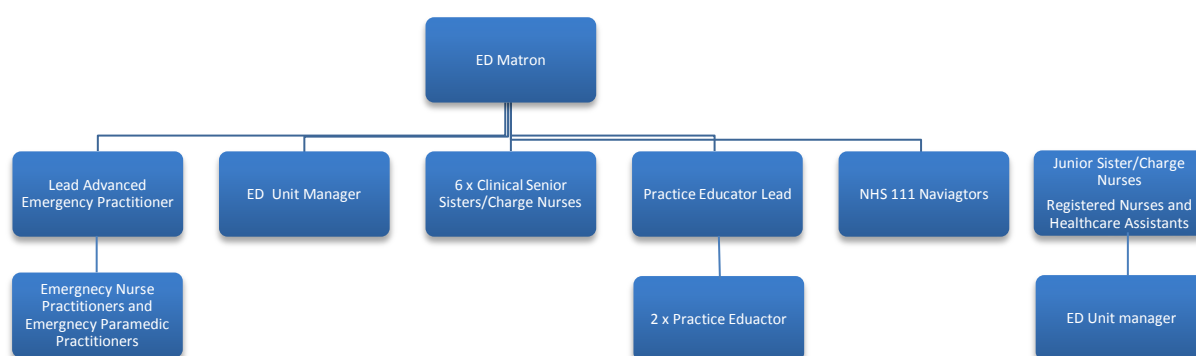


JOB DESCRIPTION

Job Title:	Healthcare Support Worker
Band/Pay:	Band 2
Department:	Emergency Department

Emergency



Job overview

A clinical post which provides the highest achievable standard of emergency care, following individual patient assessment of needs.

To work effectively alongside Registered Nurses/Practitioners within the Department as required on a daily basis.

Undertake supervision and where appropriate assist with the orientation of staff unfamiliar with the department

Main duties of the job

- Working clinically to ensure the safety and quality of the care given to your designated patients within the emergency Department, under the supervision of a registered nurse/practitioner
- Supporting and working with colleagues during the shift
- Liaising with the wider MDT to maintain safety
- Helping to facilitate the development of the service as part of the wider team
- To participate in discussions and projects that will benefit the team, the patients and the department as a whole

- Working under guidance and in conjunction with the senior nursing team and the departmental Matron
 - Following the Department's and Trust's Policies and Protocols to ensure the safety of the department
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About your new team and department

The nursing team in the Emergency department consists of both Adult and Paediatric qualified nurses and works alongside Advanced Nurse Practitioner and Advanced Paramedic Practitioners who manage the Minor Injuries service within the department. Supported by very capable and knowledgeable Assistant Practitioners and Healthcare Assistants.

The medical team and nursing team work together to ensure the safety of patients and staff within the department and to ensure the delivery of high-quality care to those who require our services.

The nursing team has an excellent resource that are the Practice Educators which are based within the department and offer a multitude of learning experiences tailored to the needs of the Emergency Department. Led by an experienced Emergency Nurse, the team not only facilitates in-house training for the clinical skills required by nurses within the Emergency Department, but is also very responsive to the developmental and educational needs of all the staff on an individual basis, and are an invaluable asset to the team.

The requirement for the delivery of safe, high quality care is at the heart of all we do, and we take great pride in the professionalism of the team and our work.

Detailed job description and responsibilities

Communication and Working Relationships

- Developing and supporting yourself and others
- Employing professional behaviour and communicating effectively and efficiently in a pressurised working environment

Planning and Organisation

- Managing your cohort of patients alongside colleagues
- Keeping up to date with Organisational developments

Responsibility and Accountability

- Adhere to Trust protocols and procedures
- Adhere to Job description and Contract

Policy and Service Responsibility

- Follow trust protocols and maintain standards
- Be actively involved in developing policies and processes for the dept when required

Responsibility for Finance, Equipment and Other Resources

- Competent use of Equipment. Training and supporting others
- Have an awareness of utilising stock and resources effectively

Responsibility for Supervision, Leadership and Management

- Participating in developing a career plan
- Participate in reflection as part of inbedded practice
- Work alongside senior staff to help develop yourself
- Participate in staff meetings and think creatively and innovatively regarding the department

Information Technology and Administrative Duties

- Follow TSDHCFT Policies and use correct agreed documentations
- Stay up to date with the Trusts Innovative IT systems
- Ensure mandatory training is up to date

PERSON SPECIFICATION

Attributes	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> At least 6 months experience as an HCA in an acute setting 	<ul style="list-style-type: none"> Clinical skills required for Emergency Nursing Evidence of continued study Have commenced the Care Certificate Working towards NVQ qualifications
Knowledge and experience	<ul style="list-style-type: none"> Confidence in own ability to manage your own workload Be able to evaluate care delivered and plan ahead 	<ul style="list-style-type: none"> 6 months experience in an acute setting Experience of working in an emergency/urgent care setting
Specific Skills	<ul style="list-style-type: none"> Ability to work in under pressure and flexibly Be competent in recording and understanding vital signs 	<ul style="list-style-type: none"> To be competent in performing both male and female catheterisations/willing to undertake training to perform such tasks To be competent in cannulation and venepuncture/willing to undertake training to perform such tasks To be competent in performing ECGs/willing to undertake training to perform such tasks
Requirements due to work environment/conditions	<ul style="list-style-type: none"> Be able to work 12.5hr shifts, rotating onto nights as required Be able to work in a noisy environment for long periods of time 	

Physical skills	<ul style="list-style-type: none"> • Competent skills in all areas of basic nursing • Competent in basic computer and IT skills
Physical effort	<ul style="list-style-type: none"> • To be able to work at a highly intensive pace throughout the shift • To be able to stand for extended periods of time • To be able to work for long periods of time in full PPE • To be able to manage the demands of moving and manual handling
Emotional effort	<ul style="list-style-type: none"> • Ability to participate in traumatic situations that may happen in the ED • To participate in incident de-briefs as necessary • To identify stressors for themselves • To manage distressed patients and relatives • Ability to ask for support and guidance from senior/more experienced staff through safeguarding cases
Mental effort	<ul style="list-style-type: none"> • Ability to concentrate for long periods of time • Able to process vast amounts of information • Ability to multi-task and prioritise in the ever-changing environment • Must be able to forward plan and to understand need for quick decision making • To have a clear understanding of personal limitations and those limits set out within your job description of your own limits • Be confident to report concerns/findings to senior staff