
| * The post holder will be expected to comply with IRR and IRMER regulations due the nature of working in a controlled area and adhere to MRI Local Rules to maintain a safe environment. |
| **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

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| **Job Title** | Senior Healthcare Assistant Band 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * A full practice-based level 3 qualification OR equivalent experience * English & Mathematics at GSCE grade A-C (9-4) or level 2 functional skills | E  E |  |
| **KNOWLEDGE/SKILLS**   * Basic computer/keyboard skills. * Fine motor skills – for venepuncture, phlebotomy and other clinical tasks * Healthcare competencies appropriate to area of work * Good interpersonal and communication skills. * Understands the need for strict confidentiality. * Working knowledge of complex care needs of some families including Safeguarding Children & Adults, Domestic Abuse and Mental Health. * Able to prioritise and organise work. * Able to work under instruction, under pressure and as part of a team. * Record keeping competency in handwritten and electronic records | E  E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**   * Previous experience in a care environment or able to demonstrate a caring nature/ life experience |  | D |
| **PERSONAL ATTRIBUTES**   * Able to demonstrate empathy, sensitivity, and to adapt communication style to circumstances. * Able to manage stress in themselves and others. * Able to offer support at times of emotional distress. * Willingness to undertake new skills and training * Physical ability to undertake demanding moving and handling tasks, maintaining ward hygiene and stock levels. * Able to work as a team member or independently * Ability to adapt behaviour to changing and challenging situations. * To be flexible, adaptable, reliable and punctual. | E  E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**   * The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. * Ability to travel to other locations as required. * Works well in a busy environment | E  E  E |  |

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