

**AGENDA FOR CHANGE  
NHS JOB EVALUATION SCHEME**



**JOB DESCRIPTION**

**1. JOB IDENTIFICATION**

<b>Job title:</b>	Senior Health and Social Care Support Worker
<b>Reports to:</b>	Integrated Team Leader/Care at Home Officer
<b>Dept:</b>	Integrated Team
<b>Operational Unit/Corporate Department:</b>	North and West Operational Unit
<b>Job Reference:</b>	<a href="#">NWOUUNITCOMMCARE01</a>
<b>No of job holders:</b>	500 +
<b>Date:</b>	<a href="#">July 2016 (Updated January 2017,28 September2017, 21 November 2017), April 2018</a>

**2. JOB PURPOSE**

This role is highly valued and recognised as core to the further development of integrated working. There is a bespoke education and training plan for all staff which is applied flexibly to ensure all tasks anticipated are underpinned by robust training and review of competencies in any given environment.

To work within the multidisciplinary and multi agency integrated Teams in the delivery of high standards of holistic care to patients and their families/carers. This role could sit within any health and social care service in the North and West Operational Unit of Highland Health and Social Care Partnership (HHSCP).

Core work is directed and instructed within the team by health and social care professionals (nursing, AHP and social work/care staff). Any agreed tertiary roles undertaken to support personalised care will be carried out under the guidance and supervision of a registered practitioner following set protocols and procedures including e.g. National Occupational Standards (NOS) and Calderdale Protocols.

### 3. DIMENSIONS

These roles exist in 2 environments: the integrated health and social care teams and Care Homes. They exist to:

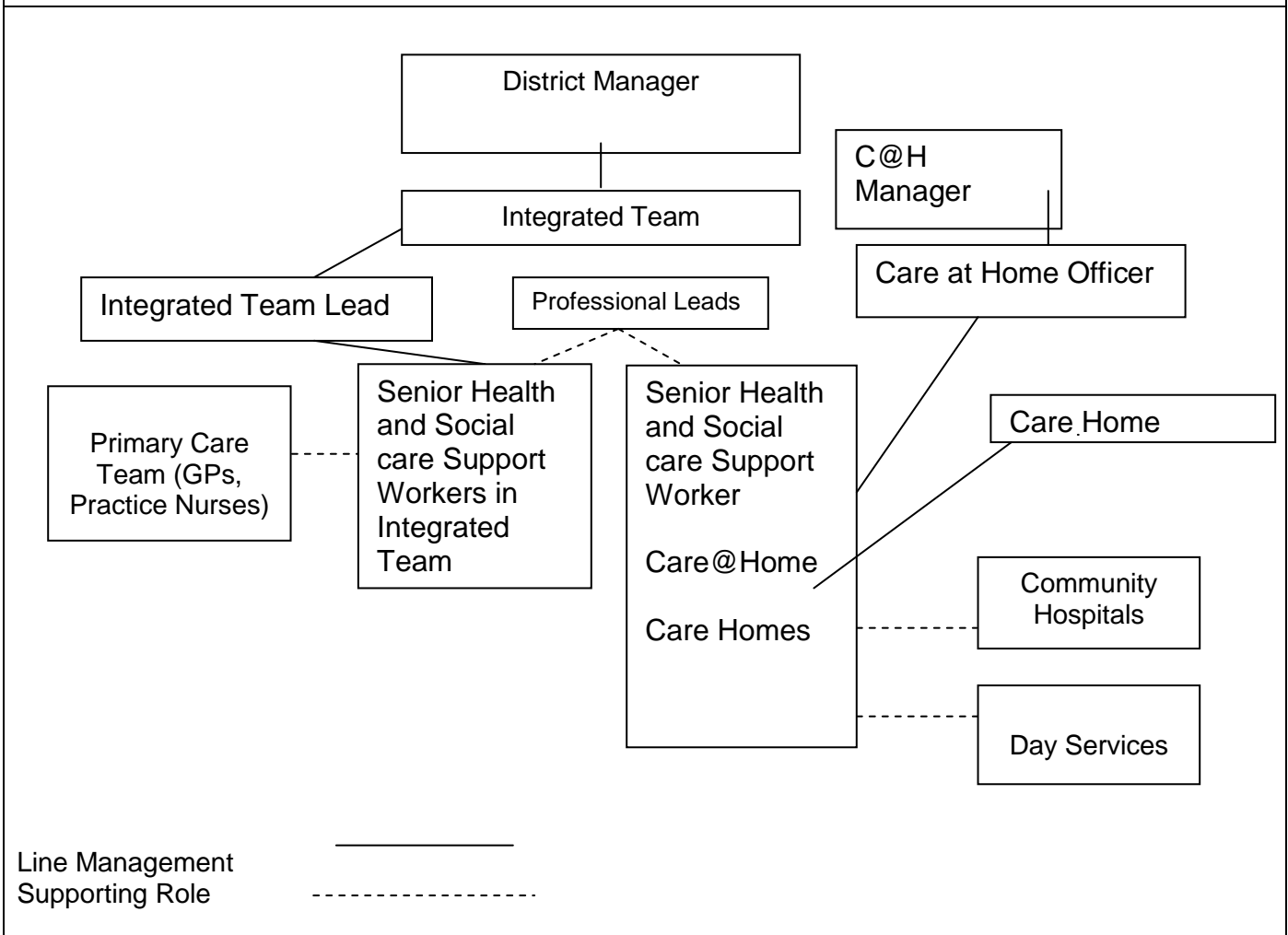
Assist in the delivery of integrated care which will allow individuals to remain in their own home/home environment and where appropriate to facilitate early discharge from hospital.

Contribute to the smooth running of the service taking responsibility for equipment cleaning; stock maintenance, e.g. equipment; and administration duties as required.

Deliver services to adults in need within the North and West Operational Unit area following referral and/or assessment by a health and social care professional.

The role works within a rota system and this includes flexible, unsociable hours and weekend working.

### 4. ORGANISATIONAL POSITION



### 5. ROLE OF DEPARTMENT OR SECTION

The Integrated Health and Social Care Team (IHSCT) provides intervention and care to promote rehabilitation and to maximise the potential for independent living for people in Highland.

Main functions of the team are to:

1. Assess, anticipate, identify promote and maintain the health needs of the local population in partnership with colleagues, individuals, families, carers and the local community in a variety of settings.
2. Collaboratively plan with stakeholders and implement and deliver care, treatment and early interventions as assessed.
3. Evaluate outcomes of planned programmes of care and support.
4. Provide rehabilitation and enablement for people who would otherwise face hospital/care home admission or long term care to be as independent as possible for as long as possible.
5. Provide a structured care plan involving active therapy, treatment or opportunity for recovery following a personal outcomes plan shared assessment process. The care plan assesses mental, physical and social care needs. The intervention takes place in the person's home or a close to it as possible involving interagency working and shared protocols.
6. Adopt a public health approach to the health and well being of adults, families, carers and communities within a robust clinical governance framework in line with local and national priorities and standards.

## **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES**

**NB at no time will a post holder be expected to undertake any task without the appropriate training. If they move from one service to another, any variation in tasks to be performed will be preceded with appropriate training, supervision and assessment of competency**

**Core Tasks and Duties – tasks and duties expected to be carried out by all Senior Health and Social Care Support Workers, where appropriate, following training, with any necessary supervision and initial and ongoing confirmation of competencies:**

- Work effectively as a member of the IHSCT supporting a programme of care as appropriate to promote optimum achievable self-care and reablement/rehabilitation to allow patients to remain living in their own homes. This may include;
  - Personal care e.g., bathing, dressing and mouth, hair and nail care.
  - Continence management: toilet duties including bowel management regimes, bed pans/urinals, catheter care, changing soiled clothing/bed linen and attending to skin hygiene and health.
  - Supporting the nutritional needs of the individual in activities such as: meal preparation, screening/monitoring of nutritional status, dietary intake, assistance with eating/drinking, where appropriate basic menu planning, shopping (inc collecting shopping if necessary).
  - Supporting individuals with basic budgeting skills.
  - Supporting individuals with medication needs in accordance with the assessment of need.
- Use of good communication skills to engage with individuals, relatives/carers and others.
- Delivering a personal outcome approach.
- Supporting individuals to attend appointments e.g. people with mental health or learning disability issues?
- Under supervision, participating in planned programmes of care and individual activities as directed within the integrated team with ongoing continuous assessment and adjustment of own interventions based on the changing needs of individuals.
- Implementing care plans and treatment programmes effectively and efficiently as directed within the integrated team.
- As a member of the team, supporting people with palliative care needs.
- Contributing to formal assessments as required/requested.
- In accordance with assessed needs/care plans, provide a range of activities, working with individuals to support them in achieving identified goals.
- Issuing and demonstrating use of equipment.
- Assisting with Telecare provisions, both basic and enhanced where required.

- Recognising risk in relation to care provision and developing risk assessment skills.
- Awareness of Adult Support and Protection and how to report concerns.
- Maintaining day-to-day administrative records and returns as required by service area.
- Accompanying other staff on home visits as required.
- Keeping up-to-date and accurate written records and providing verbal/written reports on individual's progress.

### **Service/Department**

- Undertaking delegated tasks to contribute to the safe and smooth running of the service.
- Observing Health & Safety at Work Act at all times and complying with NHS health and safety policies and guidelines.
- Being responsible for materials/equipment in use, notifying senior staff of any defect and taking action to remove defective equipment from use.
- Ensuring areas are well maintained and comply with health & safety guidance, ensuring the safe use of equipment and storage of materials.
- Being responsible for maintaining stock, and advising on resources to carry out the job.

### **Professional**

To adhere to NHS Highland/Highland Council policies and procedures and all relevant local and national standards e.g. National Health and Social Care Standards.

- Show willingness and interest in continuing professional development, undertaking relevant activities to meet training objectives identified through supervision, including completion of modules appropriate to SVQ health and social care level 2 and 3.
- Strictly adhere to NHS Highland/Highland Council policies on confidentiality.
- Actively engage with NHS Highland's Personal Development Planning and Review system. The post holder will receive an annual Personal Development Plan and Review along with regular supervision. The post holder is expected to maintain a record of development.
- Work as part of the IHSCCT, communicating effectively, and working collaboratively with all relevant colleagues to optimise provision of care.
- Understanding and being able to carry out reflective practice.

**Non-Core tasks and duties – activities may vary across service areas. The key principle is no SHSCSW will be expected to carry out any task for which they have not received appropriate training or where adequate supervision is not available. Ability to perform these tasks will be itemised within each workers education plan and competencies, reviewed and documented regularly through the established individual Personal Planning and Development Review process core to their terms and conditions of employment:**

- Undertaking removal/re-application of uncomplicated wound dressings
- Taking responsibility for cleaning dirty/infected activities of daily living equipment returned to the relevant store or department.
- Carrying out clinical activities and providing support in the individual's own home e.g. venepuncture, urinalysis, stoma care, PEG feeds.
- Use of monitoring equipment to support ongoing care e.g. blood sugar monitoring, blood pressure monitoring
- Participate in the running of groups and activities e.g. cardiac rehab, pulmonary rehab, falls prevention.
- Use and application of technology - using teleconference and videoconference systems to liaise with team members, attending meetings and supporting individuals in a range of ways as agreed.

- Use of CM200 mobile phone application
- Adoption of key worker role

## **7a. EQUIPMENT AND MACHINERY**

To include but not limited to :-

General office equipment including PC/laptop – Word processing, e-mail, NHS Intranet, Internet, Printer, Telephone, Paper shredder, Dictaphone, Photocopier, Fax machine.

Joint store equipment - for example

- Mobile/battery operated bath hoist.
- Shower chairs/stools.
- Bath boards and seats.
- Toilet seats and frames.
- Perching stools, trolleys, transfer aids, walking aids.
- Minor small aids to independence e.g. various kitchen, dressing and washing equipment.
- Remedial activity tools e.g. woodwork, pottery, arts, crafts and games.

Clinical Equipment - for example

- Enteral Feeding Pumps and delivery software.
- Venepuncture: needles, syringes.
- Application of compression hosiery.
- Blood pressure and temperature monitors.
- Blood glucose testing device.

Assessment tools.- for example

- Stroke Driver Screening Assessment.
- Rivermead Behavioural Memory Test.

- Rivermead Perceptual Assessment Battery.
- E-link biometrics, testing and rehabilitation system.
- The Middlesex Elderly Assessment of Mental State.
- Malnutrition Universal Screening Tool (Nutritional Screening tool + action plan).
- Waterlow Score (pressure ulcer prevention).

#### Other Equipment (examples)

- Splinting bath for heating thermoplastic materials.
- Goniometer (for measuring patient's range of movement).
- Heat gun (for spot heating splinting materials).
- Scissors/Stanley knife (for cutting thermoplastic materials).
- Laptop computer and desk top computer (to support treatment of patients).
- E-link biometric tools for treating patients.
- Portable person weighing scales.

### **7b. SYSTEMS**

- Maintain individual's records in accordance with set guidelines and NHS Highland
- Practice within the statutes and guidelines of the registration body e.g. SSSC (as relevant) and national, Highland and locally agreed policies and procedures.
- Adhere to all administration systems e.g. completion of reports and personal plan outcomes.
- Utilise communication systems e.g. multidisciplinary team meetings.
- Provide written/verbal reports as required.

### **8. ASSIGNMENT AND REVIEW OF WORK**

- The postholder is supported and supervised by senior members of the IHSCT.
- Regular timetabled supervision as well as day-to-day support is the responsibility of the IHSCT designated professional within the primary base.
- A designated member of staff will delegate day to day duties and record sickness. Training requirements, planned leave, and off duty will be co-ordinated from a central point to cover service delivery across the District.
- The postholder will work within the broad principles of Social Care, Nursing and AHP practice to respond to the needs of the population.
- Professional development is reviewed via 'Personal Development Planning and Review' process and recorded on the appropriate electronic system.

### **9. DECISIONS AND JUDGEMENTS**

- The role of the Senior Health & Social Care Support Worker is to deliver care as per individual

assessment under instruction from senior member of IHSCT

- Has authority to undertake certain duties knowing when to escalate and report accordingly, referring to senior staff only in the event of deviation from normal, e.g., patient becoming unwell, completing repair form for faulty equipment.
- Recognises own learning needs and actively seeks out opportunities to develop professional practice.

## 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing daily conflicting demands of individuals, families and IHSCT
- Emotional and physical demands of the workload.
- Coping with anxious, sometimes demanding individuals and their relatives/carers and dealing with relatives/carers' enquiries/concerns.
- Adapting to unforeseen circumstances, using prioritisation and time management skills to use time effectively.
- Working within individuals' own homes where the environment may be unfamiliar/ unsuitable.
- Driving on rural roads and during inclement weather.
- Working at times when minimal management support and supervision is available.

## 11. COMMUNICATIONS AND RELATIONSHIPS

- [Daily contact/communication with clients/patients/families and carers to provide advice](#)
- Establish and maintain professional relationships with colleagues and members of the team as appropriate to benefit individual care.
- Observe confidentiality in accordance with NHS Highland policies.
- Attend and participate in IHSCT and relevant profession's meetings.
- Relay information given by people or their relatives which might be significant, and is within the boundaries of confidentiality.
- Assist and support individuals on the use of adaptive techniques/equipment as part of their intervention programme.
- Contact may be face-to-face, telephone, written or electronic - by e-mail.
- Contact with community hospital staff, care home staff, IHSCT staff, voluntary agencies and others.

## 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

### Physical

- Work within Moving and Handling Guidelines to assist with personal care.
- Fine motor skills and dexterity in a variety of assessment and treatment situations e.g. splint formation, craft activities (frequently).
- Ability to use tools for minor wheelchair adjustment.
- Height adjustment of activities of daily living equipment (frequently).
- Continuous need to walk throughout working day to provide care services (daily).
- Risk-assess areas of work and take appropriate action to mitigate the risk, escalating to management as required (daily).
- Driving (where applicable) throughout the Locality for home visits, attending occasional meetings

at other sites.

- May be required to travel extensively dependent on location of work.
- Loading, unloading home visit car with people and necessary equipment.
- Moving and handling of physically disabled/ill patients/equipment e.g. wheelchairs (daily).
- Moving and handling of heavy equipment (daily).
- Propelling wheelchairs.
- Working with thermoplastic materials with a core temperature of 65 degrees when making splints (occasionally).
- Exposure to body fluids, faeces, emptying urinals, catheter bags (daily).
- Exposure to violence and aggression (infrequently).
- Exposure to hazardous substances (infrequently).
- Exposure/use of cleaning fluids (daily).
- Regular VDU/keyboard use.

#### Mental

- Concentration, decision making and organisational skills to cope with competing demands/frequent interruptions (daily).
- Recognising peoples' changing care needs and modifying interventions and approach to appropriate treatment outcomes (frequently).
- Constant awareness of risk, continuously risk assessing.
- Constant awareness of the importance of confidentiality.
- Occasional physical/verbal abuse.

#### Emotional

- Emotional demand in relation to family and human dynamics, dealing with people in distress such as adjusting to disability (frequently).
- Emotional demand to provide care and support over long periods of time where an individual has enduring health problems/disability e.g. Multiple Sclerosis (frequently).
- Emotional demands of involvement in individuals' complaints (occasionally).
- Emotional demands relating to lone working in the community e.g. isolation (daily).
- Emotional demands of living and working in a rural community.
- Emotional demands of fulfilling individuals' and relatives' expectations re outcomes of rehabilitation (frequently).
- Working with terminally ill people (frequently).

#### Environmental

- Regularly working unsupervised as a lone worker
- Risk assess individual's own home environment when undertaking home visits and promote a safe environment whilst being sensitive to individual's home and property (frequently).
- Working in environments with constant changes of temperature e.g. home visits, car, office, community settings (daily).
- Working in home environments which lack basic standards of hygiene (occasionally).
- Coping with unpleasant materials and smells, bodily fluids etc (occasionally).

### **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- Evidence of paid or voluntary employment.



- Educated to Standard Grade or equivalent.
- Experience in IT, e.g., Microsoft (Word, Excel), e-mail (preferably Outlook), internet.
- An interest in caring for people.
- Experience in dealing with vulnerable adults, especially older adults, preferably in a caring capacity.
- Has the required skills and ability to meet professional body registration requirements (if required) i.e. SSSC.
- Has completed or is willing to undertake a recognised national programme of relevant competency-based training for Support Workers, e.g. specific SVQ Level 3 modules or equivalent.
- Evidence of ongoing personal development/training in work setting.
- Ability to undertake a programme of preparation for the role.
- Ability to work single-handed with individuals/groups within a supportive environment.
- Ability to undertake work which can be physically demanding.
- Ability to teach practical skills with service users
- Good organisational/time management skills.
- Understanding of professional conduct.
- Understanding of the need for confidentiality at all times.
- Health and safety risk awareness.
- Ability to work as part of a team.
- Good communication skills, written, verbal, I.T. and ability to communicate skilfully with vulnerable adults and people with complex communication needs

#### 14. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Date:

Job Holder's Signature:

Date:

Manager's Signature: