

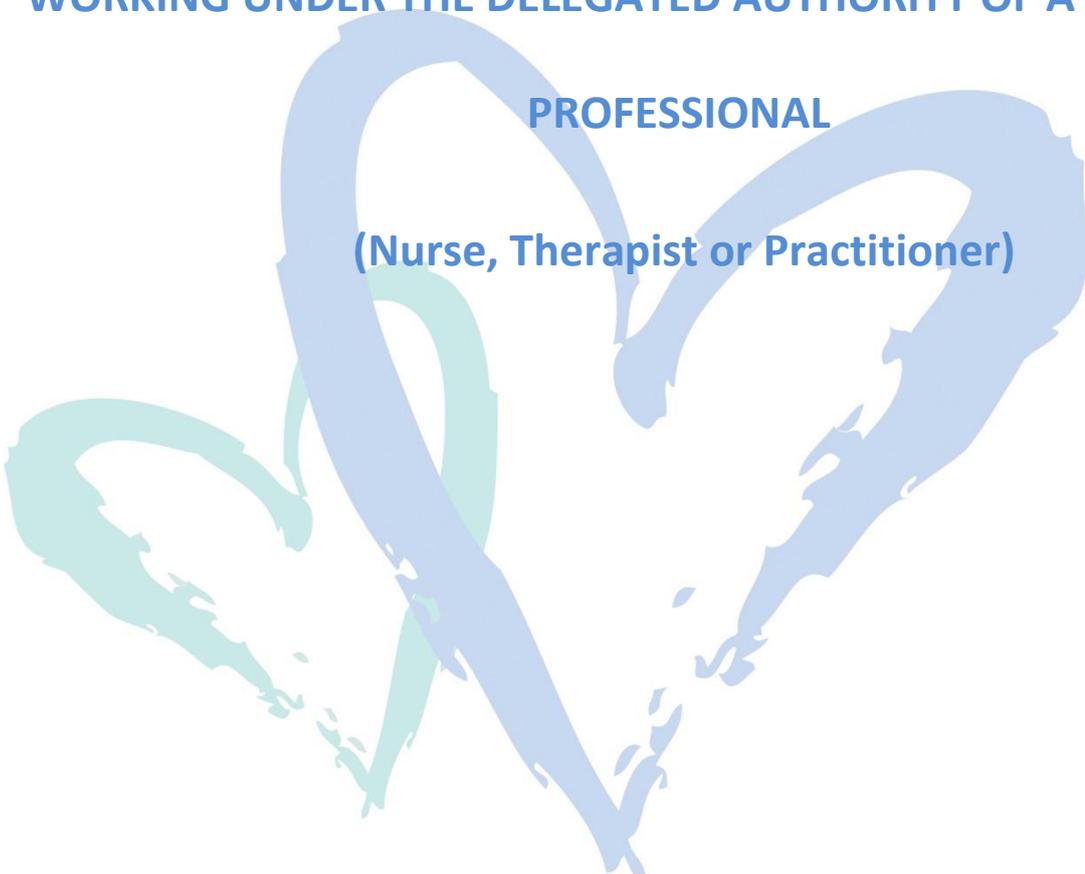
# SENIOR HCSW

## JOB DESCRIPTION

WORKING UNDER THE DELEGATED AUTHORITY OF A REGISTERED

PROFESSIONAL

(Nurse, Therapist or Practitioner)





<b>JOB ROLE:</b>	Senior Health Care Support Worker
<b>JOB ID:</b>	ID-459
<b>BAND /GRADE:</b>	3
<b>REPORTS TO :</b>	Team Leader
<b>ACCOUNTABLE TO:</b>	Works under the delegated of a registered profession but is accountable for own actions and care delivery
<b>SERVICE:</b>	Community Services
<b>BASE :</b>	TBC

**1. PURPOSE OF ROLE**

- As a Senior HCSW you will be responsible for the delivery of a high standard of cost effective nursing care, as part of a nursing team, in support of and under the direction of a registered professional.
- To carry out assigned tasks, including direct nursing care and administrative duties as delegated by the nurse in charge and as part of a wider care team.
- To support colleagues in the delivery of high quality care.
- To support students as directed by the nurse in charge.
- You will ensure that patients / clients receive safe, individualised and effective care which supports health & wellbeing and promotes self- care where appropriate and possible.

**2. PURPOSE OF SERVICE**

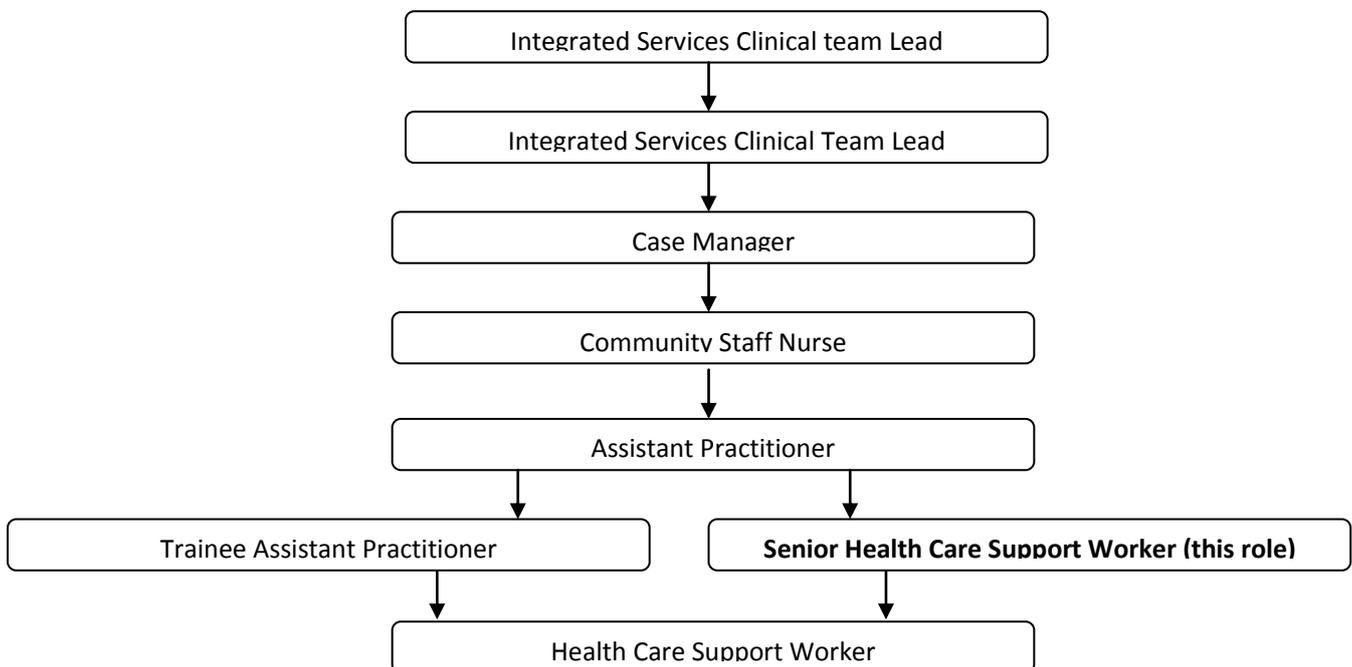
Lincolnshire Community Health Services provide equitable and accessible services to adults countywide, every day of the year.

Community nursing services work in partnership with other agencies to provide holistic responsive and individualised packages of care, which aim to promote self-care where possible and contribute to improved health outcomes reducing unnecessary admissions to hospital or long term care. This is achieved through timely interventions, rehabilitation, management of long

term and limiting conditions and partnership working across the health and social care community. All staff within the service work in collaboration with the patient, their carer and other agencies, including third sector.

Our services are provided predominantly to patients in their own homes with some additional clinical delivery – patients are seen in the environment which best meet their individually assessed needs.

### 3. TEAM ORGANISATION CHART



### 4. MINIMUM QUALIFICATIONS AND EXPERIENCE REQUIRED FOR THIS POST

Either NVQ level 3 in Care Certificate **OR** NVQ Level 2 in care certificate or equivalent in experience in a care / support environment and willingness to undertake and achieve NVQ Level 3 following appointment  
 Customer service skills with experience of dealing with members of the public  
 Excellent standards of written and verbal communication skills  
 Minimum standards of literacy & numeracy  
 Good IT & computer knowledge with standard keyboard skills

### 5. CORE COMPETENCIES REQUIRED FOR THIS POST

There are defined Core Competencies to support staff in the delivery of effective and quality health care and support. It is expected that these competencies will be achieved and evidenced in full in line LCHS policy and HCSW Code of Conduct. The Core Competencies are defined in 11 Standards.

Assessment and evaluation against these Core skills and competencies takes place as part of the staff development process and contributes significantly to the LCHS appraisal process and completion of the appraisal tool ‘Your Performance Matters’.

#### [Competency Standard 1 - The roles of the Healthcare Support Worker and Adult Social Care Worker](#)

The Senior HCSW is expected to:

- Understand your main duties and responsibilities, understand the standards and codes of conduct and practice that relates to your role and be aware of how your previous attitudes and beliefs may affect your practice.

- Know your responsibilities to the individuals you support and understand how your relationships with individuals must be different from your personal relationships outside of work.
- Understand your employment rights and responsibilities – being aware of the aims, objectives and values of the organisation and service you work in.
- Understand why it is important to work in ways agreed by LCHS and regularly access the policies and procedures provided by LCHS including knowing how and when to escalate a concern.

#### Competency Standard 2 - Your personal development

The Senior HCSW is expected to:

- Produce, develop and maintain a Personal Development Plan, know where you can get personal support and be aware of how others can help review and prioritise your personal development needs
- Understand why feedback from others is important in helping to develop and improve the way you work
- Use learning opportunities and 'reflective practice' to contribute to personal development whilst also understanding the importance of reflective practice to continuously improve the quality of service you provide
- Participate in LCHS policy and procedures which measure your own knowledge, performance and understanding against relevant standards.

#### Competency Standard 3 - Effective communication

The Senior HCSW is expected to:

- Understand the different ways people communicate, understand how communication affects your relationships at work and know why it is important to observe and be receptive to an individual's reactions when communicating with them.
- Meet the communication and language needs, wishes and preferences of individuals
- Understand a range of communication methods and styles that could help meet and individuals communication needs, wishes and preferences
- Promoting effective communication, recognise the barriers to effective communication and be aware of ways to reduce barriers to effective communication
- Understand the principles and practice relating to confidentiality and be able to evidence application of them in your role

#### Competency Standard 4 - Equality, diversity and inclusion

The Senior HCSW is expected to:

- Understand the value and importance of equality and inclusion and what exactly is meant by diversity, discrimination, equality and inclusion.
- Know how discrimination might occur where you work
- Know how practices that support equality and inclusion reduce the likelihood of discrimination
- Be aware of any legislation and agreed ways of working that relate to equality and diversity discrimination and rights
- Know how to ensure your own work is inclusive and respects the beliefs, culture, values and preferences to individuals
- Know how to challenge discrimination in a way that leads to positive change

#### Competency standard 5 - Duty of care

The Senior HCSW is expected to:

- Understand how duty of care contributes to safe practice, know what it means to have a duty of care and appreciate how a duty of care contributes to the safeguarding and protection of individuals
- Be aware of potential dilemmas and know how to address dilemmas that may arise between an individual's rights and the duty of care
- Be aware of what you must and must not do within your role in managing conflicts and dilemmas
- Know who to ask for advice about anything you feel uncomfortable about in relation to dilemmas in your work.
- Know how to respond to comments and complaints in line with legislation and agreed ways of working.
- Recognise the importance of learning from comments and complaints to improve the quality of service
- Incidents, errors and near misses
- Know how to recognise adverse events, incidents, errors and near misses and be competent in relation to reporting any adverse events, incidents, errors and near misses.
- Be aware of the factors and difficult situations that may cause confrontation, know how communication can be used to solve problems and reduce the likelihood or impact of confrontation

- Know how to assess and reduce the risks of confrontational situations and have working knowledge of the agreed ways of working to follow.

### Competency Standard 6 - Safeguarding

The Senior HCSW is expected to:

- Be aware of how the likelihood of abuse can be reduced by working with person-centred values, putting people in control, managing risk and focusing on provision
- Be aware of the importance of a clear complaints procedure for reducing the likelihood of abuse and respond appropriately to suspected or disclosed abuse
- Know what you must do if you suspect an individual is being harmed or abused
- Protecting people from harm and abuse- locally and nationally
- Be aware of any legislation and agreed ways of working that related to the protection of individuals from harm and abuse and be aware of your own role and responsibilities in safeguarding individuals

### Competency Standard 7 - Person-centred care and support

The Senior HCSW is expected to:

- Know how to put person centred values into practice in your day to day work and understand why it is important to work in a way that promotes these values when providing support to individuals
- Know how to promote dignity in your day to day work with the individuals you support
- Know the possible signs of cognitive issues in the individuals with whom you work
- Understand why depression, delirium, age-related memory impairment may be mistaken for dementia
- Understand why early diagnosis is important in relation to cognitive issues
- Understand when assessments of capacity need to be made and used in accordance with legislation and agreed ways of working
- Know who to ask for advice and support if you suspect an individual is showing signs of having cognitive issues
- Understand the importance of how valuing people contributes to active participation and know how to enable individuals to make informed choices about their lives
- Be aware of other ways you might support active participation and understand the importance of enabling individuals to develop skills in self-care and to maintain their own network of friends in the community
- Supporting an individual's right to make choices by being aware of ways of helping individuals to make informed choices
- Understand how risk assessment processes can be used to support the right of individuals to make their own decisions
- Know why your personal values must not influence and individuals own choices or decisions and recognise that there may be times when you need to support and individual to question or challenge decisions made about them by others
- Promoting the emotional and spiritual wellbeing of those you support through being aware of how individual identity and self-esteem are linked with their emotions and spiritual wellbeing
- Be aware of the attitudes and approaches that are likely to promoted emotional and spiritual wellbeing
- Understand why it is important to find out the history, preferences, wishes and needs of individuals and ensure the changing needs of an individual are reflected in their care and support plan

### Competency Standard 8 - Health and safety

The Senior HCSW is expected to:

- Be aware of key legislation and the agreed ways of working relating to health and safety at work
- Know the main health and safety responsibilities of yourself, your manager, the individuals you support and others
- Know what you must and must not do in relation to general health and safety until you are competent
- Know why it is important to assess health and safety risks posed by particular work settings, situations or activities
- Understand how and when to report health and safety risks that you have identified
- Be aware of the key pieces of legislation that relate to moving and handling.
- Be aware of tasks relating to moving and handling that you are not allowed to carry out until you are competent
- Understand how to move and assist people and objects safely, maintaining the individuals dignity, and in line with legislation and agreed ways of working
- Be aware of the different types of accidents and sudden illness that may occur in the course of your work and respond in line with the agreed ways of working to followed in an accident or sudden illness.

- Know the agreed ways of working in relation to medication and other health care tasks and know the tasks relating to medications and health care procedures you are and are not allowed to carry out.
- Be aware of the hazardous substances in your workplace and of the safe practices of storing, using and disposing of hazardous substances
- Understand how to prevent fires from starting or spreading, know what to do in the event of a fire
- Know the agreed ways of working for checking the identity of anyone requesting access to premises or information
- Recognise common signs and indicators of stress in yourself and others - being aware of the circumstances that tend to trigger stress in yourself and others and have an awareness of how to manage them.
- Understand the importance of food safety, including hygiene, in the preparation and handling of food
- Understand the importance of good nutrition and hydration in maintaining health and wellbeing – be able to recognise signs and symptoms of poor nutrition and hydration
- Know how to promote adequate hydration and nutrition and where appropriate contribute to nutritional and hydration assessments and record keeping relating to nutrition and hydration
- Recognise the importance of elimination and body output balance and be able to recognise the symptoms of altered elimination e.g. urinary incontinence, bowel dysfunction and urinary retention.
- Know how to promote continence, manage continence issues and complete the appropriate records to support patient wellbeing and care.

#### Competency Standard 9- Handling information and record keeping

The Senior HCSW is expected to:

- Know and follow the agreed ways of working and legislation regarding the recording, storing, sharing of information.
- Understand why it is important to have secure systems for recording, storing and sharing information.
- Know how to keep records that are up to date, complete, accurate and legible. Know how to use local electronic systems of record keeping and individual responsibility to maintain contemporaneous records including the use of clinical systems at the point of care delivery.
- Know how and when, and to whom, to report if you become aware that agreed ways of working have not been followed.
- Understand the importance of records to support continuity and communication of individuals care and safety.

#### Competency Standard 10 - Infection prevention and control

The Senior HCSW is expected to:

- Know the ways an infection can get into the body, understand and practice the principles of effective hand hygiene
- Understand the infection risk associated with specific medical devices e.g. catheters.
- Understand how your own health or hygiene might pose a risk to individuals you support or work with, being aware of the common types of personal protective equipment and procedures and how and when to use them (PPE)
- Be aware of and follow the principles of safe handling of infected or soiled linen and clinical waste.
- Understand specific procedures e.g. ANTT (aseptic non-touch technique where role requires and competencies have been assessed)

#### Competency Standard 11- Maintaining individual's personal care

The Senior HCSW is expected to:

- Understand the anatomy and physiology of skin and skin integrity
- Be aware of emollients and other products that may support skin care
- Assist individuals to meet their personal hygiene needs, assist where competent with the assessment of personal hygiene needs and skin care
- Have a full knowledge of the principles of SSKIN and be able to demonstrate in practice
- Understand the anatomy and physiology of the oral cavity and understand the need for oral hygiene.
- Assist with individual's oral hygiene and advise where appropriate – be aware of whom to contact for advice re oral hygiene (including any speech or swallowing difficulties)
- Understand the need for care of feet and be aware of whom to contact for advice re any specific foot problems
- Understand the risks for those who may have specific conditions placing them at greater risk.
- Be aware of suitable footwear and implications for safe mobilisation

## 6. LEADERSHIP AND MANAGEMENT COMPETENCIES AND BEHAVIOURS ALIGNED TO THIS POST

As part of the LCHS Clinical Strategy and in line with the national nursing strategy 'the 6C's', there are defined leadership and management competencies and behaviours for all staff employed by the organisation. It is expected that these competencies will be achieved and evidenced in full in line LCHS policy and HCSW Code of Conduct.

Assessment and evaluation against these Leadership and Management competencies takes place as part of the staff development process and contributes significantly to the LCHS appraisal process and completion of the appraisal tool 'Your Performance Matters'.

The senior HCSW:

- Has no people management or budgetary responsibilities
- Acts with honesty and dignity at all times
- Demonstrates respect for others and supports and promotes other equality and diversity rights.
- Contributes to the supervision of other staff e.g. HCSWs, students and apprentices
- Supports junior members of staff and students, promoting and monitoring best practice
- Encourages others to have a positive 'can do' approach and motivates colleagues to achieve goals
- Provides constructive feedback to peers
- Recognises opportunities for change - contributes to the direction of the effective delivery of services and is aware of business planning cycle and works with others to ensure Trust objectives and organisational policies drives care and is reflected in own objectives
- Involved in the planning of workload and distribution of patient care, plans and prioritises own allocated workload
- Makes an active contribution to developing the service - learns from and shares knowledge and experience, Keeps others informed of issues of importance and relevance and participates in patient and public involvement activities
- Acknowledges own limitations, consciously reviews practice (mistakes / omissions/successes) to improve performance, reports any concerns regarding patient care, Identifies risks which could affect patient care
- Acts as an ambassador for their area of practice and the organisation as a whole - has awareness of the impact of their own behaviour and that of others and acts with discretion
- Participates in supervision and appraisal and takes responsibility for managing own performance and professional development.

## 7. SERVICE SPECIFIC AND CLINICAL COMPETENCIES IDENTIFIED FOR THIS POST

There are defined services specific and clinical competencies identified as essential for successful delivery of the Senior HCSW role within the service area. Each of the competencies listed in this section has a competency framework aligned to it to support staff in achieving them.

It is expected that these competencies will be achieved and evidenced in full in line LCHS policy and HCSW Code of Conduct.

Assessment and evaluation against these Service Specific Competencies takes place as part of the staff development process and contributes significantly to the LCHS appraisal process and completion of the appraisal tool 'Your Performance Matters'.

<p><b><u>HOLISTIC ASSESSMENT</u></b> Equipment set up &amp; Mattress Inflation Equipment reviews Dementia reviews MECC assessments</p>	<p><b><u>NUTRITIONAL SUPPORT</u></b> Urinalysis testing Parenteral /enteral tubes flush Parenteral /enteral tube management Weight management support MUST assessment - reviews</p>
<p><b><u>PALLIATIVE / END OF LIFE CARE</u></b> Syringe driver signatory support Palliative support</p>	<p><b><u>LONG TERM CONDITIONS SUPPORT</u></b> BP monitoring Long term condition support Nebuliser administration support Support and contribute to rehabilitation plans</p>
<p><b><u>TISSUE VIABILITY</u></b> Wound Care (Simple) Removal of clips and sutures Stoma wound care</p>	<p><b><u>MEDICATIONS</u></b> Medication support – in line with management planning Insulin Administration for diabetic stable patients Administration of Influenza Vaccinations - patient specific and</p>

<p>Lymph oedema dressing application 4 Layer Bandaging Pressure ulcer prevention/ SSKIN Pressure ulcer support Pressure wound simple dressings Waterlow assessment - reviews Application of topical products and emollients</p>	<p>in line with LCHS PGD Administration of Clexane – in line with management plan Blood glucose monitoring (BMs) Administration of Eye Drops Administration of ear drops – in line with management plan Support to achieve medication self-management plans Administration of vaginal pessary medications</p>
<p><b><u>UROLOGICAL AND BOWEL HEALTH</u></b> Stoma care Continence reassessments Intermittent catheterisation support Bladder scanning Suppositories Administration of bladder maintenance Female Catheter reinsertions Administration of Micralax enemas</p>	<p><b><u>SINGLE EPISODE INTERVENTIONS</u></b> Phlebotomy – clinic based and domiciliary Collection of sputum sample Collection of urine sample Collection of catheter specimens of urine Collection of mid- stream urine sample Taking of swab samples Taking and recording of observations Delivery of anaphylaxis Cardio pulmonary resuscitation</p>

*As LCHS is committed to ensuring it meets the needs of the patient by working with the wider health community, It may be necessary to review and update the service specific competencies in the event of identified service development need.*

## Person Specification

### Post of Senior HCSW

Job Related Criteria	Essential	How Identified	Desirable	How Identified
<b>Qualifications</b> (Academic, Professional & Vocational)	Good standard of general education NVQ level 3 or ability to demonstrate equivalent knowledge, skills or experience in health / social care environment 3 GCSE grade c in English and Maths	Application	ECDL Food hygiene certificate	Application Application
<b>Previous Experience</b> (Nature & Level)	Experience within a caring environment.  Experience of working with people and dealing with members of the public.  Can demonstrate attitude and aptitude appropriate to the post. Ability to relate previous experience to the role.	Application  Application  Interview	Experience of working within a multi disciplinary team.  Previous experience delivering care in a community setting.  Experience of working in a rehabilitation environment.	Application  Application  Application
<b>Evidence of Particular:</b> - Knowledge - Skills - Aptitudes	Has insight into the needs and circumstances of vulnerable people.  Must be able to undertake all aspects of the role whilst working a lone worker.	Interview  Interview	Knowledge of rehabilitation.  Knowledge of Microsoft office systems.  Knowledge of clinical procedures, observations and care.	Interview  Application  Interview

	<p>Effective communication skills, both verbal, written and electronic.</p> <p>Ability to forge effective working relationships, with both patients and their relatives and colleagues.</p>	<p>Interview</p> <p>Interview</p>	<p>Extended clinical skills. Knowledge of Systmone.</p>	<p>Interview Application</p>
<b>Cont/</b>	<p>Commitment to work as an integral part of a multidisciplinary team.</p> <p>Awareness of effects of ill health and the ageing process.</p> <p>Computer literacy and IT skills.</p> <p>Ability to manage stressful situations.</p>	<p>Interview</p> <p>Interview</p> <p>Application Interview</p>		
<b>Specific Requirements</b>	<p>Flexible approach to meet service need including ability to work flexibly across a variety of shift patterns.</p> <p>Self-motivated and enthusiasm for the role with the ability to work on own initiative whilst recognising own limitations.</p> <p>Team player.</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>		
<b>Other</b>	<p>Ability to prioritise and manage daily workload in such a way that takes account of patient's needs.</p> <p>Ability to travel across the county</p>	<p>Interview</p> <p>Application</p>		



**Lincolnshire Community  
Health Services**  
NHS Trust

## Job Description Agreement

**Job Title:**

**Area:**

**I declare that I have read the Job Description and Person Specification and confirm that this is an accurate and fair description of the role.**