

JOB DESCRIPTION

Job Title:	Healthcare Support Worker
Band	3
Care Group	Medicine
Directorate:	Medical Specialties
Department:	Dermatology
Location:	Cross Site
Accountable to:	Clinical Leader
Accountable for:	
Main Purpose	<p>The purpose of the role is to assist the clinical team in the service and delivery of the Dermatology Service of the local population.</p> <p>To work as an effective member of the team under the supervision and direction of a registered health care professional.</p> <p>To undertake all duties listed however these duties will vary from speciality to speciality in some cases this could include working with children and young people right through to older people. No duties should be undertaken unless appropriate training or induction has taken place in accordance with trust policies.</p>

General Duties

- Communicate effectively across a range of channels and with a range of people about day-to-day tasks as required by job role
- Running Dermatology Minor Surgical Procedure lists
- Lone assistant to the operating surgeon, dressing of surgical and non-surgical wounds, supporting Dermatology Outpatient clinic lists, monitoring and maintaining general and specialist stock levels
- Respond promptly to verbal, telephones and other requests for help
- Demonstrate and promote good communication that supports the dignity, care and safety of the patients.
- Ensure and maintain a safe working environment for themselves, colleagues and patients.
- Provide a high level of compassionate care.

- Communicate effectively with patients and visitors from a variety of cultural backgrounds using a range of verbal and non-verbal skills
- Recognise the Equality and Diversity of patients, relatives and multi- disciplinary groups by supporting non-discriminatory practice & acknowledging the patient's personal beliefs and identity.
- Keep accurate and complete records applicable for job role
- Listen to and respects the needs of patients and/or colleagues.

Communication and Working Relationship Skills

- Provide clear and concise verbal communication to patients, clients and multidisciplinary teams.
- Assist in welcoming patients to the ward and introducing them to other patients, staff and ward facilities
- Ensure all documentation applicable for job role is recorded accurately, legibly signed and dated in accordance with trust policies and procedures
- Communicates effectively with a range of people about day to day tasks as required within limits of job role and training
- Listens to and respects the needs of patients and/or colleagues
- Applies appropriate communication methods using a range of verbal and non-verbal skills helping patients/relatives overcome barriers to understanding when English is not their first language.
- Works as part of the MDT to ensure holistic care for patients and their relatives
- Reporting to the nurse in charge any complaints, comments or requests from patients or visitors
- Can modify/simplify the content of conversation to suit a variety of situations
- Role models the Trust's behaviour standard addressing/reporting the behaviour that is not acceptable

Analytical and Judgemental Skills

- Perform, record and report routine clinical checks, for example patient temperature, pulse, respiration and blood pressure, identifying and escalating the deteriorating patient to a Registered Nurse or Nurse Associate, so that any necessary treatment and/or reassurance can be given to maintain patient safety/well-being.
- Appropriately report complaints or concerns to the Nurse in Charge.
- To escalate and report adverse incidents via the DATIX system.
- In an emergency, respond appropriately.
- Prioritise own workload and be able to work independently within the scope of the role.

Planning and Organisational Skills

- Organise both own and delegated workload whilst considering the needs of the patient, nursing team and the other multi-disciplinary members
- Be responsible for the effective assessment of care needs, planning implementation and evaluation of patient care within the department.

Responsibility for Patient/Client Care, Treatment and Therapy

- Assisting patients to meet their personal hygiene requirements, i.e. bed bath, shower, catheter care, hair, nail and mouth care in a dignified manner that respects their culture and beliefs.
- Meeting the patient's nutritional needs including supporting patients at mealtimes, completion of fluid balance charts and food charts and reporting any concerns to the Registered Nurse.
- Safe moving and handling of patients as per assessment/care plans and in accordance with Trust policy.
- Be proactive in the prevention of pressure ulcer development by encouraging and supporting patients to reposition, assessing pressure areas as per care plan.
- Assist the Registered Nurse/Nurse Associate to promote patient safety such as implementing falls prevention measures.
- Following competency-based training, carry out routine venepuncture, as directed by a registered health professional.
- Undertake the collection of specimens, i.e. stool, urine.
- Under direction of a Health Care Professional, complete wound observations and simple wound dressings.
- Documenting admission details which include next of kin.
- Assist patients in meeting their continence needs, i.e. taking them to the toilet, providing a commode, monitoring urine and bowel movements, catheter care. Report any abnormalities/concerns to a Registered Nurse/Nurse Associate.
- Maintaining a clean and tidy environment, including bed areas, store cupboards, sluice, treatment room and equipment used for procedures.
- Undertaking the cleaning of ward equipment, according to policy and procedure; making effective use of the infection control policy.
- Undertaking the cleaning of bed areas, suction, oxygen, lockers and prepare for admission, obtaining any essential equipment.
- Report any concerns/incidents relating to patient or environment health and safety to a Registered Nurse/healthcare practitioner.
- Assist with end of life care respecting beliefs, values and religion of all involved.
- Escort patients to other departments within the Trust when directed by nurse in charge.
- Provide an enhanced level of care to patients who may be showing signs of agitation or distress, or may be at risk of coming to harm, ensuring their safety, privacy and dignity is maintained.
- Ensure all infection control measures are adhered to.

Responsibility for Policy / Service Development

- Follow safe working practice and take reasonable measures for the protection of self and others.
- Follows policies for own role and proposes changes to procedures.
- To contribute to change and new initiatives by sharing experiences and providing constructive feedback
- To ensure health and safety is a priority within the clinical setting
- To maintain Clinical competencies and achieve timely compliance of mandatory training requirements.

Responsibility for Finance, Equipment and Other Resources

- To ensure all equipment is used correctly and according to hospital policy and report any faulty equipment appropriately.
- Handle and safely manage personal possessions
- To demonstrate an understanding and awareness of budget and expenditure
- To safely prepare rubbish sacks/soiled linen for collection and according to trust policy.
- Maintain safety of patients, personal clothing and property in accordance with agreed policies related to security and confidentiality including assisting with checking and documentation of patient's property and valuables on admission and discharge.
- Understand the cost of resources and utilising appropriately to minimise financial waste without compromising patient care
- Store equipment and materials safely and securely when not in use and maintain correct level of cleanliness of equipment

Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management

- Undertake relevant training and education in order to meet needs of the ward and role i.e. completion of Care Certificate and mandatory training
- Ensure any specific extended skills are only undertaken once competency has been assessed i.e. venepuncture, cannulation, ECG's.
- To receive transmit, store and retrieve information according to Trust Policy. Basic keyboard skills required.
- To maintain accurate written and electronic documentation in patients notes as required, concerning the day to day interventions, progress and changes in patients condition
- Support new healthcare support workers in the clinical setting.
- Attend and participate in departmental meetings as appropriate.
- Reflect on and evaluate one's own practice, identifying personal learning requirements, in order to improve the delivery of client care.
- Completion of competency-based workbook or equivalent.
- To assist in the training of Health Care Assistants undertaking induction and completion of Care Certificate.
- Provide the relevant support, mentorship, supervision and education to unqualified defined staff groups as required
- Participate in identifying the learning and training needs of Health Care Assistants within the department
- To carry out appraisals on junior colleagues.
- Supervise health care assistants and unqualified staff in clinics that do not require the presence of a Registered Nurse
- Actively develop new clinical skills and competencies relevant to the post

Responsibility for Information Resources and Administrative Duties

- Records personally generated information, e.g. patient observations, accurately and in a timely manner ensuring information is handled securely and stored in the correct

place.

- To receive transmit, store and retrieve information according to Trust Policy. Basic keyboard skills required.
- To maintain accurate written and electronic documentation in patients notes as required, concerning the day to day interventions, progress and changes in patients condition
- Adequate IT skills to fulfil duties of post
- Familiar with the Trusts computer systems (i.e. eNA, eOBs, Health of the Wards, BEAT)
- Meet Trust values, whilst delivering care to patients and relatives
- Information processing using relevant systems and in accordance with Information Governance requirements

Responsibility for Research and Development

- Occasionally participates in surveys or audits for own work area.
- Participate in clinical trials of equipment or techniques where appropriate
- Continually evaluate own knowledge and practice, addressing any areas of interest and make effective use of learning opportunities

Freedom to Act

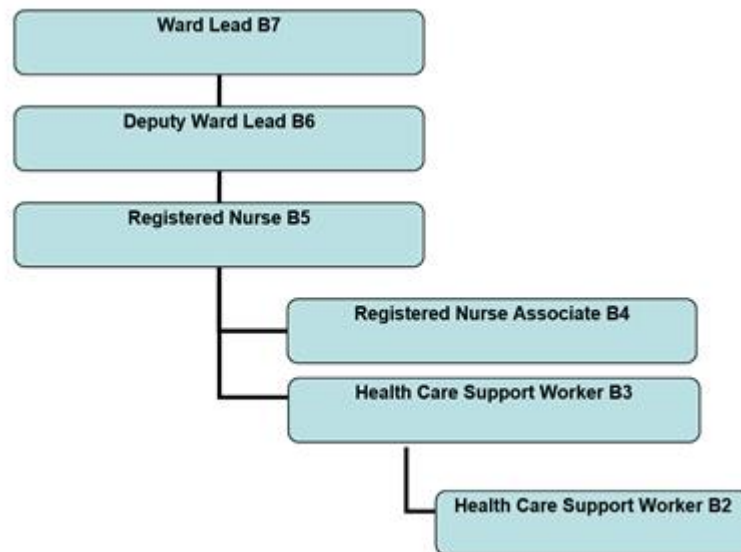
- Works within standard operating procedures as defined by the job description and with Registered Nurse/Nurse Associate supervision or guidance as required.
- To ensure a working knowledge of Freedom to Act and how to access services.
- Identify patients at risk and making appropriate referrals under the medical and safeguarding pathways.
- To ensure a working knowledge of Freedom to Act and how to access services.
- Have a duty of candour with patients, relatives and carers

Mental, Physical, and Emotional Effort

- Frequent moderate effort for several short periods of time in order to assist patients with turning, toileting, washing etc.
- Concentration required for clinical care procedures.
- Some exposure to distressing situations, providing care to patients with terminal illness.
- Occasional distressing/emotional circumstances as a result of caring for patients with chronic/serious acute conditions or terminal illness.
- Ability to concentrate with occasional interruptions and adaptations
- Ability to adapt to changes in the situation or to plan of care, in order to accommodate unpredictable patient events/behaviour/conditions/workload
- Be able to escalate challenging situations or behaviour from patients or staff in order to maintain a safe, professional environment.

Any Other Specific Tasks Required

Organisational Structure of Department



Transforming our Hospital Services in Dorset

This is a very exciting time to join our hospitals in Dorset. We are in line to receive a significant national investment of £201 million to help transform our services and redevelop Poole Hospital and the Royal Bournemouth and Christchurch Hospitals, now merged as University Hospitals Dorset. We have been able to access these national funds because we have such a good plan in Dorset.

Our vision is to join up our services so they can be delivered in a more integrated way. We have a great opportunity together to improve outcomes for patients, make better use of all our resources, and ensure our services can be provided on a sustainable basis.

For developing our workforce, the aim is to establish modern, well-equipped centres of excellence with sustainable roles for staff, standardisation of education and training so that we can attract and retain skilled clinical and non-clinical staff to Dorset. This is a great opportunity for you to be part of the transformation change activity taking place following the merger of two hospital trusts to form University Hospitals Dorset NHS Foundation Trust last October.

CONDITIONS OF SERVICE

As laid down by the University Hospitals Dorset NHS Foundation Trust.

Smoking

The Trust has a responsibility to provide a safe and healthy environment for everyone who is working, visiting or living on hospital premises. Smoking is NOT allowed on site except for within the designated smoking areas and shelters for staff and patients.

The Trust will not tolerate smoking in undesignated areas and there is a zero tolerance approach to all staff who continue to do so. We will continue to provide support to staff, patients and visitors who want to give up smoking.

In the interests of promoting responsible healthcare all staff should refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place.

Data Protection

All staff are required to comply with the Data Protection Act and the Trust's Data Protection Policy. Staff are responsible for ensuring that any personal data which they hold is kept securely; that personal information is not disclosed either orally or in writing to any unauthorised third party; that personal data is only accessed where there is a legitimate business need and only where such processing is consistent with the purposes for which the data was collected.

Equality and Diversity

The Trust is positively committed to the promotion and management of diversity and equality of opportunity. Equality and diversity is related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees; people in other organisations; the public in general.

All employees have a responsibility to ensure that they act in ways that support equality and value diversity and must comply with the responsibilities placed upon them by employment legislation and the equality duties.

Health and Safety at Work

Everybody within the Trust has a legal responsibility for the health, safety and welfare of themselves and others at work. These duties are set out within the Health and Safety at Work etc. Act (HASAWA) 1974, the Management of Health and Safety at Work Regulations (MHSAWR) 1999, and in other relevant regulations and guidance notes.

All Staff

In accordance with HASAWA and the Trust Health & Safety policy, all staff have legal responsibilities;

- to take reasonable care for themselves and others that may be affected by their acts/ omissions
- to co-operate with their manager/ supervisor to enable them to carry out their legal duties e.g.
 - shall report all hazards and defects to their line manager/ supervisor
 - shall report all accidents, incidents, near-miss events to their manager/ supervisor and via an adverse incident report (AIR) form (Trust policy)
- to use all work equipment, materials and substances in accordance with any training and instruction provided (e.g. medical devices, chemicals, mechanical aids, machinery, plants, vehicles, and personal protective equipment)
- to ensure they attend all annual mandatory training and attend health and safety training as required for the post.
- to comply with trust and department health, safety & risk policies and procedures
- not to interfere with or misuse anything provided to secure health and safety .e.g. wedge fire doors open, remove first aid equipment, break locks off systems

All Managers/ Heads of Department and Clinical Leaders

In accordance with the Trust's Risk Assessment policy and Risk management strategy, all managers/heads of department and Clinical Leaders are responsible for ensuring that they and their staff, comply with all Trust and department health and safety policies and procedures.

Safeguarding

The University Hospitals Dorset NHS Foundation Trust is fully committed to safeguarding the welfare of all children and young people, and vulnerable adults by taking all reasonable steps to protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

Infection prevention and control

The prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients, and to the safety of visitors and members of staff. It is the responsibility of all staff to be aware of, assess and minimise these risks and comply fully with Infection Prevention and Control Policies.

The Health Act 2008 establishes a Code of Practice for the Prevention and Control of Health Care Associated Infections. It sets out criteria by which NHS managers ensure that patients are cared for in a clean environment, with a safe water supply, where the risk of Healthcare Associated Infections (HCAI) is kept as low as possible.

Managers, Heads of departments and Clinical Leaders are responsible for ensuring that:

- The necessary equipment and mechanisms are in place to support infection prevention
- health care workers are free of and are protected from exposure to communicable infections during the course of their work, and that all staff are suitably educated in the prevention and control of HCAI

Carbon sustainability

The Trust is committed to continual improvement in minimising the impact of its activities on the environment and expects all members of staff to play their part in achieving this goal and in particular to work towards a 28% reduction in carbon emissions by the end of 2020/21(based on a 2013 baseline).

DBS/Disclosure and Barring Service (CRB)

As part of our recruitment procedure this post will be subject to a Criminal Record Disclosure. A Disclosure is a document containing information held by the police and government departments. Disclosures provide details of a person's criminal record including convictions, cautions, reprimands and warnings held on the Police National Computer. Where the position involves working with children, Disclosures will also contain details from lists held by the Department of Health and Social Care and the Department for Education and Skills (DfE) of those considered unsuitable for this type of work.

This post is subject to the policies, procedures and rules approved by the Trust and as varied from time to time. All staff are required to familiarise themselves with, and comply with the Trust's policies, procedures, rules or statements of practice. These can be accessed through the Intranet, your Department Manager, or through Human Resources.

Job Description Agreement

All job descriptions which are developed for job matching purposes must be signed by both the line manager and the staff member and the effective date of when the role changed entered. Please see re-grading and job evaluation policy.

Any job descriptions amended or updated through the results of a personal review should also be signed and dated by both the line manager and staff member and a copy retained on the personal file.

Signed..... Date.....Manager

Signed.....Date.....Employee

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description will be reviewed in conjunction with the post holder on an annual basis at appraisal.