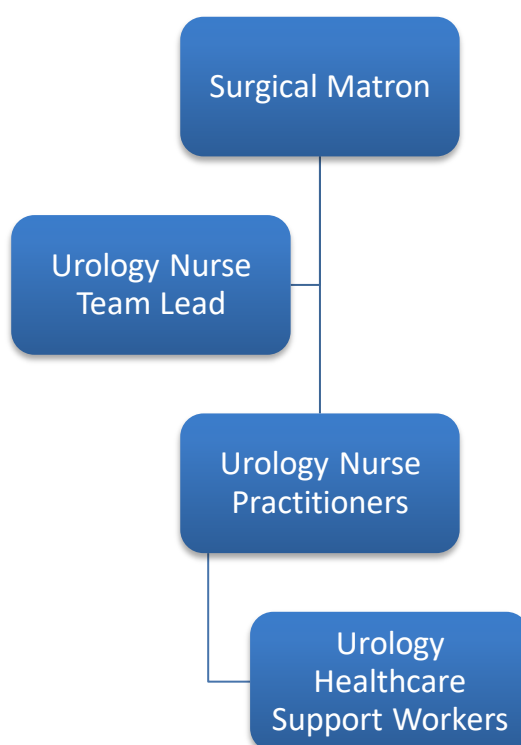


JOB DESCRIPTION

Job Title:	Healthcare Support Worker
Band/Pay:	Band 3
Department:	Urology Outpatients Level 2

Urology Outpatient Team



Job overview

As a Healthcare Support Worker with Torbay and South Devon NHS Foundation Trust, you will be working together as part of a multidisciplinary, professional team to assist the registered nurses and senior clinical staff in the planning, delivery and evaluation of care. Our staff are committed to providing high standards of individualised care for the people who use our services, whilst maintaining their privacy and dignity at all times.

Main duties of the job

- To prepare daily clinics
- To assist with consultant and nurse led clinics
- Work as a member of a specialist team

- Communicate effectively with members of the multidisciplinary team, patients and their families/carers
 - To work within the limits of own competence and responsibility within the team and organisation, as identified by the appropriate accountable professional
 - Respond to individual needs in order to maintain a safe environment and to report any identified risks
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About our team and department

The urology outpatient service sees both cancer and benign patients in the outpatient setting, running nurse and consultant led procedure and investigation clinics daily. We offer support and advice to patients and other professionals within the acute and community setting and work alongside other departments to enhance the patient's pathway of care.

The urology team is a small, friendly team that is currently working over multiple sites. We are a supportive team committed to providing our patients an excellent standard of care, and are committed to service improvement and staff development through education and training, helping staff to realise their true potential.

Detailed job description and responsibilities

Communication and Working Relationships

- To take part as requested in unit meetings, encouraging effective communications between other staff
- To participate in team building/communication, and to develop a cohesive, supportive and effective team. To work towards the agreed philosophy and objectives of the department
- Participate in client and public involvement activities
- To liaise and communicate effectively with all parts of the multidisciplinary team to co-ordinate person-centred care
- To liaise and communicate effectively with all service users and relatives
- To ensure a cohesive working environment and effective team work in all assignments
- To liaise with the multidisciplinary team, coordinating patient care, communicating with relatives ensuring they have adequate information at all times
- To liaise with other departments ensuring information regarding the patient is given appropriately

Planning and Organisation

- At the direction of the Registered Nurses /Senior Clinical Staff, participate fully in the delivery of planned care
- Be responsive to change and able to work in an environment which has constant interruptions

Responsibility and Accountability

- Assist with the running of Urology consultant and nurse led clinics

- Participate with the preparation of environment and equipment
- Assist with Urological investigation procedures in outpatient department
- Adhere to all infection control guidance and policies
- Act with integrity and professionalism, ensuring that you are demonstrating responsible behaviours at all times, in accordance with our Trust values
- Be accountable for your actions and learn from mistakes. Be honest and share experiences, encouraging learning in others
- Supporting the wider team during peak activity or during absences
- To ensure high standards of care in accordance with agreed policies and procedures
- To work with registered nurses and senior clinical staff to maintain a clean and safe environment for clients and staff
- To be aware of clients' emotional, social and physical needs, reporting back to senior staff responsible for clients' care
- Support patients undergoing investigations for a possible cancer diagnosis within the clinic environment/appointment
- Provide information to enable the effectiveness of care delivered to be evaluated and accurate records maintained
- Record in the relevant documentation the care that has been delivered contemporaneously
- Recognise and respond appropriately to urgent and emergency situations
- Work collaboratively with registered / senior staff, other health professionals and hotel service staff to ensure clients' holistic needs are met
- Update client IT systems in the absence of the unit administrator where appropriate
- To liaise with unit administrators regarding clients' records for clinics / admissions / discharges
- Report any incidents, accidents or complaints to the person in charge of the unit in accordance with Trusts policies

Responsibility for Finance, Equipment and Other Resources

- Everyone has a responsibility to ensure effective and conservative use of resources
- Maintain paperless filing wherever possible (excluding where any statutory duty may exist). Do not print/ photocopy unless necessary
- Ensure conservative use of stationery, not using equipment to excess
- Ensure that any stationery or resource needs are ordered and managed effectively
- Much of this role requires use of VDU equipment, with frequent long periods of sitting. Frequent use of a range of web-based systems such as NHS Jobs

Responsibility for Finance, Equipment and Other Resources

- To undertake a responsible attitude towards economy and care of equipment and property, and be aware of conditions/hazards predisposing to accidents
- Ensure efficient and effective use of resources
- Checking and reporting to works department and Unit Leader on environmental conditions, i.e. heating, lighting, and general maintenance of the work environment

Policy and Service Responsibility

- The post holder will work according to Trust standards, policies and procedures and is accountable and responsible to the registered nursing team
- All staff have a responsibility to ensure that the needs of the service are met in a timely and efficient manner
- Ensure compliance with policies procedures and clinical guidelines for self and others
- Encourage and welcome feedback to ensure that we as individuals, and as a collective team, learn and continually improve

Personal Development

- To be responsible for own personal development; attending study days/courses as appropriate
 - Actively contribute to reviews with your line manager, including supervision and achievement reviews. Be able to ask for support as required
 - Attend mandatory training is kept up-to-date and develop and maintain own knowledge and skills
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PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> Minimum 6 months experience gained within the last 3 years in the care Sector NVQ 2 (or equivalent) in Healthcare 	<ul style="list-style-type: none"> NVQ 3 (or equivalent) in Healthcare
Knowledge and experience	<ul style="list-style-type: none"> To be able to demonstrate a basic level of literacy and numeracy skills 	<ul style="list-style-type: none"> Basic IT skills Previous knowledge of hospital computer systems
Specific Skills	<ul style="list-style-type: none"> To demonstrate experience in a caring environment in or outside of the workplace 	
Requirements due to work environment and / or conditions	<ul style="list-style-type: none"> Demonstrate a caring and friendly attitude Experience of working as part of a team Be able to work flexibly at short notice and at busy times including school holidays / outside of normal office hours Ability to work in different environments according to the availability of work and the needs of the organisation Flexibility of working across peripheral and acute hospital sites locally to provide clinic cover 	

Physical skills	<ul style="list-style-type: none"> Flexible approach to working hours
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	<ul style="list-style-type: none"> • Manual dexterity to carry out core nursing skills and procedures within different clinics • Good time management skills • Willingness to undertake appropriate training
Physical effort	<ul style="list-style-type: none"> • Ability to move and handle clients and equipment in line with the Trusts Manual Handling procedures • Ability to be on your feet for long periods of time • Ability to work in clinical areas where you may be exposed to unpleasant sights and smells
Emotional effort	<ul style="list-style-type: none"> • Dealing with large workload in varying environments • May be exposed to distressed clients, occasional people with challenging behaviour and disturbing situations such as terminally ill and very sick clients of all age groups • Occasional exposure to unpleasant working conditions in the form of verbal aggression
Mental effort	<ul style="list-style-type: none"> • Dealing with high volume of work and able to multi-task using own initiative • To be able to arrange time efficiently • Must be able to concentrate and deal with frequent interruptions • Able to deal with new environments, workloads and working teams on a regular basis sometimes daily • Able to work alongside other healthcare professionals as part of the multi-disciplinary team