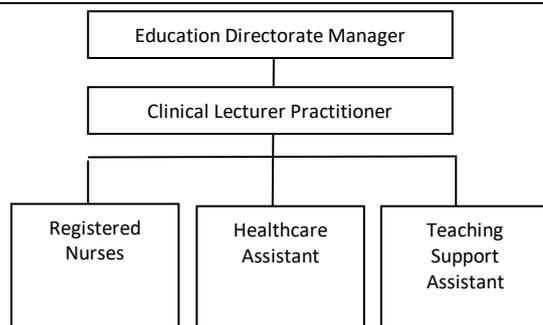


Job Description

Job Details	
Job Title:	Clinical Teaching Support Assistant
Business Unit:	Corporate Services
Department/Ward:	Education
Location:	Trustwide
Pay Band:	Band 3
CAJE No:	ADM8206
Main Purpose of the Job	
<ul style="list-style-type: none"> • To support the delivery of Medical and Nursing curriculums within Northumbria Healthcare NHS Foundation Trust at all Trust sites • To recruit and build relationships with volunteers, whom support education activities, both in person, via telephone and in writing • To supervise and provide basic care to volunteers attending for educational activities • To contribute to the maintenance and development of the medical education volunteer database • To undertake all clerical duties relating to volunteer patients, e.g. writing correspondence, booking taxi's, processing patient consent/reconsent documents on the database • To assist in the ordering, storage, set up/take down of clinical skills equipment and consumables • To support administrative and teaching staff trustwide 	
Dimensions	
<ul style="list-style-type: none"> • Flexible working hours, may include occasional evening sessions to meet the needs of the office • Responsible to the Clinical Lecturer Practitioner • Accountable to the Medical Education Manager 	

Organisational Chart



1. Communications and Relationships

- Excellent interpersonal skills, able to interact effectively with academics, senior clinicians, other levels of health professions, students, patients and their careers
- Excellent communication skills, both written and verbal
- Excellent telephone manner, able to receive and relay phone messages accurately
- High level of commitment to customer service
- Ability to effectively communicate with patient volunteers and advocate for their needs during teaching sessions and assessments
- Understand the need for confidentiality
- Able to work with minimum supervision, common sense and able to use own initiative
- Able to work as part of a team and contribute as such
- Enthusiastic and welcoming patient volunteers to the department
- Must be able to demonstrate the English language proficiency level required for this post

2. Knowledge, Skills, Training and Experience

- Level 3 qualification or equivalent experience
- Experience of providing personal care in a health care/care setting
- Good IM&T/secretarial skills with a sound working knowledge of the Microsoft Office Suite
- Experience of using large scale databases and accurately inputting sensitive data
- Able to deal with changing circumstances and last-minute alternations to the working routine
- Previous experience in the NHS and/or Higher Education sector is desirable
- On the job induction and training is provided

Desirable:

- Experience of working in an education or training environment
- Previous experience of working in a caring environment

<p>3. Analytical Skills</p> <ul style="list-style-type: none"> • Able to work under pressure and to prescribed deadlines with attention to detail • Able to make judgements or decisions some of which require analysis • Ability to judge when to escalate patient volunteer consent issues to a senior member of the team
<p>4. Planning & Organisational Skills</p> <ul style="list-style-type: none"> • Excellent planning and organisation skills • Able to prioritise own workload with minimum supervision • To ensure that teaching sessions are prepared with all relevant equipment and peripherals in advance of their start time • To ensure that patient volunteer records are kept up to date and the reconsent process is undertaken in line with agreed timescales • Planning a range of complex activities which may require adjustment, for example patient recruit and confirm patient volunteers for teaching sessions and exams and make all necessary arrangements, including booking patient volunteer transport
<p>5. Physical Skills</p> <ul style="list-style-type: none"> • Standard keyboard skills required, able to produce written correspondence and update volunteer database • Ability to support patient volunteers with mobility e.g. pushing wheelchair
<p>6. Patient/Client care</p> <ul style="list-style-type: none"> • To provide non-clinical advice, information or guidance to patients. • To recruit and consent patient volunteers in line with documented processes • To ensure the needs of the patient volunteers are met throughout their time supporting teaching/examinations e.g. refreshments & travel arrangements • To organise patient transport • To organise patient refreshments • To produce clear written communication to patient volunteers
<p>7. Policy & Service Development</p> <ul style="list-style-type: none"> • Will be responsible for implementing Trust policy in their area of work, and commenting on proposed policy changes
<p>8. Financial & Physical Resources</p> <ul style="list-style-type: none"> • Responsible for the safe storage, maintenance and use of all centralised equipment used for teaching • To assist with the sourcing of appropriate suppliers for equipment • To assist with the production of reconsent packs to be sent to patient volunteers • Responsible for the safe use of equipment and all models/mannequins and other equipment once teaching has been completed • To manage the delivery and collection of all patient volunteer related mail

<p>9. Human Resources</p> <ul style="list-style-type: none"> • Provides advice and guidance within own work area. May supervise new starters or support their initial training. • To undertake any reasonable tasks as directed by the Clinical Lecturer Practitioner/Medical Education Manager as appropriate to the grade of the post.
<p>10. Information Resources</p> <ul style="list-style-type: none"> • Use, retrieve and update information on a daily basis from a variety of databases, including the patient volunteer database • To create, develop and maintain patient volunteer communications using Microsoft Word and Excel • To use Microsoft Teams for virtual patient volunteer meetings • You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019).
<p>11. Research & Development</p> <ul style="list-style-type: none"> • Undertake surveys as necessary for own work • Undertake and collate patient volunteer feedback on a regular basis and forward summarised information to the clinical volunteer involvement lead
<p>12. Freedom to Act</p> <ul style="list-style-type: none"> • Work in accordance with standard routine procedures, good practice and established precedents. • Work is supervised under the general guidance of the senior team.

Standards

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control:

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principals of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everything we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns

Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability:

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.

Appendix 1

NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.

Effort and Environment:

Physical

- Frequent requirement for sitting in a restricted position
- Regular lifting and moving clinical equipment to and from classrooms in preparation for teaching, training and meetings.
- Occasional requirement to transfer patient volunteers from clinical areas and hospital entrances to the Education Centers using hospital wheelchairs
- Occasional requirement to manoeuvre patient volunteers from bed to chair or similar

Mental

- There is a frequent requirement for concentration where the work pattern is largely predictable

Emotional

- Occasionally indirect exposure to distressed or emotional patients and students.

Working Conditions

- General office conditions, exposure to unpleasant working is rare
- Use of VDU

Appendix 2

Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations	X	
3.	Dust, Dirt, Smells		X
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact	X	
6.	Babies/Children Contact		X
7.	Food handling / Preparation		X
8.	Driving		X
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise		X
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		X
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres		X
20.	Confined Spaces		X
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts		X
23.	Shift work		X
24.	Use of latex products		X
25.	Physical violence / aggression		X
26.	Employment of young people		X
27.	Any other hazards please specify		X
28.	Other		

If any hazard is identified above please give details below.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue

(spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

Person Specification

Job Title:	Clinical Teaching Support Assistant	
Department:	Education	
Location:	Trustwide	
Specification	Essential	Desirable
Qualifications / Professional Registration	<ul style="list-style-type: none"> Level 3 qualification or equivalent experience 	
Experience and knowledge	<ul style="list-style-type: none"> Excellent IM&T skills, with a detailed working knowledge of the Microsoft Office Suite and large scale databases Experience of working in the NHS 	<ul style="list-style-type: none"> Experience of working in an education or training environment Previous experience of working in a caring environment
Skills and abilities	<ul style="list-style-type: none"> Ability to communicate to staff at all levels Ability to communicate with patient volunteers in a sympathetic and confidential manner, both in writing and via the telephone Able to work as part of a team Able to make reasoned and considered judgements on the most effective solutions to problems and to present the solutions as a range of possible options to others Must be able to demonstrate the English language proficiency level required for this post 	
Personal attributes	<ul style="list-style-type: none"> Excellent communication, negotiation and people management skills Able to work closely with people from a wide range of backgrounds. Highly developed inter-personal and team working skills Able to work under pressure within prescribed deadlines 	

Other requirements	<ul style="list-style-type: none">• Adaptable/flexible approach to working hours	
---------------------------	--	--