

# JOB DESCRIPTION

## 1. JOB IDENTIFICATION

Job Title:	<b>Healthcare Support Worker Level 2 (Band 2)</b>
Responsible to:	Staff Nurse
Accountable to:	Senior Charge Nurse
Department(s):	Ward 210: Gynaecology
Directorate:	Women's Services
Operating Division:	Scheduled Care
Job Reference:	<b>L-GEN-NM-NS-HCSW2</b>
No of Job Holders:	8

## 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 post holder will be based in Ward 210 within Simpson's Centre for Reproductive Health (SCRH) at the Royal Infirmary of Edinburgh (RIE). Ward 210 is a 20-bedded surgical ward, caring for the gynaecological needs of women within Lothian and the wider South East of Scotland (Tertiary referral service).

Gynaecological services within ward 210 include: Oncology, Surgical, Acute & Chronic conditions, Termination of Pregnancy, Palliative care Triage & assessment out-of-hours service.

NHS Lothian serves a population of approximately 800,000 people living in and around Edinburgh, Scotland's historic capital city. The geographical area known as Lothian region covers 700 square miles, comprising the City of Edinburgh, Midlothian, East Lothian and West Lothian.

Staffing responsibilities:

Day-to-day patient care and ward duties; support the Registered Nursing Staff and members of the Multi-disciplinary team; stocktaking & replenishment of stock levels; liaising with members of the Multidisciplinary team with regards to patient care.

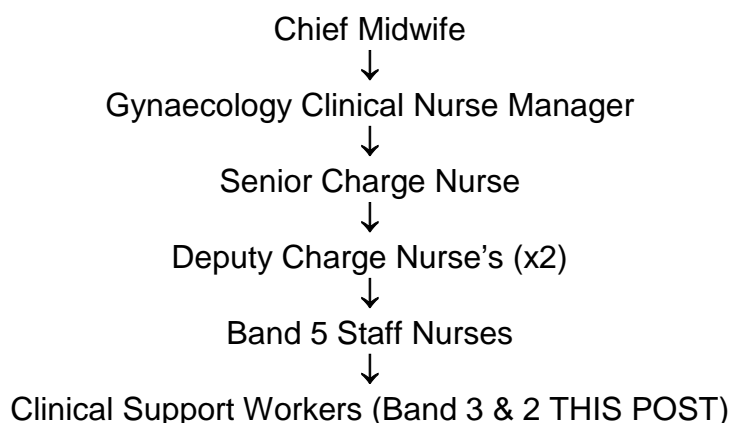
Budgetary Responsibilities:

Involved with the routine stock replenishment of the ward. May be asked to handle patient valuables, cash, patient house keys.

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

## ORGANISATIONAL POSITION

### Women's Services:



## 5. ROLE OF DEPARTMENT

The Gynaecology department sits within the wider Women's Services Division at both RIE (Ward 210) and St John's Hospital (Ward 12) sites. Both wards deliver expert care within the field of Gynaecology.

Ward 210 cares for both surgical and medical Gynaecology patients on an elective and emergency basis. It also houses both inpatient and outpatient Termination of Pregnancy (TOP) Service for NHS Lothian. Staff are required to work in all aspects of Gynaecological care within the Ward and Divisionally (including TOP service).

## 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. 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 need and ward needs.
3. To undertake escort duties as required and in line with local protocols.
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 as required, ensuring skills / competencies are maintained.
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, to support and maintain the running of the ward 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.
11. To participate in clinical audit of services provided to ensure evidence based practice is identified and implemented.
12. 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:

TRAK - maintenance of patient records.

Pecos – 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.

<b>8. ASSIGNMENT AND REVIEW OF WORK</b>
<p>Workload is allocated by the Registered nurse at the start of each shift and supervision is available throughout the shift.</p> <p>The post holder will receive their work review and annual appraisal from the Registered Nurse.</p>
<b>9. DECISIONS AND JUDGEMENTS</b>
<p>Observe, recognise and report changes in patient condition including pertaining to both the emotional and physical needs.</p> <p>Prioritisation of allocated workload.</p>
<b>10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB</b>
<p>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.</p> <p>Maintain high standards of patient care within defined resources.</p> <p>Working with patients who may be distressed, anxious, or terminally ill or have cognitive impairment and communication problems.</p> <p>Maintaining skills and knowledge level in core competencies required for role.</p>
<b>11. COMMUNICATIONS AND RELATIONSHIPS</b>
<p>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.</p> <p>Will communicate proficiently with regards to planning, implementation and review of workload.</p> <p>Requires to communicate effectively with patients who may be distressed/worried or anxious.</p> <p>Communicate with the Registered Nurse regarding any patient care concerns their personal development needs.</p>
<b>12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB</b>
<p><b><u>Physical Skills</u></b>  Manual handling skills.  PC skills.</p> <p><b><u>Physical Demands:</u></b>  Manual handling on a daily basis including e.g. safely manoeuvre patients some of whom may be highly dependant, manoeuvring wheelchairs, hoists, moving clinical equipment.</p> <p>Activities include repeated bending, crouching, and kneeling in restricted areas as well as standing/walking for long periods during the shift.</p> <p>May participate in resuscitation procedures at the direction of the registered nurse/more senior</p>

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 fluids including sputum, vomit, urine, faeces, open wounds and exudates.

Potential exposure to episodes of verbal and physical aggression from patients / relatives / carers.

**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.

**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: CSW band 2****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.

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>How assessed</b>
Personal Traits	Understands and demonstrates the NHS Lothian's values of quality, teamwork, care & compassion, dignity & respect, and openness, honesty & responsibility through the application of appropriate behaviours and attitudes		A/I
Qualifications and Training		Qualified CSW Phlebotomy	A/C
Experience and Knowledge		Experience of working in a surgical ward	I/R
Skills and/or Abilities	Team worker Enthusiastic Hard working Compassionate		I/R
Specific Job Requirements	Ability to work within a termination of pregnancy service		A/I

**Key – how assessed**

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