

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Senior Healthcare Support Worker |
| **Reports to**  | Senior Clinical Nurse Specialist  |
| **Band**  | Agenda for Change Band 3 |
| **Department/Directorate**  | Renal Services/Medicine – Cluster 7  |

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| **JOB PURPOSE**  |
| * To contribute to high quality nursing care to patients undergoing haemodialysis treatment and contribute to the delivery of patients’ individual care programmes under the directions and supervision of a Registered Nurse.
* To perform haemodialysis on patients under the supervision of the registered nurse and work on the Renal Daycase Unit under the supervision of the registered nurses

To practice in accordance with Trust standards and statutory requirements and to operate within the boundaries of the role and assessed competencies |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| **Care Management:*** To contribute to the assessment of patient needs and the evaluation of care programmes.
* To provide patient as directed by an RGN and in accordance with the specifications of each patient’s care plan.
* 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.

**Quality Management:*** To participate in the monitoring and use of nursing and patient care standards.
* To participate in the implementation of action plans to improve patient care standards and services.
* To participate in the implementation of improvements to working methods and practices.
* To participate in and contribute to changes and improvements with the Directorate and Trust.

**Information Management:*** To contribute to the collection, recording and storage of information.

**Financial Management:** * 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**Staff Management:** * To contribute to the supervision, development and coaching of other support workers so that they function effectively within the roles and responsibilities as laid down by the Trust Vision for Nursing.
* To develop own supervisory skills and competence.

**Professional Development:** * To practice in accordance with standards as laid down by the Trust.
* To develop own knowledge and practice.

**Other:*** To take part in regular performance appraisal.
* To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling.
* To contribute to and work within a safe working environment.
* The post holder is 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.
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| **KEY WORKING RELATIONSHIPS**  |
| Clinical Nurse ManagerWard Sisters / Charge NurseNursing Staff.Support StaffWard ClerkClinical MatronAll staff members – paramedical and support servicesThe 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:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Clinical Nurse Manager
* Ward Sisters / Charge Nurse
* Nursing Staff.
* Support Staff
* Ward Clerk
* Clinical Matron
 | * All staff members – paramedical and support services
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| To perform haemodialysis on patients under the supervision of the Registered Nurse and work on the Renal Daycase Unit under the supervision of the registered nurses  |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| Direct patient care on a daily basis after full competency-based haemodialysis training is provided.Communication with a limited range of people on day-to-day matters  |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Straightforward job-related facts and Judgements on facts that require analysis are skills required by all staff in the haemodialysis setting. A full competency based training is provided in house. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Organising own work load after allocation of patients. Planning straightforward tasks related to Haemodialysis. Assisting the Nurses and Medical Staff in the Procedure Room |
| **PATIENT/CLIENT CARE**  |
| Direct patient care on a daily basis after full competency-based haemodialysis training is provided.Communication with a limited range of people on day-to-day matters. |
| **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. |
| **INFORMATION RESOURCES**  |
| To contribute to the collection, recording and storage of information. |
| **RESEARCH AND DEVELOPMENT**  |
| Collection of and uploading of information related to specific research trials. |
| **PHYSICAL SKILLS** |
| Full Competency -based training is provided in house  |
| **PHYSICAL EFFORT** |
| Prolonged periods of standing and walking. |
| **MENTAL EFFORT** |
| Frequent Mental Effort required to communicate with patients, interpret observations / NEWs scores, perform treatments, upload computer records. |
| **EMOTIONAL EFFORT** |
| Caring for patients with a Long-Term condition on a daily basis. |
| **WORKING CONDITIONS** |
| Working environment is a 15 stationed haemodialysis unit and Renal Daycase Unit Unit work requires prolonged periods of standing and walking in order to attend to individual patient needs.The unit can be very hot.Use of computer systems for all patient records.Working with sharps and central dialysis catheters as per local policy and guidelines. |
| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute to and work within a safe working environment You are expected to comply with Trust Infection Control Policies and conduct oneself at all times in such a manner as to minimise the risk of healthcare associated infectionAs 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.

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:Honesty, Openness & IntegrityFairness,Inclusion & CollaborationRespect & DignityWe recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing. We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. |
| **DISCLOSURE AND BARRING SERVICE CHECKS**  |
| 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. Successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check in line with Trust policy.  |
| **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 job holder. 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. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Senior Healthcare Support Worker – Heavitree Satellite Haemodialysis Unit |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**NVQ Level 3GCSE’s in Maths, English & Science (Grade A-C)  | **E****E** |  |
| **KNOWLEDGE/SKILLS**Undertake simple dressingsMeasure: Height, weight, temperature, pulse, blood pressureGood knowledge of infection control measuresKeep clinical area stockedUse computer for blood results, histology results and to check on state of clinic bookingsComputer literateCollect clean specimens MSU and urine analysis, swabs.Assisting the Medical and Nursing staff with Procedures in the Procedure RoomPhlebotomy Place Cannulas |  | **D****D****D****D****D****D****D****D****D****D****D****D** |
| **EXPERIENCE** Experience of caring for dialysis patientsExperience of caring for patients |  | **D****D** |
| **PERSONAL ATTRIBUTES** Communicates well, is able to respond to people with respect and empathySmart appearanceAble to work under the direction of trained members of staff, carrying out instructions as necessaryAble to work as a team member. | **E****E****E****E** |  |
| **OTHER REQUIREMENTS**Good attendance recordAbility to perform manual handling and move patientsWillingness to undertake training as identified from the ward training needs analysisAbility to perform manual handling and move patientsThe 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 once trained in Haemodialysis.  | **E****E****E****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 |  |  | Y |  |
| Contact with patients | Y |  |  |  | Y |
| Exposure Prone Procedures | Y |  |  |  | Y |
| Blood/body fluids | Y |  |  |  | Y |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | Y | Y Y |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | Y |  |  |  | Y |
| Cytotoxic drugs – Patients may be on oral medication | Y | y Y |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | Y |
| Heavy manual handling (>10kg) | Y |  |  |  | Y |
| Physical Effort  | Y |  |  |  | Y |
| Mental Effort  | Y |  |  |  | Y |
| Emotional Effort  | Y |  |  |  | Y |
| Challenging behaviour | Y |  | Y |  |  |