

**NHS Lothian****Post: Healthcare Support Worker Level 2 (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	<ul style="list-style-type: none"><li>• Polite and professional at all times.</li><li>• Committed to the development of good relationships with colleagues, patients and the community.</li></ul>		<b>I</b>  <b>I &amp; R</b>
Qualifications and Training	<ul style="list-style-type: none"><li>• Basic IT skills.</li><li>• Experience of working in an environment providing a service to the public.</li></ul>	<ul style="list-style-type: none"><li>• Adequate competency using TRAK system.</li><li>• SVQ Level 2 qualification in Health and social care</li></ul>	<b>I &amp; R</b> <b>I &amp; R</b>
Experience and Knowledge	<ul style="list-style-type: none"><li>• An understanding and commitment to patient care and service delivery.</li><li>• Willingness to undertake further job related training, adopting new skills to improve personal development.</li></ul>		<b>A &amp; I</b> <b>I</b>
Skills and/or Abilities	<ul style="list-style-type: none"><li>• Excellent communication skills.</li><li>• The ability to work as a team and to work independently with guidance.</li><li>• Ability to liaise with all members of the Multidisciplinary team.</li><li>• Organisational skills.</li><li>• Knowledge and skills appropriate to a clinic environment.</li></ul>	<ul style="list-style-type: none"><li>• Venepuncture</li></ul>	<b>I</b>  <b>A, I &amp; R</b>
Specific Job Requirements	<ul style="list-style-type: none"><li>• Experience of working with the public.</li><li>• To provide care and support to patients within the clinic department.</li><li>• To support the registered nurse in the operation of daily clinics.</li><li>• Organise workload safely.</li></ul>		<b>A, I &amp; R</b> <b>A, I &amp; R</b>

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

**SCORE:**    /20

**Charge Nurse signature:** \_\_\_\_\_ **Clinical Nurse Manager signature:** \_\_\_\_\_

**Date:**

# JOB DESCRIPTION

## 1. JOB IDENTIFICATION

Job Title: **Healthcare Support Worker Level 2 (Band 2)**

Responsible to: Staff Nurse

Accountable to: Senior Charge Nurse

Department(s): Medicine of the Elderly

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

No of Job Holders:

## 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.

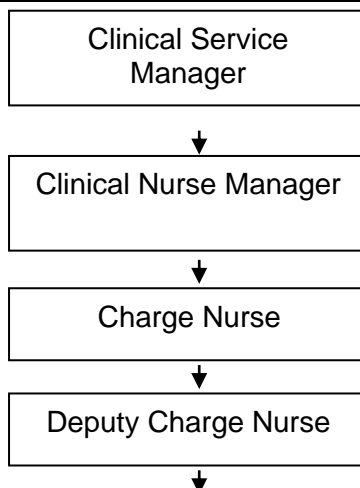
## 3. DIMENSIONS

The post holder is not responsible for managing the budget but needs to be aware of the resources available and the need to work within the financial envelope.

The post holder may be required to work within any of the Lothian Acute Services pertaining to their field and specialty. (The acute areas include: Royal Infirmary of Edinburgh, Western General Hospital, St John's Hospital, Royal Victoria Hospital, Liberton Hospital, and Royal Hospital for Sick Children, Princess Alexandra Eye Pavilion, and Lauriston Building).

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

## ORGANISATIONAL POSITION



Staff Nurse



**This Post -Clinical  
Support Workers**

## 5. ROLE OF DEPARTMENT

To provide short-term in-patient care, which is delivered using a multi-disciplinary team approach to provide patient care in a timely and professional manner.

To support and assist patients with discharge planning/transport for discharge

To provide a high quality, safe and supportive environment in order to care for patients within the clinical area, meeting the identified physical and psychosocial needs. Ensuring the highest standard of patient care and management.

## 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.

## 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, or 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.

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.

PC skills.

### **Physical Demands:**

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.

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 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: