

JOB DESCRIPTION

JOB DETAILS

Job Title: Healthcare Support Worker

Band: 3

Ward/Department: Community

Directorate: Community Directorate

ORGANISATIONAL ARRANGEMENTS

- Accountable to:**
1. (Managerially) CCT Manager/Senior District Nurse/Locality Manager
 2. (Reporting) CCT Manager/Senior District Nurse/Locality Manager or delegated representative in her/his absence
 3. (Professionally) Directorate Nurse and Associate Director of Nursing

Responsible for: Own actions and behaviour and their consequences.

JOB PURPOSE

As a senior healthcare support worker you will be responsible for the delivery of a high standard of cost effective nursing care, as part of a nursing team, in support of and under the supervision of the CCT Manager or delegated representative.

You will ensure that patients/clients receive safe, individualised and effective standards of care by following care plans and treatment interventions as directed by the registered nurse.

Although you will act at all times as directed by the nurse in charge of the caseload, you will be competent to work without direct supervision, within a framework that has been agreed by the senior nurse.

You will communicate effectively at all times and in conjunction with other team members, contributing to and maintaining the team philosophy.

You will act as a role model for other health care support workers and student nurses.

DUTIES AND RESPONSIBILITIES

- 1) The postholder will liaise and collaborate closely with the District Nurse, CCT Manager or designated professional.
- 2) Will undertake identified allocated tasks in relation to the care environment, the direct care of the patient/client as identified by a registered nurse and in accordance with the Health Board's policies and procedures.
- 3) Will be aware of the complex needs of the family, carrying out care as directed by the Team Manager which is patient centred, health gain focused, and resource effective.
- 4) Will be responsible for providing planned care within the home environment and have sound knowledge base of continuing NHS healthcare criteria.
- 5) Will implement and monitor the care packages as planned on the nursing care plan by the registered nurse/multi-disciplinary team, and report any changes immediately. Minor changes to the care plans can be made as necessary, whilst reporting to the Senior Nurse at the earliest opportunity.
- 6) Ensure that any changes in the patient's/client's condition or circumstance are reported to the appropriate person/nurse in charge without delay.
- 7) Perform tasks within the framework of a plan of care as set and identified by a registered nurse at regular intervals.
- 8) Assist patients/clients to achieve physical and emotional well-being and comfort.
- 9) Assist in helping patients and family/carers towards self care so that he/she may gain independence as rapidly as possible under the direction of the registered nurses.
- 10) Have the ability to work a full range of shift patterns to suit the individual needs of patients and the wider service needs.
- 11) Be aware of the multiple needs of the patient, and family/carers giving advice appropriate to the situation including how to prevent illness and accidents.
- 12) Promote and support the rights, responsibilities and diversity of individuals and their families/carers and relate with kindness and empathy to all concerned.
- 13) Carry out duties, for example as follows:-
 - Washing/bathing the patient, including hair washing, nail cutting.
 - Pressure area care as planned, change of position.
 - Toilet requirements, eg bedpan, urinal commode, catheter care.
 - Oral Hygiene/eye toilet and instillation of treatment.
 - Make accurate observations of the physical, psychological, social and environmental situations, and communicating these observations with the registered nurse.
 - Make accurate documentation on the aspects of care within the care plans and report to the registered nurse in charge.

- Any other specific duties as directed by the registered nurse for which special training and competency has been assessed e.g. oral/tracheal suctioning, administration of medication.
 - Undertake any other duties as directed by the registered nurse utilising the competency framework.
 - Ensure cleansing, sterilising, decontamination and storage of equipment is undertaken according to Health Board policies.
 - Obtaining specimens for diagnostic analysis, e.g. urine, venepuncture.
- 14) Directly supervise and direct junior health care support workers in the provision of nursing care to patients.
 - 15) Communicate effectively with the registered nurse/CCT Manager and members of the multi-disciplinary team as appropriate.
 - 16) Help the family/carers to understand how to care for the patient between the visits of the CCT staff.
 - 17) Ensure that there are adequate stock levels available within the home to undertake duties.
 - 18) Work within the policies and procedures as laid down within the Hywel Dda Health Board and observe the safety of patients eg Child Protection, Protection of Vulnerable Adults, Lone Worker, etc.
 - 19) Have due regard for economy and use of resources whilst maintaining standards at all times.
 - 20) Communicate effectively with other members of the nursing team.
 - 21) Support the collection and documentation of information relating to the patients/clients condition as directed by the registered nurse.
 - 22) Keep accurate and confidential records to ensure continuity of care of the patient, and also for any statistical information required by the Health Board.
 - 23) Report immediately to CCT Manager any accidents/incidents sustained on duty, or any complaints received.
 - 24) Work as a member of the Primary Health Team, recognising and respecting the roles of other members.
 - 25) Undertake other tasks appropriate to the grade and level of competency, at the discretion of the district nurse.
 - 26) Work within competency frameworks as laid down by CCT Manager and as appropriate to individual patients eg oral/tracheal suction, administration of medicines, care of PEG tube, stoma care, etc.
 - 27) Work with all disciplines in the directorate to achieve and audit patient care standards.

- 28) Communicate service changes effectively and promptly to the CCT and relevant staff such as District Nursing Service or CCT Manager.
- 29) Take part in the development and promotion of quality studies which will lead to the enhancement of the quality of services given to all patients and client groups.
- 30) Maintain an up-to-date knowledge of changes within the service, and identify shortfalls in his/her training in relation to competence and identifying the needs to the CCT Manager.
- 31) Take part in the development and promotion of quality studies which will lead to the enhancement of the quality of services given to all patients and client groups.
- 32) Attend any training courses or meetings as agreed by the CCT Manager.
- 33) Act in accordance with the legal requirements and statutory rules relating to all Hywel Dda Health Board and Community Directorate and procedures including Financial Procedures, Health and Safety and Safe Systems of Work.

WORKING CONDITIONS

- 1) The job will demand frequent intense physical effort eg moving and handling in an unpredictable environment, working in confined spaces and in uncomfortable/unpleasant physical conditions.
- 2) You will be exposed to working in isolation, the hazards of driving in inclement weather conditions, unpredictable environmental conditions and behaviour.

COMPETENCE

You will be expected to participate in an annual personal performance review to identify your training and development needs. You must identify areas where further training is required and attend in-service/statutory training sessions to ensure competency.

You are expected to recognise the limits of your competence and be responsible for limiting your actions to those which you feel competent to undertake.

If you are required to undertake tasks/duties for which you are not competent it is your responsibility to inform the CCT Manager.

SUPERVISION

Where the organisation details a requirement in relation to supervision, it is the responsibility of the postholder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak to your manager.

RISK MANAGEMENT

It is a standard element of your role and responsibility that you take a proactive approach towards the management of risk. This entails the taking of appropriate action and reporting of all incidents, near misses hazards and complaints.

RECORD MANAGEMENT

As an employee of the Hywel Dda Health Board you are legally responsible for all records that you gather, create or use as part of your work within the Health Board (including patient health, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and you have a legal duty of confidence to service users (even after an employee has left the Trust). You should consult your manager if you have any doubt as to the correct management of records with which you work.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Hywel Dda Health Board have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Health Board to meet its own legal duties and to report any hazardous situations or defective equipment.

CONTENT STATEMENT

This job description is not meant as an exclusive list of duties, these may be reviewed and changed from time to time, in consultation with the postholder.

CONFIDENTIALITY

All employees of the Hywel Dda Health Board are required to maintain the confidentiality of members of the public, and members of staff in accordance with Health Board policies. This confidentiality of information applies during working and non- working hours.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	<p>Good literacy and numerical skills</p> <p>NVQ Level 3 in Health and Social Care or working towards with equivalent level of experience.</p>		<p>Certificates</p> <p>Portfolio</p>
EXPERIENCE	<p>Experience of working in a Health or Social care environment to level 3</p>	<p>Experience of speciality.</p>	<p>Application form</p> <p>Interview</p> <p>Reference</p>
SKILLS	<p>Articulate.</p> <p>Able to meet patients' physical and psychological needs through the delivery of fundamentals of care.</p> <p>Able to maintain high standards of care</p> <p>Able to manage time effectively.</p> <p>Able to work in a team.</p> <p>Able to work under pressure.</p> <p>Understand and respect the principles of confidentiality</p> <p>Demonstrate a willingness to develop role and increase expertise</p> <p>Understands the role of the registered nurse.</p> <p>Acts as a role model for other HCSW's and student nurses.</p>	<p>IT skills.</p>	<p>Application form</p> <p>Interview</p> <p>Portfolio</p>
KNOWLEDGE	<p>Maintain their personal development.</p> <p>Recognises the need for lifelong learning.</p>	<p>Experience of speciality.</p> <p>Awareness of Clinical Governance.</p>	<p>Application form</p> <p>Interview</p> <p>Portfolio</p>

		Recognises the importance of the Fundamentals of Care to the patient/client.	
PERSONAL ATTRIBUTES (Demonstrable)	<p>Effective communicator.</p> <p>Self motivator.</p> <p>Able to maintain confidentiality.</p> <p>Caring attitude to patients and clients.</p> <p>Shows respect to team members</p> <p>Able to work on own initiative</p> <p>Able to work without direct supervision</p> <p>Recognises own limitations</p> <p>Professional and committed attitude to work</p>	Welsh speaker	Application form Interview References
INTERESTS	Personal to individual		Application form Interview References
OTHER	<p>Flexible approach to needs of the service</p> <p>Ability to travel between sites in a timely manner</p>		Application form Interview Document check

SUPPLEMENTARY INFORMATION

Working Conditions	YES	NO	Physical Effort	YES	NO
Inclement weather	√		Working in uncomfortable/unpleasant physical conditions	√	
Excessive temperature		√			
Unpleasant smells/odours	√		Working in physically cramped conditions	√	
Noxious fumes		√			
Excessive noise and/or vibration		√	Lifting weights/equipment with mechanical aids	√	
Use of VDU more or less continuously		√	Lifting weights/equipment without mechanical aids	√	
Unpleasant substances/non-household waste	√		Making repetitive movements		√
Infectious materials/foul linen	√		Climbing or crawling		√
Body fluids, faeces, vomit	√		Manipulating objects		√
Dust/dirt	√		Manual digging		√
Humidity		√	Running		√
Contaminated equipment or work areas	√		Standing/sitting with limited scope for movement for long periods		√
Driving/being driven in normal situations	√		Kneeling, crouching, twisting, bending or stretching	√	
Driving/being driven in emergency situations		√	Standing/walking for substantial periods of time		√
Fleas or lice	√		Heavy duty cleaning		√
Exposure to dangerous chemicals/substances in/not in containers		√	Pushing/pulling trolleys or similar	√	
Exposure to aggressive verbal behaviour where there is little/no support	√		Working at heights		√
Exposure to aggressive physical behaviour where there is little/no support	√		Controlled restraint i.e. jobs requiring training/certification	√	
Comments:			Comments:		
Frequent exposure to highly unpleasant working conditions which can be on a daily basis.			There is frequent demand for physical effort which may last for 30 minutes.		
Required to drive daily and in unpredictable weather conditions			This may occur in physically cramped, unpleasant conditions eg dressings, general nursing care		
			Manual Handling and Aggression training.		
			Use hoists & wheelchairs		

Emotional Effort	YES	NO	Mental Effort	YES	NO
Processing, (eg typing/transmitting) news of highly distressing events		√	Carry out formal student/trainee assessments		√
Giving unwelcome news to patients/clients/carers/staff		√	Carry out clinical/social care interventions	√	
Caring for the terminally ill	√		Analyse statistics		√
Dealing with difficult situations/circumstances	√		Operate equipment/machinery	√	
Communicating life changing events	√		Give evidence in court/tribunal/formal hearings	√	
Dealing with people with challenging behaviour	√		Attend meetings (describe role)	√	
Arriving at the scene of an accident		√	Carry out screening tests/microscope work	√	
Comments:			Prepare detailed reports		√
Frequently care for chronically ill, disabled and terminally ill patients up to and including death.			Check documents		√
			Drive a vehicle	√	
			Carry out calculations		√
Work in situations with patients and carers which can be emotive.			Carry out clinical diagnosis	√	
			Carry out non-clinical fault finding	√	
			Comments:		
			Carry out clinical procedures.		
			Attend team & professional meetings		
			Screen BP, Urinalysis, Blood Sugars, etc.		
			Report non-clinical faults.		
			Ensure equipment safety.		
			Move hoists, wheelchairs, etc.		

Freedom to Act		YES	NO
Does the post holder generally work with the supervisor/manager close by/available		√	
Does the post holder generally work with the supervisor/manager contactable by telephone		√	
Is the post holder the lead specialist in their field			√
How often on average is guidance/advice given	Daily √	Weekly	Other (comment below)
How often is your worked checked/monitored/assessed	Daily √	Weekly	Other (comment below)
Comments:			
Work alone and prioritise allocated work but meet/liase with supervisor/manager on a daily basis.			