

Job Description

Title: Renal Community Healthcare Support Worker

Band: 3

Staff Group: Allied Healthcare Professionals

Permanent

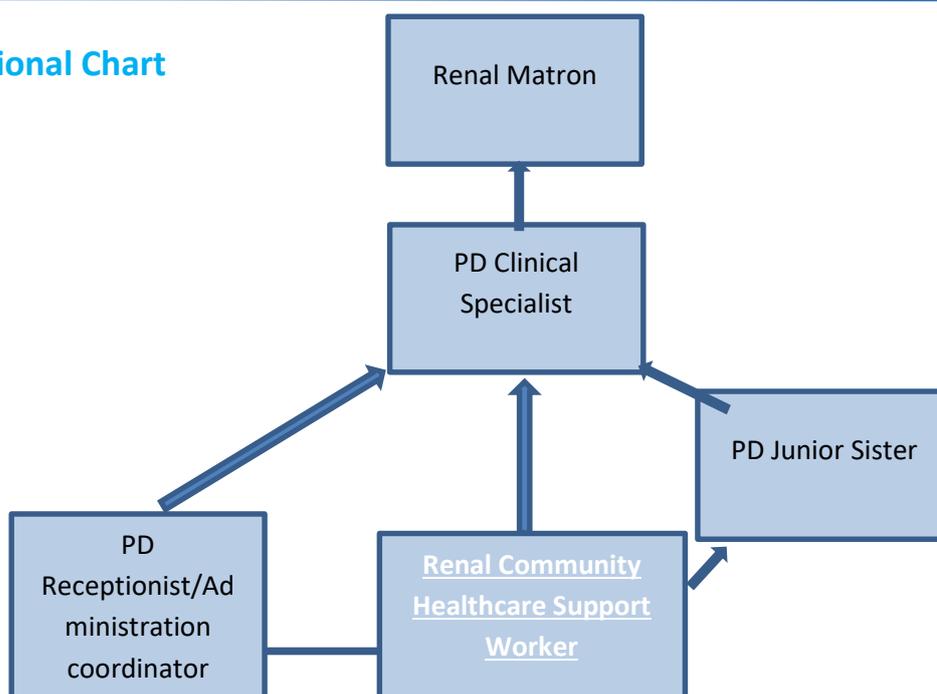
Reports to: Peritoneal Dialysis Clinical Specialist

Job Purpose:

Peritoneal dialysis (PD) is a form of renal home therapy which is undertaken by patients in their homes. Our service covers areas in Hampshire, Wiltshire, West Sussex and the Isle of Wight. Whilst most of the PD patients are able to perform their own PD, some require assistance with setting up their automated PD machines (APD), connecting and disconnecting to APD, and performing manual drains or CAPD (continuous ambulatory peritoneal dialysis). The post holder will be supported by the PD senior nursing team to develop and practice within the Renal and Transplant Care Group to provide patient-centred quality care to patients who receive PD as a renal replacement therapy at home. The post holder will also support the renal service across the region through the transportation of items such as consumables, blood specimens, and other necessary items in addition to other activities required by the service.

- This will encompass the development of skills ensuring patient safety is maintained and patient experience is positive by treating all patients, relatives, and colleagues with respect, dignity and courtesy in accordance with our Trust values.
- Under the supervision of a registered health care professional, the post holder will assist the healthcare team with the provision of clinical care for patients on PD at home.
- Always ensuring that you act within your sphere of competence.
- Provide a range of clinical support, as required, to agreed individuals in a highly efficient manner.
- Work with those you support to develop a collaborative working partnership, which positively contributes to their overall efficiency and role performance.

Organisational Chart



Trust Organisational Expectations

The post holder will:

1. Proactively and positively contribute to the successful overall performance of the Trust.
2. Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
3. Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
4. Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
5. Act as an advocate for the Trust & its contribution to the Health Service arena through creating effective partnerships and relationships with internal and external stakeholders.
6. Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
7. Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health.
8. If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
9. In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
 - Adhere to Trust Infection Control Policies always assuring compliance with all defined infection control standards.
 - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
 - Challenge poor practice that could lead to the transmission of infection.

Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.



*Working together
for Patients*



*Working together
with Compassion*



*Working together
as One Team*



*Working together
Always Improving*

Shared Core Functions

1. Support team members to ensure effective delivery of patient centred care.
 2. Ensure that approved budgets are spent effectively and in accordance with agreed procedures.
 3. Liaison with senior PD Nursing team and PD administration coordinator to ensure that work is neither overlooked nor duplicated.
 4. Build and sustain effective communications with other roles involved in the shared services as required.
 5. Maintain and continuously improve knowledge PD and the management of chronic kidney disease.
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Specific Core Functions

The key responsibilities of the community PD HCSW are as follows:

Patient safety, patient experience and use of resources

- Ensure all possible steps are taken to safeguard the welfare, safety and security of patients, visitors and staff in accordance with Trust policies.
- Meet the needs of a specified group of patients under the direction of a registered health care professional. Acting within your sphere of competence at all times as determined by the minimum skill set for HCSW's.
- Provide care to patients to maintain their personal hygiene and physical comfort ensuring that their privacy and dignity is maintained at all times. Work in partnership with patients to respect their rights and choices.
- Recognise patient's needs and changing condition and respond appropriately and effectively. Assist in the emergency resuscitation of patients as per Portsmouth Hospitals Resuscitation Policy for community workers.
- Maintain dignity, comfort and sensitivity of patients and their relatives during end of life care.
- Maintain a clean and safe environment for patients and ensure follow Trust Policy regarding Infection Control and Prevention.
- Report adverse incidents in accordance with Trust policy.
- Record and report information onto patient administration systems in written and electronic format, including assisting generic admin duties to assist the team.
- Promote and demonstrate effective verbal and non-verbal communication at all times with patients, relatives and colleagues recognising the need for tact, consideration and confidentiality.
- Requirement to work in environment with unpleasant working conditions e.g. bodily fluids.

Team working

- Undertake specific organisational and administrative duties as required.
- Proactively identify additional activities in accordance with your role, which would increase the efficiency of those you support and instigate these activities in agreement with your team.
- Work collaboratively with all members of the speciality and other services providing patient care to enable successful delivery of patient focussed individualised care.
- Assist other clinical areas within the Trust as the clinical situation and staffing levels require
- Participate in innovation and quality of healthcare by attending ward or department meetings, participate in projects, including audit and quality initiatives pertinent to the role.
- Act as a link or associate link for a specific area of practice, e.g. health and safety, infection control
- Take part in the orientation/induction of new HCSW's and provide support and development to enable them to develop the skills and knowledge required for their role.
- Treat all patients and colleagues with respect in accordance with Trust values and Equality and Diversity Policy.

Professional Education and Development Role

- Complete the Trust Competency Framework for HCSW's and achieve the minimum skill set (list of competencies as defined in generic competency framework). Maintaining own learning record of evidence.
- Develop skills relevant to role in clinical speciality as identified by the PD Clinical Specialist/Senior PD nursing Team and in accordance with Trust Policies.

- Recognise the need to participate in ongoing personal development by attending essential training for the role. Participate fully in the Appraisal and Development Review Process.

Other

Job Holders are required to:

1. Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
2. Always keep requirements in mind and seek out to improve, including achieving customer service performance targets.
3. Adhere to Trust policies and procedures, e.g., Health and Safety at Work, Equal Opportunities, and No Smoking.
4. Act in such a way that always the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.
5. Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date.

Person Specification

Qualifications and Experience

Essential

- QCF or BTEC or equivalent (NVQ) Level 2 qualification in Health and Social Care/Clinical Health
- Or completion of NHSP Care Support Worker Development Programme with 3 months experience as a Health Care Support Worker + an English and Maths qualification at Level 1
- Desire to deliver compassionate hands-on care in the hospital and community environment
- Competent to work independently in the community setting.
- Full UK driver's licence.

Desirable

- Experience of working with people in a care setting
- QCF Level 3 (or equivalent) in care or modules relevant to the area.
- Level 2 English and Maths
- Experience in a healthcare setting as a Health Care Support Worker
- Competent in phlebotomy

Skills and Knowledge

Essential

- Ability to work as part of a team
- Effective patient/client care skills and ability to prioritise tasks appropriately.

- Excellent verbal and written communication skills.
- Able to meet the minimum skill set within first twelve months of appointment with support and development where required.
- Confident driver with several years of driving experience.

Desirable

- Experience of working with people who are receiving peritoneal dialysis.
- IT skills
- European Computer Driving Licence (ECDL)

Respect and Dignity

- Motivation to meet the patients' needs for self and others.
- Ability to demonstrate confidentiality and trustworthiness and to remain calm under pressure.
- A willingness to be flexible and part of a team.

Quality of Care

- Ability to work collaboratively with all members of the speciality to provide the highest standards of care

Working Together

- Ability to communicate effectively with all members of the multidisciplinary team
- Willingness to be flexible and work as part of the team

Efficiency

- Ability to manage time effectively to positively contribute to the efficiency of the department

Additional Information

This job description does not purport to cover all aspects of the job holder's duties but is intended to be indicative of the main areas of responsibility.

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Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff, respect diversity)

Job holders are required to act in such a way that at all times the health and wellbeing of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

Job Description Agreement

Job holders Name:

Date:

Signature:

PD Clinical Specialist Name:

Date:

Signature: