

Example Job Description – Senior Healthcare Support Worker/Nursing Assistant

Scope of the post

The Senior Health Care Support Worker is a member of a multidisciplinary Ward/Departmental team who undertakes duties in relation to patient care and ward/department administration, in the Acute Hospital setting. Delegated work and duties will be assigned and carried out under the direct and indirect supervision of a Registered Nurse in accordance with the competencies laid down for NVQ Level 2. Where additional skills training is identified as required in the job description the post holder will not undertake those duties until training has been undertaken (except as part of the supervised learning experience).

Duties and responsibilities

- Support patients attending for consultation, examinations and procedures
- Provide assistance for outpatient nurses and medical staff in preparation and delivery of care to patients
- Act as a chaperone during Outpatient consultations and examinations
- Position patients to aid examination
- Escort patients to other areas/wards as delegated by a Registered Nurse
- Ensure equipment is clean and well maintained and report any repairs required
- Check and clean Crash/Emergency Trolleys
- Carry out decontamination/sterilisation of equipment
- Safely dispose of sharps
- Clean spillages, washing beds/tables/lockers in the absence of domestic staff
- Contribute to the resuscitation of a patient i.e. administer basic CPR
- Contribute to the emotional support of identified patients who may be anxious, upset, frightened or worried for any reason
- Perform venepuncture as instructed
- Remove intravenous infusions and cannulae as instructed
- Perform simple wound dressings that are non-aseptic
- Prepare surgical fields for self and others
- Contribute to the assessment of a patient by undertaking the following observations and reporting findings to nurses or medical team Temperature Pulse Blood pressure – manual and electronic Respirations Peak expiratory flow Oxygen saturation levels Check and use Trust blood glucose monitoring equipment to measure and record patient's blood sugar Calf and girth measurements Weighing patients and calculating BMI
- Attaching patients to a cardiac monitor
- Undertake moving and handling assessment
- Undertake urinalysis
- Obtain mid stream urine specimens and catheter specimens of urine

- Undertake pregnancy testing (urine only) and report findings
- Collect specimens via invasive swabs as and when requested by a registered nurse/AHP; i.e., urine, faeces, sputum and wound. Pack and label same
- Undertake specialist tests including visual acuity testing, visual field testing
- Prepare rooms, health records, reports, etc. for consultation
- Use the computer to complete reports
- Put away stock items when delivered to the area
- Photocopy
- Order stock and stationary
- Report and recording any potential hazards and equipment repairs
- Book ambulances and appointments
- Complete consultation outcome information as directed by the clinical team
- Maintain general tidiness, safety, cleanliness and care of the work area
- Care for patient's property and clothing
- Contribute to the confidentiality of patient information e.g. health records, PCs
- Answer telephone and personal enquiries, taking messages and referring calls on as appropriate
- Adhering to confidentiality requirements at all times
- Participate in meetings when required
- Support the co-ordination and transfer of patients to other wards / departments
- Communicate with patients about waiting times and delays
- Under the direction of a Nurse, documenting care as and when required using the appropriate documentation available on the ward/department
- Offer clear verbal reports to other staff relating to patient care
- Support positive team working and participate in the maintenance and development of a healthy ward/department
- Deliver messages to other wards/departments if needed
- Attend mandatory study sessions and training associated with the maintenance of the skills and knowledge required to fulfil the role
- Participate in the staff appraisal process
- Provide a safe environment for the safety and welfare of patients, visitors and staff by ensuring compliance with:
 - Health & Safety at Work Act
 - Fire Prevention Management
 - Infection Control procedures
 - Risk Management
 - COSHH

General information

Health and safety

Healthcare associated infection Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, including the 'bare below the elbows' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at

annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Trust has the responsibility of ensuring adequate resources are available for you to discharge your responsibilities.

Safeguarding

The Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation. The Safeguarding Policies place a duty upon every employee who has contact with children, families and adults in their everyday work to safeguard and promote their welfare. In the event that you have concerns about possible harm to any child or adult you should seek advice and support from the Trust Safeguarding team or in their absence contact your line manager. Out of hours contact should be made with the on-call manager through switchboard. The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adults welfare. These individuals can be reached through switchboard during office hours, by asking for the Named Professionals for Safeguarding Children or Adults respectively. The policies and procedures described below are located on the intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training.

Confidentiality

All information, both written and computer based, relating to patients' diagnosis and treatment, and the personal details of staff and patients, is strictly confidential. The Trust and its employees have a binding legal obligation not to disclose such information to any unauthorised person(s). This duty of confidence is given legal effect by reference to the Data Protection Act 1998 and the 'right to privacy' under the Human Rights Act 1998. It applies to any information which is processed by the Trust (i.e. stored, retained, maintained as a record, amended Page 5 of 5 or utilised for the Trust's purposes as an NHS Hospital), from which a living person is capable of being identified. Individuals must observe a 'need to know' principle. No member of staff may seek out any information that they do not need to undertake their duties. This applies to clinical or other personal information of any third party. Equality impact assessment The Foundation Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and the delivery of services no individual is discriminated against by reason of their gender, gender reassignment, race, disability, age, sexual orientation, religion or religious/philosophical belief, marital status or civil partnership.

Person specification

REQUIREMENTS	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Education and qualifications	<ul style="list-style-type: none"> • Must have or will undertake and complete Level 3 Apprenticeship in Health Care Support Worker, within 18 months • Must be prepared to undertake maths and English competencies to achieve FS level 2 if not already held 	<ul style="list-style-type: none"> • Math and English qualification • IT skills • Has undertaken some recent study including statutory and mandatory • Already holds NVQ/QCF Level 2 Diploma in Clinical Healthcare Support 	Application / Interview/ Assessment
Occupational experience and abilities	<ul style="list-style-type: none"> • Demonstrate relevant experience in acute or community setting • Understanding of the needs of patients in a care setting • Has a sound understanding of the need for confidentiality • Confident people skills 	<ul style="list-style-type: none"> • Training in phlebotomy (taking blood) • Able to use patient administration IT systems 	Application / Interview/ Assessment
Personal Qualities	<ul style="list-style-type: none"> • Must be able to demonstrate a clear understanding of core trust values and be able to articulate in practice • Team player with the ability to work independently when required • Reliable and flexible • Enthusiasm and motivation • Committed to high professional standards 		Application / Interview/ Assessment