



**JOB TITLE: Health Care Support Worker**

**Band: 3**

**JOB OVERVIEW:**

The role of the HCSW within self-care is to support the trained nursing staff in providing care for patients attending self-care for training in Home Haemodialysis. The HCSW will participate in training patients to undertake haemodialysis training. The HCSW will be expected to promote the philosophy of self-care dialysis whilst ensuring that a consistently high standard of individualised patient care is maintained. Carry out nursing care for patients, communicating with families and carers and ensuring patient / carer training is accurate. To work within the Self-Care training area and the Patients Home Environment following the lone working policy.

**Responsible to:**

**Reporting: Clinical Lead for Self-Care Team/Home Therapies Sister**

**Accountable: Clinical Lead for Self-Care Team/Home Therapies Sister**

**Professionally: Renal Matron**

**Main Duties of the Job**

- Ensure that all nursing practices comply with SBU LHB nursing policies and procedures
- Support nursing staff in the implementation and evaluation of self-care programmes for haemodialysis patients
- Participate in the control and maintenance of stock levels / supplies under the supervision of trained staff

- Ensure the safekeeping of patients property whilst in the clinical area in accordance with SBU LHB trust policies
- Participate in regular PADR's and discuss a development plan as set out in trust policy

## Main Responsibilities

**Key Relationships:** Renal Matron; Home Therapies Manager; Clinical Leader; Nursing Staff; Medical Staff;

Renal Technical Staff; Anaemia Co-ordinators; Vascular Access Team;

Members of the multi-disciplinary team; Administrative/Clerical Staff; Patients and Families

Work within the Self-Care training area and the Patients Home Environment following the lone working policy

Allay any fears which the patient / carer may have regarding their training and offer holistic support and guidance

Take responsibility for educating and training patients in preparation to carry out dialysis at home.

Ensure that the care given is of the highest possible standard and meets the needs of each individual patient.

Prepare the necessary equipment required to undertake haemodialysis treatment

In accordance with self-care guides ensure patients are attached safely to dialysis machine

Encourage patients / carers to initiate their own treatment offering encouragement and support

Monitor the progress of the dialysis treatment and adjust the treatment correctly in accordance with the patient's treatment plan

Monitor and respond to any unexpected changes in the patient's condition or behaviour whilst receiving dialysis treatment and report immediately to the nurse in charge

Assist the patient to become self-sufficient with an understanding of their renal anaemia management, phosphate control, fluid balance and nutritional needs

When required visit patients who undertake dialysis in their own home environment and offer advice and support

Is expected to carry out all relevant forms of care to meet the needs of the individual

Ensure the safety of the patient at all times by observing the procedures and policies of the health board

Ensure that all changes in the patient's condition are reported to the Clinical Leader/ Home Therapies Manager, medical staff or other members of the wider MDT as appropriate

Undertake phlebotomy as and when required.

Assist the Clinical Lead in the teaching, training and development of patients, identifying individual needs as necessary

Provide assistance and advice regarding the patient's disposal of clinical waste.

Assist Clinical Leader with the maintenance, care, and general upkeep of the renal unit lease cars.

Ensure trust cars are kept clean and tidy and not overstocked as per trust policy

Maintain good working relations with colleagues thus creating a happy environment in which to work

Ensure the safe keeping of patients' property whilst in the department in accordance with the health board procedure

Ensure an effective communication network by relaying all relevant information from all sources to other members of the team in a timely fashion

Assist in maintaining a safe working area by observing the requirements of the Health and Safety at Work Act, take action where necessary to prevent and report accidents.

Aware of fire regulations within the hospital and be clear as to your role in the event of a fire.

Ensure personal proficiency in the correct use and maintenance of equipment.

### **Administration and Clerical Duties**

Become proficient in the use of the IT systems used within the renal unit. WelshPaS, Vitaldata, and the pathology system to collect and retrieve data.

Ordering of transport for patients attending for treatment and training.

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Aware of the importance of effective telephone skills and the importance of maintaining confidentiality

Ensure documentation is accurate, up-to-date and recorded in a timely manner as per trust policy

Ensure any documentation sent outside of the NHS is encrypted as per trust policy

Utilise the use of electronic calendars, diaries and generic email accounts and ensure they are kept up-to-date and accurate to enhance and improve communication

Show an understanding of the policies regarding patient's medical records and documentation

Report any accidents, mishaps and any necessary repairs to equipment or environment to the nurse in charge  
Have an understanding of the trusts complaints procedure

Help trained staff to consider the views of both patients and staff in improving the service provided

Assist the MDT in trialling new dialysis equipment that may be introduced to the department

Attend meetings when required.

### **Personal / Professional Development**

Demonstrate commitment towards own professional development by undertaking training leading to levels of competency in accordance with trust policy

Attend mandatory and statutory training requirements

Discuss performance / future needs for self-care during PADR in accordance with trust policy

### **Competence**

Responsible for limiting your actions to those that you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your Supervisor / Manager

### **Risk Management**

It is a standard element of the role and responsibility of all staff of SBU LHB that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessments of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards

## **Health and Safety Requirements**

All employees of the trust have a statutory duty of care for their own personal safety and that of others who may be affected by their actions and omissions. Employees are required to cooperate with management to enable the health board to meet its own legal duties and to report any hazardous situations or defective equipment

## **Supervision**

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak with your manager

## **Confidentiality**

All employees of SBU LHB are required to maintain the confidentiality of members of the public and members of staff in accordance with health board and renal unit policies

## **Flexibility statement**

The content of this job description represents an outline of the post and is therefore not a precise catalogue of duties and responsibilities. The job description is therefore intended to be flexible and is subject to review and amendment in the light of changing circumstances following consultation with the post holder.

Essential Qualifications & Knowledge	Desirable (for use in shortlisting)	Essential Experience	Desirable (for use in shortlisting)
<p>NVQ Level 3 or able to demonstrate the equivalent level of knowledge, skills and experience</p> <p>Basic understanding of Dialysis principles</p>		<p>Experience as a Nursing Support Worker (Band 2).</p> <p>Working within the Renal setting.</p>	
Essential Aptitude and abilities	Desirable (for use in shortlisting)	Other	
<p><b>Can demonstrate SBU values (Do not remove)</b></p> <p>Excellent verbal/written communication skills.</p> <p>Able to teach</p> <p>Experience when dealing with the public.</p> <p>Able to work as part of A Team</p>	<p>Welsh Speaker (Level 1)</p> <p>Experience of Hospital administration system</p> <p>Renal IT Systems</p> <p>Experience with working in the Hospital environment</p>	<p><b>Essential:</b></p> <p>Able to work flexibly and proactively</p> <p>Organised approach to work</p> <p>Self Motivatcd</p> <p>Good interpersonal skills</p> <p>Resilient and calm under pressure</p> <p>Enthusiastic approach</p> <p>Team Player</p>	

		Willing to work in other departments within the Health Board Ability travel between sites in a timely manner
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## Organisational Chart & Technical Document



