

# JOB DESCRIPTION

## 1. JOB IDENTIFICATION

Job Title: Health Care Support Worker Level 2 (Band 2)

Responsible to: Charge Nurse

Accountable to: Senior Charge Nurse

Department(s): Adult Mental Health – acute ward

Job Reference: **L-GEN-NM-MH-HCSW2**

No of Job Holders:

Last Update:

## 2. JOB PURPOSE

As part of a multidisciplinary team, the post holder will carry out personal care duties for patients, in support of the registered nurse and other relevant professional practitioners, where appropriate.

## 3. DIMENSIONS

The Acute Adult Mental Health wards within the Royal Edinburgh provide 24/7 in-patient care and treatment for men and women aged 18 to 65 experiencing acute mental illness or crisis where the level of risk means that they cannot be safely supported within the community setting. There are 4 single sex 20 bedded wards and one 20 bedded ward that is mixed gender.

All staff working within this clinical setting are expected to provide a high quality of care that is person centred, safe and effective.

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

## 4. ORGANISATIONAL POSITION

Chief Nurse

Clinical Services Development Manager

Clinical Nurse Manager

Senior Charge Nurse

Band 6 Charge Nurses x 2

Band 5 staff nurses

Band 2 health care support workers

## **5. ROLE OF DEPARTMENT**

To provide high quality nursing care to patients with a variety of clinical needs in hospital, meeting the identified physical and psychological needs. The post holder will, when required, assist the registered nurse with the management of direct and in-direct patient care.

## **6. KEY RESULT AREAS**

1. To carry out a range of personal care clinical duties including bathing, oral hygiene, assist in maintaining patient nutritional / fluid balance status to ensuring delivery of high quality patient care at all times adopting a holistic approach including psychological wellbeing.  
NB: this list is not exhaustive and will vary depending on area of work.
2. To plan day to day workload, under the direction of the registered nurse and according to patient and service needs.
3. To undertake escort duties as required as per NHS Lothian escort policy.
4. To co-operate with and maintain good working relationships with both the multidisciplinary team and other Healthcare and Social Care professionals. Have an empathetic approach to patients, carers and relatives, answering any queries, suggestions or concerns they may have where possible, referring them to the registered nurse where appropriate.
5. To maintain up to date written and electronic records and reporting and escalating as required, informing the registered nurse of any observed change in the patients condition. Recording any changes to comply with local, Professional and Health service standards. Maintain patient confidentiality at all times.
6. To be responsible for ensuring personal ongoing training and participation in appraisals as required, ensuring skills/competencies are maintained. Completion of Healthcare Support worker standards and adherence to code of conduct.
7. To work within defined standards, protocols, policies and procedures for service area, directorate and NHS Lothian to ensure delivery of the highest level of patient care at all times.
8. To have an overall awareness of potential risks within the ward area assessing these at all times to ensure the health and safety clients, visitors and staff and compliance with related legislation and guidelines.
9. To monitor stock levels of all supplies and carry out / delegate housekeeping duties (if relevant), to support and maintain the running of the ward or service in order to promote the effective and efficient use of resources.
10. Ensure patients property and valuables that are received by the ward for safe keeping are secured and processed as per NHS Lothian Policy if relevant.
11. Participate in clinical audit of services provided to ensure evidence based practice is identified and implemented.
12. Assisting in sharing good practice and involvement in supporting new staff.
13. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

## 7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role:

### Manual Handling equipment:

Stand-aid, full body hoist, bath hoist, glide sheets, pat slide, banana board.

### Communication aids :

Telephone, computers.

### Other:

Televisions, ice machine, nurse call system, various walking aids, raised toilet seats, electric bath, electrically controlled chairs, wheelchairs, trolleys, weighing scales, height measurement tool, specialist mattresses, bed pan washer.

This list is not exhaustive.

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided.

## 7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- maintenance of patient records
- for ordering stores and supplies
- Risk assessments
- eLearning modules – personal development
- Intranet and internet – access to policies

**Note:** New systems may be introduced as the organisation and technology develops, however training will be provided.

## 8. ASSIGNMENT AND REVIEW OF WORK

Workload is allocated by the Registered nurse at the start of each shift and supervision is available throughout the shift.

The post holder will receive their work review and annual appraisal from the Registered Nurse.

## 9. DECISIONS AND JUDGEMENTS

Observe, recognise and report changes in patient condition including pertaining to both the emotional and physical needs.

Prioritisation of allocated workload.

## 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Undertaking a physically, mentally and emotionally demanding job whilst at the same time taking care to safeguard their own health and safety as well as those of colleagues and patients.

Maintain high standards of patient care within defined resources.

Working with patients who may be distressed, anxious, terminally ill or have cognitive impairment and communication problems.

Maintaining skills and knowledge level in core competencies required for role.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

The post holder will communicate on a regular basis with the patient, their relatives, the multidisciplinary team, internal and external agencies involved with the provision of care using effective verbal, non verbal and written communication, to a high standard.

Will communicate proficiently with regards to planning, implementation and review of workload.

Requires to communicate effectively with patients who may be distressed / worried or anxious.

Communicate with the Registered Nurse regarding any patient care concerns their personal development needs.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **Physical Skills**

Manual handling skills.

Management of violence and aggression.

PC skills.

### **Physical Demands:**

Manual handling and management of violence and aggression on a daily basis including e.g. safely manoeuvre patients some of whom may be highly dependant, manoeuvring wheelchairs, hoists, moving clinical equipment, control and restraint.

Activities include repeated bending, crouching, and kneeling in restricted areas as well as standing/walking for long periods during the shift.

May participate in resuscitation procedures at the direction of the registered nurse/more senior staff.

### **Mental Demands:**

Maintaining high levels of patient interaction on a daily basis and concentration required when observing patients conditions.

Maintaining high levels of concentration on a daily basis when checking documents/case notes and documentary observation whilst subject to frequent interruptions from patients/relatives/team members.

Ability to deal flexibly with frequently changing situations and unpredictable events (e.g. falls, patient illness) prioritising demands of clinical and non-clinical workload.

Constant awareness of risk factors.

### **Emotional Demands:**

Communicating with distressed, anxious, worried patients/relatives/carers and supporting relatives / carers following receipt of bad news.

Caring for patients who are terminally ill or have a progressive illness.

Supporting new staff and learners.

**Environmental:**

Working in conditions, which involve daily exposure to bodily.

Exposure to episodes of verbal and physical aggression from patients / relatives / carers on a daily basis (sometimes several times a day).

**13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

SCQF Level 6 in Healthcare related subject and/or appropriate experience/competency to undertake role.

Basic literacy and numeracy skills.

Effective written and verbal communication skills.

Ability to work with people and as part of a multidisciplinary team.

Ability to show initiative and work without direct supervision on a daily basis.

Organisational and time management skills.

Violence and Aggression Training.

**14. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

# NHS Lothian

## Post: Band 2 Health care support worker

### PERSON SPECIFICATION

In order to be shortlisted you must demonstrate you meet all the essential criteria and as much of the desirable as possible. When a large volume of applications are received for a vacancy and most applicants meet the essential criteria then the desirable criteria is used to produce the shortlist.

Criteria	Essential	Desirable	How assessed
Personal Traits	Caring, respectful, polite, compassionate Good communication skills Well presented Flexible with shift pattern across 7 days and able to work night duty as part of internal rotation.		A, I, R
Qualifications and Training	Must have a good educational background and a high standard of written and verbal communication.		A, C, I
Experience and Knowledge	Evidence of ability to work within a mental health team Awareness of confidentiality and professional boundaries within the job remit.	Previous experience within a mental health environment	A, I, R
Skills and/or Abilities	Ability to plan and carry out tasks effectively in a busy environment Contribute and work as part of a wider team of healthcare professionals Good interpersonal skills particularly dealing with people either in person or on the telephone.	IT skills Enthusiasm to learn and develop	A, I, R
Specific Job Requirements	To work within standards set out in HCSW code of conduct Good time keeping and flexibility. Able to meet the physical demands of the post including ability to participate in full control and restraint techniques and manual handling. Involves direct contact with body fluids, on a number of occasions per shift.	Evidence of further education	A, C, R
<b>Key – how assessed</b>			
A = Application form		I = Interview	
C = Copies of certificates		T = Test or exercise	
P = Presentation		R = References	