

# NHS Lothian - Primary Care and Community Division

## 1. JOB IDENTIFICATION

Job Title:	Band 2 - Support Worker - Inpatient Unit
Responsible to (insert job title):	Senior Charge Nurse / Charge Nurse
Department(s):	CAMHS In-Patient Unit, Royal Edinburgh Hospital Child and Adolescent Mental Health Service
Operating Division:	REAS
Job Reference:	P-PCCD-REYPU-NA1
No of Job Holders:	12
Last Update (insert date):	January 2010

## 2. JOB PURPOSE

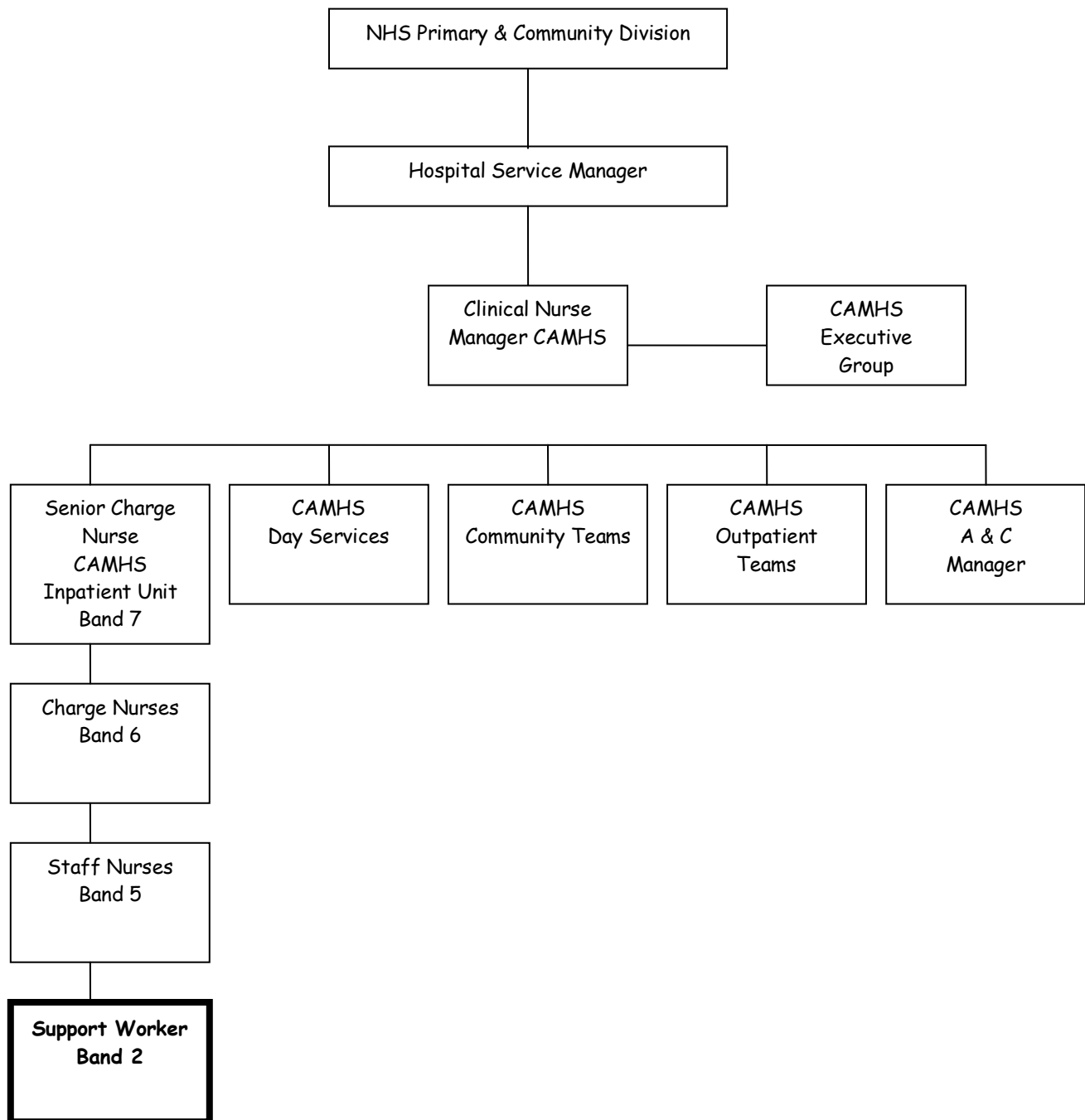
The Nursing Assistant/support worker is expected to:

- 2.1 Assist the professionally qualified staff in providing a high quality standard of care for young people admitted to the inpatient Unit. Assist in creating an environment, which meets the physical, emotional and social needs of patients as directed by standards set by registered nurses and the multi-disciplinary team
- 2.2 Participate in the provision of a 24 hour duty rota

## 3. DIMENSIONS

- 3.1 The post holder will work primarily within the Inpatient Unit of the Child and Adolescent Mental Health Service. Based at the Young People's Unit, which is part of the Royal Edinburgh Hospital
- 3.2 The Unit provides a 24 hour 7 day per week inpatient service for young people ages 12-18 years. Young People may be from the Lothian area or other health board areas in Scotland including specifically Forth Valley and Borders.

#### 4. ORGANISATIONAL POSITION



## 5. ROLE OF DEPARTMENT

Working in partnership with Local Authorities and Childrens' Services, Lothian NHS CAMHS provides a comprehensive range of community outpatient, day and inpatient mental health and mental illness services for young people up to the age of 18 years. The department is now in the process of re-shaping to provide a seamless service across the age range and ensure accessible, responsive and family-friendly services. The department also provides an important training resource for CAMHS career development across professional disciplines. In addition, the department has an ongoing commitment to research and has a fully equipped research base. It is involved in a number of Scottish Executive research projects.

## 6. KEY RESULT AREAS

- 6.1 Carry out tasks involving direct patient care. These include providing help and assistance with activities of daily living such as personal hygiene, personal care, eating, drinking
- 6.2 Ensure the best possible level of privacy and comfort for young people admitted to the unit. Nurse patient interactions should prioritise patient benefit. Unpleasant or difficult nursing interventions should be carried out with minimum distress to patients
- 6.3 Relate to patients in a developmentally appropriate manner being aware of limits and boundaries whilst promoting responsibility and respect for self and others
- 6.4 Ensure that information gathered about patient behaviour and levels of functioning is reported to registered nursing colleagues. Report and record observations in MDT notes as directed and ensure information is treated sensitively
- 6.5 Maintain required levels of patient confidentiality at all times, complying with NHS Lothian policy in this area
- 6.6 Maintain a safe environment: Specifically relating to the physical environment. Ensure that hazards are reported and the general environment is well looked after
- 6.7 Provide stimulating diversional activities to young people in order to promote and maintain social skills and interactions
- 6.8 To assist in reintegration strategies by accompanying young people to mainstream schools and recreational facilities
- 6.9 To be aware of and adhere to LPCD policies and procedures including risk management and health and safety policies
- 6.10 Assist the young people in caring for their belongings
- 6.11 Help with unpacking and sort, tidy and reorder other supplies and equipment as requested by senior staff
- 6.12 Welcome Parents / Carers and other visitors, provide privacy for patients to talk to relatives within care plan limits and observation levels
- 6.13 Carry out observations as described in divisional policy and within care plans as instructed by trained staff
- 6.14 Work shifts including early, late and night duty on a rotational basis

## **7a. EQUIPMENT AND MACHINERY**

- 7.1 Wheelchairs, Specialist pressure relief bed equipment, TV and Video, Kitchen equipment
- 7.2 Use of pinpoint alarm system (alert board situated in Inpatient Unit nurses office)
- 7.3 Division lease / pool cars

## **7b. SYSTEMS**

- 7.4 Maintenance of patient records
- 7.5 Caring for personal belongings, laundry etc

## **8. ASSIGNMENT AND REVIEW OF WORK**

- 8.1 Assignment of work will be by the Staff Nurse / Charge Nurse
- 8.2 Work review and formal appraisal of performance will be carried out by an identified Registered Nurse / Charge Nurse
- 8.3 A personal development plan will be agreed between you and your appraiser with the unit charge nurse

## **9. DECISIONS AND JUDGEMENTS**

- 9.1 Planning order of work
- 9.2 Acknowledging changes in patients conditions and reporting
- 9.3 Ordering some stock items and keeping record
- 9.4 Health and safety issues in ward area

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

- 10.1 Managing competing demands on time. Ensuring patient safety at all times
- 10.2 The most challenging part of the job will be in establishing your role in the ward team and learning the systems of the hospital and ward area. Understanding the adolescent stage of development and how this impacts on relationships and roles. Providing consistently high non judgemental care standards irrespective of the patients behaviour and responses whilst promoting healthy development

## 11. COMMUNICATIONS AND RELATIONSHIPS

The post holder will communicate on a regular basis with the patient, their relatives, the multidisciplinary team and external agencies involved with the provision of care.

- 11.1 Charge Nurse IPU
- 11.2 Young people
- 11.3 Nursing Team IPU
- 11.4 Parents / Carers
- 11.5 Multi-disciplinary staff team IPU
- 11.6 Education Staff YPU
- 11.7 Other nursing staff and teams within YPU
- 11.8 Voluntary agencies
- 11.9 Clinical Nurse Manager YPU
- 11.10 Colleagues in wider CAMH service

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

### Physical Skills

- 12.1 Skills to safely manoeuvre wheelchairs, undertake activities with young people

### Physical Demands

- 12.2 Push wheelchairs
- 12.3 Use of division violence and aggression techniques
- 12.4 Stand / walking for the majority of shift

### Mental Demands

- 12.5 Concentration required when undertaking personal care for patients
- 12.6 Observation of young people in distress
- 12.7 Ability to keep appropriate boundaries and set limits when necessary

### Emotional Demands

- 12.8 Communicating with distressed / anxious / worried patients / relatives
- 12.9 Caring for patients following receipt of bad news
- 12.10 Dealing with any personal impact of young people's history / behaviour

### Working Conditions

- 12.11 Occasional exposure to hazards (face to face physical aggression, being threatened by patients using improvised weapons)
- 12.12 Occasional exposure to verbal aggression (once per week) and physical aggression (once per fortnight)
- 12.13 Frequent exposure to blood, body fluids (once per week) and occasionally head lice/other infestations (several times per year )

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

#### Qualifications

13.1 SVQII in healthcare or working towards or equivalent experience working in a caring environment / role

#### Skills and Knowledge

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

13.3 Effective written and verbal communication skills

13.4 Ability to carry out assigned tasks effectively in a busy environment

### 14. JOB DESCRIPTION AGREEMENT

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

Head of Department Signature:

Date:

Job Holder's Signature:

Date:

## NHS Lothian

### Post: Nursing Assistant (Support Worker, CAMHS In-patient Unit)

#### 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	Compassionate and caring – I & R Able to understand boundaries in a professional relationship. – I Fun, adaptable, easy to talk to - I	Good capacity to plan and organise - I	I and R
Qualifications and Training	Ability to undertake Induction and mandatory training including child protection. – A&I	SVQII in healthcare or working towards or equivalent experience working in a caring environment / role – A, C	A, I & C
Experience and Knowledge	Working as part of a team. - I & R Excellent communications skills – A, I, R	Previous experience in a care setting – A, R Previous experience of working with young people – A, R Awareness of mental health problems affecting young people – I	A, I & R
Skills and/or Abilities	Effective written and verbal communication skills – A, I Able to reflect on role in care and interactions with young people and staff team – I Able to build appropriate relationships with young people. I Good interpersonal and communication skills. – A, I & R	Interest in activities, crafts etc. – A, I Ability to observe young people's behaviour interactions and report effectively - I	A, I & R
Specific Job Requirements	Ability to work with people and as part of a multidisciplinary team. I, R Desire to work with young people and their families - A, I Able to work rota that includes early late & nightshifts & Weekends. – A, I	Participate in care planning and delivery of care at the direction of registered staff - I Ability to carry out assigned tasks effectively in a busy environment – R	A, I & R

#### Key – how assessed

A = Application form	I = Interview
C = Copies of certificates	T= Test or exercise
P = Presentation	R = References