

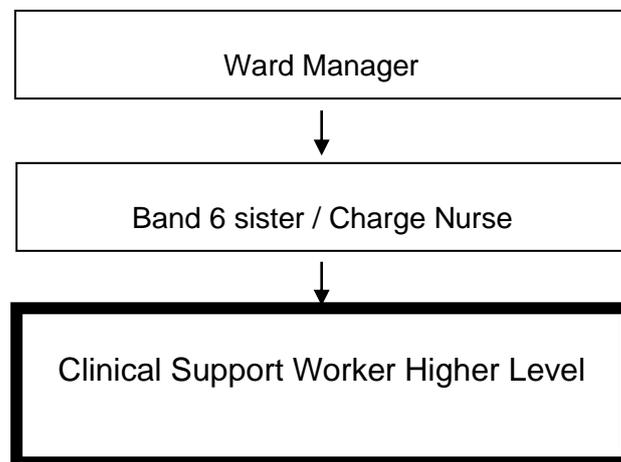
JOB DESCRIPTION

Job Title	Clinical Support Worker Higher Level
Band	Band 3
Department/Service	Trust wide outpatient areas

Organisational Relationships:

Responsible to	Department Manager
Accountable to	Department Manager
Professionally Accountable to	Deputy chief nurse
Responsible for	The postholder will have no direct reports

Organisational Chart:



Job Summary / Role:

The post holder will be an active member of the multi-disciplinary team (MDT), undertaking routine tasks such as the general organisation of the clinic, chaperoning where required, providing personal care and ensuring the patients nutrition and hydration needs are met. The post holder would also be expected to be able to establish basic patient information, for example; age, weight, height.

The post holder will also carry out delegated clinical care duties including any

department based clinical procedures and clinical observations (as competent) and directed by registered professionals and within clearly defined parameters, to provide healthcare and support that is individualised to the patient needs.

The post holder will be an active member of the multi-disciplinary team (MDT), undertaking personal care activities, delegated clinical care duties including clinical observations as directed by registered professionals and within clearly defined parameters, to provide healthcare and support that is individualised to the patient needs.

The post holder will update and maintain accurate records of any care provision and update and escalate any concerns from their observations and activities to the appropriate registered professional.

The post holder has a personal responsibility and duty of care to patients/service users; they are expected to comply fully with all Trust policies and protocols, including those related to patient safety and the prevention of healthcare associated infections. They must also promote dignity, privacy, and respect, to deliver compassionate, safe, high quality patient care

As a Trust employee, they will honor their work commitments, be reliable and trustworthy. They will uphold the Trust values; the Trust code of conduct will always display civility towards others.

Key Relationships:

Maintains effective and courteous relationships, listening and communication with patients/service users, relatives, carers, members of the MDT, other colleagues, professionals and management across the Trust and members of the public with whom the Trust's professional reputation must be maintained. May be required to liaise with other agencies, including partnership agencies associated with the patient/service user's care pathway.

Communicates and supports patients/service users, family and carers to understand the care plan and treatment within the parameters of their knowledge base, signposting to registered professional when appropriate. The post holder will use different communication skills appropriate to the patient needs, recognizing and managing barriers to communication. Escalates concerns or seeks support from the registered professional/s where appropriate.

Understands the importance of accurate and timely communication within the health care environment to deliver safe, effective and holistic patient care.

Respects the equality and diversity of every person, to support individual customs, values and spiritual beliefs and deliver non-discriminatory standards of care.

Core Functions:

The post holder will:

- Respect and acknowledge professional skills and boundaries, taking opportunities to develop personal knowledge base to contribute to effective teamwork.
- Actively participate in care provision as part of the MDT and work with other stakeholders to assist patients/service users to regain their health and independence.
- Provide assistance with all aspects of personal hygiene and continence needs that the patient/service user may require.
- Deliver clinical and/or therapeutic interventions and undertake observations, or health promotional activities as delegated and directed by the registered professional, as appropriate to the level of competency of the post holder. Will report patients progress, status, changes or concerns to the registered professional / senior member of the team accordingly.
- Keep accurate and timely records of care, updating electronic or paper-based systems accordingly.
- Liaise with patients/service users, family, carers, colleagues and other professionals to ensure integrated quality care is provided.
- Acts as an advocate for the patient, respecting patients wishes, dignity and beliefs.

Administrative Responsibilities

Be familiar with and comply with all Trust policies and procedures.

Be compliant with mandatory training and role specific training and competencies relevant to the role and specialism.

The post holder will act on their own initiative and prioritise patient care / therapy or other health related activity that have been directed/delegated to them. Advice will be available from a registered health professional / MDT.

Ensure that correct reporting / escalation procedures are followed in the event of an accident / incident involving a patient or visitors.

Participate in ward/department meetings.

Take telephone calls and enquiries to the ward, assisting where possible; demonstrate excellent customer care skills

	to both internal and external callers.
Clinical Responsibilities	<p>Following achievement of any required competence and within the parameters of the role:</p> <p>May undertake any or all of the following clinical or therapeutic activities:</p> <ul style="list-style-type: none"> • taking blood pressure, temperature, pulse, respiration, oxygen saturation, level of alertness and completion of NEWS • blood glucose • observing patients for signs of agitation or distress • wound observations, simple wound dressings and competency based wound dressings such as negative pressure wound therapy • venepuncture and cannulation • removal of peripheral cannula • urinalysis, removal of catheter • weight and height • record patient observations • Chaperone patients during clinical examinations, ensuring privacy and dignity is maintained and escalating any concerns that the patient expresses appropriately and with consent of the patient. • eRTT (Electronic Referral To Treat) support: Transcribing the clinical outcome from that episode of care and inputting of procedure codes (as agreed by your clinical area.) • Department based clinical tests and clinical procedures as competent <p>Contribute to the completion of assessment in relation to:</p> <ul style="list-style-type: none"> • Pain, nutrition, falls, pressure areas, oral hygiene, VIP <p>Identify any risk and raises concerns appropriately on issues of child protection and the protection of vulnerable adults.</p> <p>Will undertake observation of patients, reporting immediately any changes in any patient's physical and mental condition</p>

	<p>to the registered professional.</p> <p>Will respond to emergency situations promptly, summoning appropriate assistance, taking or assisting with emergency action within the boundaries of local protocols.</p> <p>Escort / transfer patients from one area to another after appropriate delegation from the registered professional.</p> <p>Provide emotional support to patients and their relatives/carers in both emotional and distressing situations.</p>
<p>Management and Leadership Responsibilities</p>	<p>May be required to demonstrate own activities and systems used to new or less experienced colleagues.</p> <p>Identifies unsafe practice and escalates appropriately to ensure a safe outcome.</p> <p>Always acts in a manner that promotes a positive image of the ward/department/unit, other clinical environment, and the Trust.</p>
<p>Policy and Service Development</p>	<p>Attend team meetings and be engaged in discussions on how to improve services and or experience for patients, service users, relatives/carers or staff.</p> <p>Encourage patients and service users to provide feedback on care provision.</p> <p>Participates in implementing lessons learnt from PALS and complaints processes to improve patient care/experience.</p>
<p>Research and Audit Responsibilities</p>	<p>Participates in clinical audit programme for the ward/department/clinical area.</p>
<p>Managing Resources Responsibilities</p>	<p>Assist with maintaining the clinical area and resources appropriate to patient / service user needs and in line with Infection, Prevention and Control requirement/policy and Health and Safety policies. Report/escalate immediately any potential risks to patients, service users, visitors, other members of the public or colleagues.</p> <p>The post holder may care for patients with all levels of mobility / immobility using both manual and electronic aids as necessary for patient safety. The postholder will comply with manual handling procedures and assessments.</p> <p>Advise patients on the safe use of equipment/resources as appropriate for their care, therapy or education (within the</p>

	<p>scope of personal competence).</p> <p>Identify and take appropriate action when equipment is faulty or not in safe working order.</p> <p>Ensure safe custody, transfer, return of patients property in accordance with protocol/policy.</p>
<p>Education and Training</p>	<p>Act within limits of own competence, ensuring actions support care, protection and the wellbeing of others.</p> <p>May be asked to demonstrate own activities to new or less experienced colleagues.</p>
<p>The job description and duties may be subject to future review as the needs of the service change and national guidance</p>	

PERSON SPECIFICATION**JOB TITLE: Clinical Support Worker Higher Level****KNOWLEDGE & SKILLS**

Essential	Desirable	Assessment Method
<p>Excellent interpersonal, communication and active listening skills. Ability to adopt appropriate styles and methods of communication.</p> <p>Time-keeping, planning and prioritisation skills.</p> <p>Basic IT skills to use electronic patient records and other Trust systems.</p> <p>Analytical and judgement skills to make decisions based on patient / service user interactions and observations and metrics.</p> <p>Working knowledge of legislation underpinning care provision.</p> <p>Ability to demonstrate the importance of holistic person-centred care and related procedures.</p> <p>Understanding of the importance of robust, accurate, clear, timely documentation.</p> <p>Attention to detail.</p> <p>Insight into behaviours and skills of a carer and the need for effective team work.</p> <p>Knowledge of Safeguarding.</p> <p>Understanding work-related boundaries.</p> <p>Awareness of GDPR and the need</p>	<p>Familiarity with current NHS and social care policies.</p> <p>Working knowledge of STHFT policies and procedures.</p>	<p>All will be assessed through application and Interview</p>

for confidentiality		
QUALIFICATIONS & TRAINING		
Essential	Desirable	Assessment Method
<p>Numeracy and Literacy Level 2</p> <p>Care certificate.</p> <p>Level 3 vocational qualification or Short courses and completion of competency workbook equivalent to Level 3 in a range of patient and clinical care duties and/or Equivalent knowledge and experience in a range of clinical care duties equivalent to Level 3;</p> <ul style="list-style-type: none"> - Theoretical knowledge - Experience of a range of care and related procedures - clinical observations - knowledge of relevant legislation 	<p>Attendance at foundation improvement training and the new and aspiring leaders' program within first year of role</p>	<p>Application</p>
EXPERIENCE		
Essential	Desirable	Assessment Method
<p>Experience of working in health or social care.</p> <p>Experience of undertaking and recording clinical observations and escalation of changes or findings.</p>	<p>Experience of working in an NHS care role.</p>	
PERSONAL ATTRIBUTES		
Essential	Desirable	Assessment Method
<p>Ability to deal with a wide range of people at all levels, including clients, carers, family, health and</p>	<p>Ability to travel between the sites from which the Trust undertakes its business or</p>	

<p>social care colleagues and other professionals.</p> <p>Caring and empathetic.</p> <p>Motivated and with a pro-active approach.</p> <p>Ability to work independently and as part of a team.</p> <p>Committed to providing high quality patient care.</p> <p>Willingness to undertake job related training and multi-disciplinary competencies for more effective patient care.</p> <p>Personal resilience.</p> <p>Ability to work calmly and effectively under pressure.</p>	<p>attend meetings or training off-site.</p>	
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General Requirements:

1. Communications and Working Relations

The post-holder must treat colleagues in a manner that conveys respect for the abilities of each other and a willingness to work as a team.

2. Policies and Procedures

All duties and responsibilities must be undertaken in compliance with the Trust's Policies and Procedures. The post-holder must familiarise the ways in which to raise a concern to the Trust e.g. Freedom to Speak Up – Raising Concerns (Whistleblowing) Policy in order that these can be brought to the Trust's attention immediately.

3. Health and Safety

The post-holder must be aware of the responsibilities placed upon themselves under the Health & Safety at Work Act (1974), subsequent legislation and Trust Policies; to maintain safe working practice and safe working environments for themselves, colleagues and service users.

4. No Smoking

All Health Service premises are considered as non-smoking zones; the post-holder must familiarise themselves with the Trust's Smokefree Policy (G35)

5. Confidentiality

All personnel working for, on behalf of or within the NHS are bound by a legal duty of confidentiality (Common Law Duty of Confidentiality). The post-holder must not disclose either during or after the termination of their contract, any information of a confidential nature relating to the Trust, its staff, its patients or third party, which may have been obtained in the course of their employment.

6. Equal Opportunities

The Trust believes that equality of opportunity and diversity is vital to its success and an essential prerequisite to the achievement of its goals in delivering seamless, high quality, safe healthcare for all, which is appropriate and responsive to meeting the diverse needs of individuals. In working towards achieving our goals, it is important that staff and users of our service are treated equitably, with dignity and respect, and are involved and considered in every aspect of practice and changes affecting their employment or health care within the Trust.

7. Infection Control

The post-holder will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. The postholder will ensure that (s)he performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. The postholder will use aseptic technique and personal protective equipment in accordance with Trust policies. All staff must challenge non-compliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

8. Safeguarding Children and Adults

The Trust takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager during the SDR process their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.

APPENDIX 2

PROFILE SUPPLEMENT

This Role Involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting weights/objects between 6-15 kilos	x				x	Stock items, patient equipment
Lifting weights/objectives above 15 kilos	X		x			Patient equipment
Using equipment to lift, push or pull patients/objects	X				x	Hoists, wheelchairs, patient transfers and mobility.
Lifting heavy containers or equipment	X		x			Patient equipment
Running in an emergency	x			x		Actions needed in gathering equipment quickly or responding to a fall.
Driving alone/with passengers/with goods		X				
Invasive surgical procedures		X				
Working at height or in a confined	x				x	Bathrooms and toilets

space						
Concentration to assess patients/analyse information	x				x	Concentration for clinical and personal care procedures and following department routines.
Response to emergency situations	x			x		Maybe an active member in an emergency situation – basic life support.
To change plans and appointments/meetings depending on the needs of this role		x				Responds to changing situations and priority of patients may be necessary.
Clinical interventions		x				Personal and clinical care.
Informing patients/family/carers of unwelcome news		x				
Caring for terminally ill patients	x				x	Care of patients with chronic or terminal conditions.
Dealing with difficult family situations	x			x		Has the ability to escalate to a registered professional
Caring for/working with patients with severely challenging behaviour	x			x		Maybe caring for patients with learning needs, dementia

Typing up of formal minutes/case conferences		x				
Clinical/hands on patient/client care	x				x	Personal and clinical care duties relevant to the service inc. observations, tests, bloods etc.
Contacts with uncontained blood/bodily fluids	x				x	Frequent exposure to bodily fluids whilst providing personal care.
Exposure to verbal aggression	x		x			Has the ability to escalate to a registered professional
Exposure to physical aggression	X		x			Has the ability to escalate to a registered professional
Exposure to unpleasant working conditions dust/dirt/fleas		x				
Exposure to harmful chemicals/radiation	x				x	Cleaning chemicals for decontamination of equipment. PPE available to mitigate risk.
Attending the scene of an emergency		x				
Food preparation and handling	x				x	Assisting with feeding and handling of food and food supplements

Working on a computer for majority of work		x				
Use of road transport		x				

