

JOB DESCRIPTION

JOB DETAILS:

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| Job Title: | Dermatology Senior Healthcare Support Worker |
| Band: | 3 |
| Directorate: | Surgery |
| Department: | Dermatology |
| Base: | Yeovil |
| Responsible to: | Outpatients Senior Sister |

Job Purpose:

To provide effective and clinical support to Dermatology team for Somerset Foundation Trust.

Support the systems for a multi-disciplinary approach to patient-centred care delivery, which builds on the philosophy of greater involvement of patients and their relatives/carers by using the Trusts patient and public involvement strategy.

Delivers patient care including health promotion on a daily basis to patients who present with undifferentiated conditions including life-threatening emergencies to adults.

Have a knowledge of all relevant outpatient specialties and be able to facilitate these clinics.

Date of Job Description: August 2023



Duties and Responsibilities

Communication and Key Working Relationships

- Act at all times in a respectful manner that protects and promotes patients' dignity and modesty.
- Carry out the duties of the role in a professional manner to patients, visitors and colleagues.
- Communicate with relatives and patients and other team members in a sensitive and caring manner respecting dignity and privacy at all times, and under the direction of the registered practitioner support distressed patients and relatives.
- Participate and contribute to departmental meetings as required.
- Accurately take and promptly pass on oral and written messages as appropriate.
- Be aware of the importance of health education and be able to advise patients on available advice accordingly

Planning and Organisation

- To manage own time effectively. Demonstrating flexibility to meet the needs of the service.
- Ensure all equipment is clean and safe and appropriate working order.
- Prioritise clinical tasks to ensure clinics run in a timely manner.
- Assist in the admission of patients as required.
- Contribute to the implementation of improvement to working practices.

Analytics

- To work as part of a team and on your own, you will carry out basic patient assessment and recognise when to seek support.
- Identifies clinical and non-clinical risk and participates in risk management activities as necessary.
- To be responsible to keep all mandatory training up to date and to maintain IT skills within the governance of Trust values.
- Ability to escalate when necessary.

Responsibility for Patient / Client Care, Treatment & Therapy

- Assist patients to access toilet facilities - escort patients to the toilet.
- Assist patients to undertake activities to mobilise about outpatient department.
- Application of clean dry dressings or other appropriate management systems
- Assist the multi-professional team to prepare and support patients undergoing treatment or investigation and chaperone patients during intimate procedures as required.
- Escort Patients to other wards and departments as required and as delegated by the Registered Nurse and following Trust policy.
- Assist in the admission of patients as required by the Registered Nurse.

Following the completion of appropriate training and assessment within protocols and under the direction of the registered practitioner, undertake agreed defined clinical activities in line with established protocols. These will vary dependent on the needs of the department but may include for example:

- Setting up of dermatology clinic notes
- Support the running of dermatology clinics
- Assist a Doctor or qualified nurse in minor surgery
- Set up of minor surgery clinics to include preparation of equipment and laying out of trolleys for clinician
- Maintaining aseptic technique
- Supporting the patient through procedures.
- Completion of safer surgery checklist and documentation for minor surgery
- Changing of wound dressings, using aseptic technique.
- Ensure dermatology equipment is regularly checked
- Regular stock check and ordering of supplies where necessary
- To carry out general health checks and observations for the dermatology patients.
- Support with collating patient reported surveys (FFT)
- Maintain high standards of clinical record keeping
- Assist patients and colleagues in adopting sound infection control measures: hand washing, universal hygiene procedures, collection and handling of laboratory specimens, segregation and disposal of waste materials, dealing with blood and bodily fluid spillages, awareness and implementation of health and safety policies and procedures in the workplace.
- To engage in all training as appropriate to the role.
- Observe current health and safety working procedures.
- Adhere to scope of practice and clinical competencies
- To work in collaboration with the service and key stakeholders to ensure the service is effective, safe and accessible to service users
- To embrace any new ideas with confidence and enthusiasm that will take the practice forward.

Policy, Service, Research & Development Responsibility

- Be aware of, keep up to date, and follow the policies of the Trust, with particular attention to policies promoting control of infection, confidentiality of patient information and professional behaviour.
- To be aware of own learning of own learning needs and take part in the appraisal process.
- Wear the correct uniform as agreed by the Trust.
- Assist the Registered Nurse and participate in the development of others and participate in personal training and development as outlined in personal development plan
- Undertake surveys or audits, as necessary to own work.

Responsibility for Finance, Equipment & Other Resources

- Responsibility to ensure training and practice in the correct use of equipment, mindful of Health & Safety for self, colleagues, and patients.
- To ensure all rooms are ready and fit for purpose. To make sure all stock levels and materials are maintained in all rooms.
- Complete medical devices competencies on an annual basis.
- Ensure that equipment is decontaminated in line with current Infection Control measures

Responsibility for Supervision, Leadership & Management

- Contribute and participate in the development of others, including supporting new staff and students to the work area and participate in personal training and development as outlined in personal development plans.
- Supervise routine work of band 2 Healthcare support workers and provide advice, guidance and support.
- Act as a role model to new members of the team, including students who may come into to the department.

Information Resources & Administrative Duties

- Contribute to accurate written and computerised information relevant to patient care ensuring confidentiality at all times using Trakcare and telephone equipment.

Any Other Specific Tasks Required

- Attending meetings as appropriate.
- To work flexibly and able to travel to other areas as and when required.
- Co-ordinate and support weekend clinics without the presence of a registered nurse.
- If required undertake decontamination of equipment.
- Ensure that items of equipment for sterilization are ordered in a timely manner, recorded correctly, stored correctly, ready for collection by CSSD services.
- Monitor stock levels as appropriate and advise senior staff when items need to be ordered. Help to put stock away.

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

| Requirement | Essential / Desirable | How Assessed |
|--|---------------------------------|--|
| <p><u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u></p> <ul style="list-style-type: none"> • Outstanding care • Listening and leading • Working together | <p>E E E</p> | <p>Interview & Application form</p> |
| <p><u>QUALIFICATIONS & TRAINING</u> <u>Evidence of Qualifications required</u></p> <ul style="list-style-type: none"> • A Qualifications and Credit Framework (QCF) Level 3. This could be a Vocational NVQ, BTEC or equivalent international qualification in healthcare or able to demonstrate the equivalent level of experience | <p>E</p> | <p>Interview & Application form</p> |
| <p><u>KNOWLEDGE</u></p> <ul style="list-style-type: none"> • Understands the need for strict confidentiality • Teaching/supervising others | <p>E E</p> | |
| <p><u>EXPERIENCE</u></p> <ul style="list-style-type: none"> • Previous recent experience of working within an acute/ community setting. • Cannulation and phlebotomy • Experience of recording ECGs • Experience of taking and monitoring blood glucose levels | <p>E E E E</p> | |
| <p><u>Communication Skills</u></p> <ul style="list-style-type: none"> • Able to demonstrate an ability to develop rapport and show empathy and sensitivity • Able to build good working relationships with colleagues • Able to demonstrate they can adapt communication style to circumstances | <p>E E E</p> | |

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| <p><u>Analytical & Judgement Skills</u></p> <ul style="list-style-type: none"> • Basic computer/keyboard skills • Understands limitations of the role and need to refer to others | <p>E E</p> | |
| <p>PLANNING & ORGANISING SKILLS</p> <ul style="list-style-type: none"> • Able to prioritise and organise work and support junior staff • Able to work under instruction and under own initiative within the boundaries of the role and as part of a team • Able to work under pressure | <p>E E E</p> | |
| <p>PHYSICAL SKILLS</p> <ul style="list-style-type: none"> • Ability to undertake manual handling training to assist the movement and handling of patients adhering to manual handling guidelines • Assist and enable patients with all activities of daily living - maintaining personal hygiene, dressing and appearance • Assist patients to eat and drink • Assist and enable patients to use toilet facilities • Assist patients with routine exercises and use of mobility using aids. | <p>E E E E E</p> | |
| <p>OTHER</p> <ul style="list-style-type: none"> • Works well in a busy environment • Adaptable/ flexible • Good time keeping • Willingness to use technology to improve standards of care and support to our patients • Flexible approach to work • Demonstrate respect for confidentiality at all times • Proven experience of successfully working in a team environment • Show initiative but also able to follow instruction as required | <p>E E E E E E E E E</p> | |

SUPPLEMENTARY INFORMATION

| Physical Effort | Yes | No | If yes – Specify details here - including duration and frequency |
|---|-----|----|--|
| Working in uncomfortable / unpleasant physical conditions | | No | |
| Working in physically cramped conditions | | No | |
| Lifting weights, equipment or patients with mechanical aids | Yes | | Occasionally patients may attend MOPD who may require hoisting |
| Lifting or weights / equipment without mechanical aids | | No | |
| Moving patients without mechanical aids | | No | |
| Making repetitive movements | | No | |
| Climbing or crawling | | No | |
| Manipulating objects | | No | |
| Manual digging | | No | |
| Running | Yes | | Potentially in an emergency situation |
| Standing / sitting with limited scope for movements for long periods of time | Yes | | The department requires the ability to walk between areas. When facilitating clinics there will be times where prolonged standing will occur |
| Kneeling, crouching, twisting, bending or stretching | | No | Body movements will differ dependent on the patient and the treatment required |
| Standing / walking for substantial periods of time | Yes | | Busy department, always on your feet. |
| Heavy duty cleaning | | No | |
| Pushing / pulling trolleys or similar | Yes | | Occasionally trolleys, frequently wheelchairs |
| Working at heights | | No | |
| Restraint ie: jobs requiring training / certification in physical interventions | | No | |
| Mental Effort | Yes | No | If yes - Specify details here - including duration and frequency |
| Interruptions and the requirement to change from one task to another (give examples) | Yes | | Busy department requires multi-tasking and prioritizing |
| Carry out formal student / trainee assessments | Yes | | Supervising new Band 2 Healthcare worker, signing off competencies for junior staff |
| Carry out clinical / social care interventions | | No | |
| Analyse statistics | | No | |

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| Operate equipment / machinery | Yes | | All medical equipment found within the department |
| Give evidence in a court / tribunal / formal hearings | | No | |
| Attend meetings (describe role) | Yes | | Attend daily morning 'huddle' @ 08.30 |
| Carry out screening tests / microscope work | | No | |
| Prepare detailed reports | | No | |
| Check documents | Yes | | Patient notes, consent forms, safer surgery forms |
| Drive a vehicle | | No | |
| Carry out calculations | | No | |
| Carry out clinical diagnosis | | No | |
| Carry out non-clinical fault finding | | No | |
| Emotional Effort | Yes | No | If yes - Specify details here - including duration and frequency |
| Processing (eg: typing / transmitting) news of highly distressing events | | No | |
| Giving unwelcome news to patients / clients / carers / staff | Yes | | News around diagnoses and treatments for patients in department |
| Caring for the terminally ill | | No | |
| Dealing with difficult situations / circumstances | Yes | | Attendees who may not be happy with service provision. |
| Designated to provide emotional support to front line staff | | No | |
| Communicating life changing events | Yes | | News around diagnoses and treatments for patients in department |
| Dealing with people with challenging behaviour | Yes | | Always a different patient in the department remaining calm under pressure |
| Arriving at the scene of a serious incident | | No | |
| Working conditions – does this post involve working in any of the following: | Yes | No | If yes - Specify details here - including duration and frequency |
| Inclement weather | | No | |
| Excessive temperatures | | No | |
| Unpleasant smells or odours | Yes | | Mess/odors produced by patients in the department. |
| Noxious fumes | | No | |
| Excessive noise &/or vibration | | No | |
| Use of VDU more or less continuously | | No | |

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| Unpleasant substances / non household waste | Yes | | Produced by patients in the department. |
| Infectious Material / Foul linen | Yes | | Produced by patients in the department. |
| Body fluids, faeces, vomit | Yes | | Produced by patients in the department. |
| Dust / Dirt | | No | |
| Humidity | | No | |
| Contaminated equipment or work areas | | No | |
| Driving / being driven in Normal situations | | No | |
| Driving / being driven in Emergency situations | | No | |
| Fleas or Lice | | No | |
| Exposure to dangerous chemicals / substances in / not in containers | Yes | | Handling and dispensing cryotherapy (liquid nitrogen) |
| Exposure to Aggressive Verbal behaviour | Yes | | Potential to happen |
| Exposure to Aggressive Physical behaviour | Yes | | Potential to happen |