

Job Ref:	Occ. Code
CHC_HCSWPC3	

JOB DESCRIPTION

JOB TITLE:	Healthcare Support Worker
PAY BAND:	AFC Band 3
DIRECTORATE:	Stoke Community Directorate
Team/Service	Serious Mental Illness Physical and Mental Health Review Team
Base	Greenfields Centre
Responsible to:	Advanced Nurse Practitioner/Nurse Practitioner

Organisational Chart



Job Summary:

The post holder will support the Advanced Nurse Practitioner and Nurse Practitioner within the Serious Mental Illness Physical and Mental Health Review Team to provide health care services to this service user population. This support role is designed to provide accurate and efficient patient baseline monitoring procedures prior to further assessment by the clinical team and to implement effective housekeeping procedures and stock control.

Health promotion will form an essential part of this role.

Ideally the post holder will have current or recent experience of this type of work but a comprehensive training plan will be provided by our clinical team upon appointment and an appropriate level of training and competency for the post. The post holder will be required to hold NVQ Level 3 either upon entrance to the post or as part of their personal development whilst in post.

The primary function of the post is to provide support to the clinical team in the care of the service user population to include preventative care, screening and patient education.

The post holder will perform tasks which support recall and screening programmes, baseline physical and mental health assessment and monitoring and preventative health promotion programmes within the service. These will include designated administrative tasks as well as direct patient monitoring as deemed suitable by the team.

The post holder works on their own as part of the role using standard operating procedures, specified guidance and treatment plans at point of care for the service user. They implement specified appropriate clinical care packages and undertake delegated care duties. Some analysis of information may be required as part of the role, where appropriate and safe to do so. The post holder refers to a member of the senior care team as required for guidance and will also be required to act in a professional manner at all times and adhere to policies, protocols and guidelines.

The post holder will organise and prioritise a varied workload as necessary. Some planned, routine patient visits may be required as part of this role. The post holder communicates effectively at all times with team members, other health care professionals and with service users, relatives and carers. Empathy, tact and reassurance may be required as necessary. Communication may involve speaking with patients who have barriers to communication and/or understanding e.g. when working with patients with learning disabilities, hearing impairment or whose first language may not be English.

Frequent concentration will be required for the treatment, care and recording of observations during the course of the patient's appointment. The work will usually be planned via pre-booked appointments made for the patient. There will be an occasional requirement for unplanned work where clinical team members may request additional unplanned duties from the post holder, such as the completion of ECGs, routine blood requests.

The role involves the use of the computer and keyboard skills with a requirement for efficient input directly onto the patient's electronic medical record, recording appropriate information as required as part of the planned service or procedure.

The role will include the use of pieces of equipment required to carry out observations or procedures and the post holder is responsible for their safe use of such equipment.

The role includes the need to maintain a safe and effective level of practice and to bring any deficits in training to the attention of the practice so that these may be addressed.

The post holder has frequent exposure to unpleasant conditions such as bodily fluids or wounds. Appropriate and safe management of these is essential.

There is a requirement for frequent light physical effort for several short periods such as assisting service users or lifting equipment.

The role will include occasional exposure to distressing circumstances such as contact with terminally ill service users or their families and carers.

Key Duties/Responsibilities

Clinical

- Baseline observations
- Chaperoning duties
- BP monitoring
- Urinalysis and ensuring specimens are labelled and bagged ready for collection with the necessary paperwork completed.
- Phlebotomy
- Provide lifestyle advice to patients making any necessary referrals within the remit of the team.
- Weight monitoring
- ECG's
- Cleaning of clinical equipment, tidying and restocking of the clinical areas of the practice as part of a daily/weekly/monthly routine to be specified.
- To assist with clinical calibration and maintenance of clinical equipment on a rolling annual basis.
- Contribution towards smoking cessation interventions
- Co-assisting with clinical infection control according to Policy on Infection Control.
- Monitoring of clinical stock, ensuring appropriate levels of stock, expiry dates and stock security.
- Submit order requisitions to appropriate team members as required.
- To restock clinical rooms with appropriate single use clinical items such as urinalysis sticks, tongue depressors or other such items which are regularly used.

Administration

- Assisting with invitation of patients for screening, preventative treatment, recall and monitoring purposes as required.
- Ensure accurate, timely and legible notes of all consultations and treatments are recorded in the patient's notes.
- Ensure the clinical computer system is kept up to date with accurate details recorded.
- Ensure accurate inputting of all data required for statistical information required for regular and ad hoc reports as required.
- Adhering to practice policies surrounding IT use and data protection.

Professional

- An understanding, acceptance and adherence to the need for strict confidentiality.
- Ability to work without direct supervision.
- To maintain sensitivity at all times to the emotional needs of patients and their carers.
- Ability to know and accept the limitations of the post and to refer to appropriate team member when such limits have been reached.
- To arrange for follow up for patients with the appropriate practice member as necessary.
- To signpost patients appropriately.
- To provide flexibility of working hours.
- Excellent communication skills.

- To understand and comply with practice policies and procedures, including those included in the Staff Handbook, Health & Safety Policy, Equality and Diversity and so on. This list is not exhaustive and will be amended as required by the organisation.
- The post holder will participate in training as required by the Trust and will participate in the annual appraisal procedure. They will be responsible for their own development, learning and performance/professional development.
- Attain and maintain an agreed level of competence through ongoing training.
- To demonstrate own duties to less experienced staff as required and appropriate to do so.
- To contribute towards research and development occasionally and as appropriate to do so.
- Demonstrate an understanding and practice of optimum infection control practice.

This job description is a reflection of the current position and the post – holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time.

GENERIC CLAUSES

- To maintain a broad understanding of the work of North Staffordshire Combined Healthcare NHS Trust as a whole, and actively contribute your ideas for the improvement of service provision.
- To ensure own actions contribute to the maintenance of a quality service provision.
- To be responsible for the self-development of skills and competencies through participation in training and development activities and to maintain up to date technical and professional knowledge relevant to the post.
- To participate in the Performance and Development Review and to undertake any identified training and development related to the post.
- To undertake statutory and mandatory training as deemed appropriate by the Trust.
- To develop and maintain effective working relationships with colleagues.
- To adhere to all Trust policies and procedures.

Trust Values:

As an employee and representative of the Trust, you are required to demonstrate and uphold the Trust's Values. These are:

Proud to CARE:

Compassionate

- Caring with compassion, it's about how we listen, what we say, what we do.

Approachable

- Friendly, welcoming, sharing ideas and being open

Responsible

- Taking personal and collective responsibility, being accountable for our actions

Excellent

- Striving for the best, for high-quality safe care and continually improving

Health & Safety:

All staff have a duty to ensure the health and safety of themselves and others whilst at work. Safe working practices and health and safety precautions are a legal requirement. ALL incidents/ accidents must be reported to your manager and in line with the general philosophy of the Trust, you must participate in accident prevention by reporting hazards and following relevant policies and procedures including Moving and Handling guidelines and mandatory health and safety training.

Infection Control:

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and Procedures and make every effort to maintain high standards of infection prevention and control at all times. This includes good antimicrobial stewardship, hand decontamination, cleanliness and adhering to the Dress and Appearance policy. This will reduce the risk of Healthcare Associated Infections including MRSA

and Clostridium Difficile in accordance with the Code of Practice on the prevention and control of infections and related guidance (2015).

Risk Management:

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Data Security:

To ensure that the Trust Policies and Procedures regarding data security are adhered to, and that staff are aware of their obligations under these policies.

Confidentiality:

Working within the trust you may gain knowledge of confidential matters which may include manual/electronic personal and medical information about patients and staff. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality could lead to disciplinary action being taken against you.

Equality & Diversity:

The Trust is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

Safeguarding:

The Trust is committed to safeguarding and promoting the welfare of children and vulnerable adults and is signed up to Stoke-on-Trent Safeguarding Children Board Procedures, Staffordshire Safeguarding Children Board Procedures and the Staffordshire and Stoke-on-Trent Safeguarding Adults Partnership Procedures. All Trust staff must be familiar with, and adhere to, these procedures. It is the post-holder's responsibility to attend the Trust's mandatory Safeguarding Training, and to follow the relevant Trust's Policies and Practice Guidance.

Codes of Conduct and Accountability:

You are required to comply with Trust codes of conduct and accountability and codes of conduct which are relevant to this post.

Raising Concerns

If you have any concerns about a risk, malpractice or wrongdoing at work you are expected, as a Healthcare professional, to raise these concerns at the earliest opportunity, either with your line manager or lead clinician. This may be done verbally or in writing. As a result of raising a genuine concern under the Raising Concerns procedure, you will not be at risk of losing your job or suffering any detriment (such as a reprisal or victimisation) provided you are acting in good faith and the

matter is not raised maliciously. Please refer to the Raising Concerns (formerly Whistleblowing) procedure for further information.

Registration:

Registration with a professional body imposes a duty on health care professionals to maintain the safety of the public through working within professional standards, to provide good quality care to patients and to promote professional education and conduct. It is the policy of the Trust that all health care professionals register or re-register and act in accordance with the requirements of their professional body.

Disclosure & Barring Service (DBS)

This post may be exempt from the Rehabilitation of Offenders Act 1974. If so, should you be offered the post it will be subject to a criminal check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions. North Staffordshire Combined Healthcare NHS Trust may require a Disclosure through the DBS for this post to ensure suitability for employment. Should an employee be subject to a caution, reprimand, final warning or convictions during the course of their employment then they must share this with their manager at the first possible opportunity, to assess their continued suitability for employment in the post.

THE TRUST OPERATES A NO SMOKING POLICY

EMPLOYEE
SIGNATURE:

DATE:

Person Specification

	Essential	Desirable	Method of assessment
Qualifications	NVQ Level 3 in health related subject or equivalent Care Certificate		Application form / interview / assessment
Experience	Previous experience as a Health Care Support Worker	Experience within a primary or secondary care setting	Application form / interview / assessment
Knowledge and skills	Knowledge of a range of care procedures and practices	Able to take bloods Able to perform ECG's	Application form / interview / assessment
Other	Ability to work under pressure and in a changing environment Ability to travel to be able to work in a number of community settings.		Application form / interview / assessment