

Job title: Senior Clinical Support Worker

Band: 3

Department: Pre-operative Assessment

Division: Planned Care



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Letter from Adam Sewell Jones, Chief Executive

Thank you for expressing an interest in working here at East and North Hertfordshire NHS Trust.

East and North Hertfordshire NHS Trust is a very special organisation. Our teams are amazing, and this was demonstrated even more so during the unprecedented challenges brought about by the Covid-19 pandemic. Our ability to be flexible and innovative in the way in which we work and deliver our services to our catchment has never been more important than it is now.

We are a large acute Trust which operates across four sites; acute services are offered at the Lister Hospital; specialist cancer services at the Mount Vernon Cancer Centre (MVCC); and non-acute services offered at the New QEII and Hertford County hospitals. We underwent an extensive £150m reconfiguration some years ago which saw all inpatient and complex services centralised at the Lister Hospital in Stevenage.

We are an organisation with a strong culture of positive values and our ambition is to provide high-quality, compassionate care to our community in all that we do, including patient experience, clinical outcomes, patient safety and financial sustainability.

We have many great people working for us doing all sorts of roles, ranging from porters to doctors, from administrators to nurses, and everything in between. But we all share one vision – we put our patients at the heart of everything we do.

We have recently partnered with the world-renowned Virginia Mason Institute in an exciting 3-year programme to create and embed a quality management system – our ENH Production System. Drawing on years of quality improvement and culture change experience, the ENH Production System will equip our teams to identify areas for improvement, make changes and measure impact – all with the patient at the centre.

If you decide to apply, you will be joining us at an incredibly exciting time as we continue on our transformation journey. I hope very much, that after reading this pack, you will want to join us on that journey.

I wish you the best of luck in your application.



Adam Sewell-Jones
Chief Executive

Benefits

As a Trust employee, you can access a range of financial and non-financial benefits to support our staff in all aspects of their life.

Wellbeing:

- Get confidential advice and support on personal, work, family and relationship issues, 24/7, from our Employee Assistance Programme
- Offers and discounts at local gyms
- In-house Health at Work service with advice line and self-referral facility for staff as well as signposting and access to other support, such as weight management clinics and physiotherapy
- On site workplace pharmacy at Lister offering a minor ailment service, flu vaccinations, travel clinic, sexual health, smoking cessation and health check services
- Opportunity to discuss ideas, problems or concerns easily and anonymously with our Speak in Confidence service

Travel:

- Save up to 30% on a new bicycle through our Cycle to Work scheme
- Reduced staff car parking costs through our Car Sharing scheme
- Discounts on local buses and trains
- Competitive rates through our car lease scheme
- Inter-site transport minibus which includes shuttle to Stevenage Railway Station

Work/Life Balance:

- Pursue different interests with the security of employment on your return from your break of 3 months to 5 years with our Career Break scheme
- Generous annual leave with additional days awarded for long service
- A variety of different types of paid and unpaid leave covering emergency and planned leave, such as special leave/ emergency leave/carers leave, through our Special Leave policy
- A Retire and Return scheme, enabling you to draw your pension whilst continuing to work for us after a short break
- Options for flexible working to provide you with a healthy work/life balance such as part time working, term time only, compressed hours (subject to service requirements), and flexible work schedules

Financial:

- Discounts on restaurants, getaways, shopping, motoring, finance through a variety of providers
- Access to the NHS Pension Scheme, providing generous benefits upon retirement, as well as a lump sum and pension for dependants

Learning and Development

- Extensive range of learning and development opportunities, including coaching, for both clinical and non-clinical topics
- Access to our Grow Together scheme, ensuring that you have meaningful, quality conversations with your manager about what matters to you and your development
- We fully encourage our staff to develop to their full potential and are supportive of secondments, acting up opportunities and all learning and development activities.

Other:

- Local and Trust wide staff award schemes where staff are nominated and recognised by their colleagues and peers for their hard work
- Assistance in relocating for some staff with our Relocation Policy

Our vision, mission, and values

Our vision is:

“To be trusted to provide consistently outstanding care and exemplary service”

Our mission is:

Providing high-quality, compassionate care for our communities

Our values are:



We value the diversity and experience of our community, colleagues and partners, creating relationships and climates that provide an opportunity to share, collaborate and grow together



We create a safe environment where we are curious of the lived experience of others, seek out best practice and are open to listening and hearing new ideas and change



We are committed to consistently delivering excellent services and continuously looking to improve through a creative workforce that feels empowered to act in service of our shared purpose

Job description

Job title:	Senior Clinical Support Worker
Band:	3
Department:	Pre-operative Assessment
Base:	Lister (You may be required to work on a permanent or temporary basis elsewhere within the Trust)
Responsible to:	Nurse Team Manager
Responsible for:	Supporting the registered health care professional to compassionately deliver the high-quality standards of patient centered care.

Job summary:

The Senior Clinical Support worker position is vital and valued in supporting and providing high-quality, compassionate nursing care to patients/clients and their families/carers. In addition, working closely with the department/unit manager and multi-disciplinary team members across the Lister, QEII and HCH ENHT sites in an outpatient setting whilst also monitoring and maintaining policies, standards of nursing care, and developing self, staff and services within the unit setting under the supervision of the registered health care professional.

Key working relationships:

Unit Managers, Registered Nurses and Allied Health Professionals, multi-disciplinary teams, Divisional Management Teams, Non-Medical Education Teams, Specialist Nurses, Patients/Relatives/ Carers, Matrons, and Heads of Nursing/Midwifery.

Main responsibilities:

- **Senior Clinical Support Worker: Higher Level**
- Working with the unit manager and under the supervision of the registered Practitioner, support and develop the coordination of the patient's pre-operative health screening and testing programme to ensure all patients have had all necessary relevant tests and investigations completed before admission.
- Ensure all requested investigation results are checked, collated and available before patients' admission, ensuring that any abnormal results have been appropriately acted upon and the relevant GP/Clinician/theatre/ward staff notified of the results and the patient's admission management plan. This will involve liaising with patients and other members of the MDT under the indirect supervision of the registered nurse within the Pre-operative Assessment unit.
- As part of the Pre-operative Assessment team, always work per the Trust's prescribed policies and procedures and ensure attention to detail when collecting and labelling all specimens under the indirect supervision of the POA registered Practitioner.
- For reference and audit purposes, ensure accurate record keeping of all information on patients requiring pre-operative health screening before admission, including updating the current theatre management system used by the Trust.
- Ensure patients with abnormal/positive results are treated appropriately, which will involve working under the indirect supervision of the Registered Practitioner within the Pre-operative Assessment unit.

- Ensure appropriate communication cascade to all relevant staff involved in the onward care delivery of the individual patient.
- Ensure that any information entered into relevant electronic databases is accurate and complete.
- All medical records are maintained appropriately, filed, tracked, and returned to the appropriate place (i.e medical records) in a timely fashion, ready for the patient's admission.
- Assist in the holistic assessment of patients' health care needs by undertaking assessment aspects that have been delegated by the Registered Practitioner and in the completion of care documentation.
- Undertake duties at the direction of the Registered Practitioner and participate fully in the delivery of planned nursing care.
- At the direction of the Registered Practitioner, undertakes specific Trust-approved enhanced clinical skills relevant to the unit/department, having first undertaken the appropriate training and fully completed the competency assessments.
- Assist the Registered Practitioner in evaluating care and completing patient documents.
- Involve patients, carers/relatives or assigned advocates in care delivery with the patients expressed consent.
- Provide reassurance support to patients and their carers/family.
- Accompany patients to other environments and departments as necessary.
- Works collaboratively with others in the unit to ensure that patient's activities of living needs are met
- Recognise and respond appropriately to urgent emergencies.
- To comply with the Trust's guidelines, policies, and procedures and take individual responsibility for ensuring safe working practices.
- Makes changes to own practice when necessary and offer suggestions for improving service delivery.
- Maintain an awareness of local and national health care issues.
- Ensure the effective and efficient use of resources.
- Present and promote a positive work environment encouraging speaking up
- Maintain health, safety and security and appropriately report any concerns immediately. Assist with the risk management strategy by completing adverse incident and complaint forms when required.
- Develop own skills and knowledge and contribute to the development of others.
- Fulfil the role of associate link practitioner or identified lead for specific topics as designated.
- Ensure compliance with legislation, policies and procedures for self and others.
- Report any concerns regarding patient safety, well-being or care.
- Participate in patient and public involvement activities.
- Understanding and commitment to equality, diversity and inclusivity and upholding the rights of both staff and service users.
- To role model our Trust values every day

- Ability to work within set time constraints to fulfill deadlines and meet the needs of all service users.
- You are expected to participate as a member of the major incident team when required.
- Attention is drawn to the personal and confidential aspects of this job. Governance concerning confidential matters, including information relating to patients, carers/relatives, appointed advocates/guardians or staff, must be kept from any unauthorised person. Breaches of confidence will result in disciplinary action, which may result in dismissal.
- The job holder is required to take reasonable care of their health and safety and that of other people who may be affected by their acts or omissions at work and to ensure that statutory regulations, policies, codes of practice and departmental safety rules are adhered to.
- The Trust is committed to involving staff at all levels in the organisation's development.
- Managers should ensure that staff are encouraged and involved in organisational and service developments, including business planning, and can influence discussions that affect them and their working conditions.
- Communications systems should be developed and implemented to ensure that staff are well informed and have the opportunity to feedback on their views and experiences.
- All managers should engender a culture of openness and inclusion so that staff feels free to contribute and voice concerns.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time in the lights of changing circumstances and in consultation with the job holder.

Supplementary job description information:

Confidentiality

Each of us have a personal responsibility and liability under the Data Protection Act 2018 around the confidential nature of our jobs. Details of a confidential nature, including information relating to patients or staff, must not under any circumstances be divulged to any unauthorised person. Breaches in confidence will result in disciplinary action, which may result in dismissal. In exceptional circumstances this could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

Health and Safety

You must take reasonable care of your own health and safety and that of other people who may be affected by acts of omission at work and to ensure that statutory regulations, policies, codes or practice and department safety rules are adhered to.

Sustainable Development

We recognise the need for a sustainable development strategy that focuses on reducing carbon emissions. We do this through:

- Reducing environmental impact achieved by greener waste disposal and travel, energy and water consumption
- Being a good community role model and supporter of the local economy
- Providing excellent value for money
- In order to reduce our carbon footprint, every single one of us must play a part in ensuring we are an environmentally-responsible organisation. You recycle at home, we ask that you do the same simple things at work
- When you can, use public or inter-site transport, cycle between sites and claim for mileage
- Recycle all you can: paper, CDs, batteries – there are recycling stations throughout the Trust
- Always switch off lights, PCs and other electrical appliances when not in use
- Don't waste water

Safeguarding

You must have regard to the need to safeguard and promote the welfare of children in line with the provisions of the Children Act 2004.

You must treat all patients with dignity and respect and ensure that vulnerable adults are safeguarded from abuse and neglect within the provisions of the Hertfordshire Safeguarding Adults from Abuse Procedure.

Infection Control

You are expected to take individual responsibility to ensure working practice is safe.

Continuous Improvement

As part of our commitment to continuous improvement, we want to ensure that our culture and ways of working reflect and embed the philosophy and methodologies of our East and North Hertfordshire Production System (ENHPS). As a result, you may be invited to attend and complete relevant training and Kaizen (continuous improvement) events to support this commitment. Full attendance and completion of identified courses will be considered mandatory for this post.

Equality, Diversity and Inclusion

The organisations which make up Herts and West Essex Integrated Care System believe that fairness for people is fundamental to providing good care. We want to ensure that those who work with us and for us share this core value.

We are committed to equality, diversity and inclusion for all job applicants, staff, patients and the wider community. We are continuing to develop the strength of our inclusive approach, and creating a workforce which represents the diverse communities we serve is an important part of this.

We have agreed to:

- Work together to learn, celebrate and embrace diversity, end unfairness, discrimination and racism, and embed these changes into our everyday work
- Strive towards being an exemplar group of organisations for equality, diversity, inclusion, fairness and belonging
- Commit to value all people and promote a culture of zero tolerance to all kinds of harassment, bullying, discrimination and racism in the workplace
- Pro-actively champion national and local policies and initiatives to address health and workforce inequalities
- Work in partnership with other professional and health and care organisations to embed these principles Work in partnership with other professional, health and social care organisations, trade union and voluntary sector organisations to embed these principles

Each organisation with the Herts and West Essex Integrated Care System has agreed to include this statement on their job descriptions so that staff and job applicants are aware of this commitment. Staff are expected to be supportive of these principles and to demonstrate this in everything they do at work, regardless of their role.

You are required to always demonstrate behaviours which support our commitment to equality, diversity and inclusion, as detailed below, so that our workplaces are free from harassment and/or unlawful discrimination and where diversity is actively valued and celebrated.

Review

These guidelines are provided to assist in the performance of the contract but are not a firm condition of the contract. The job description will be reviewed as necessary to meet the needs of the service, in consultation with the post holder.

<p>Knowledge</p> <ul style="list-style-type: none"> ○ Awareness of health and safety legislation and strategies for maintaining a safe environment for patients, staff and visitors. ○ Awareness of basic safeguarding issues. ○ General knowledge of the role and purpose of the POA service ○ Understanding of Pre-operative Assessment care pathways ○ Knowledge of medical terminologies 	<p>Y Y Y</p>	<p>Y Y</p>
<p>Other requirements</p> <ul style="list-style-type: none"> ○ Understanding of, and commitment to, equality, diversity and inclusion ○ Role model our Trust values every day ○ Demonstrates effective use of resources. ○ Ability to respond positively to constructive feedback. ○ Ability to work well within a multidisciplinary team and promote team unity. ○ Demonstrates sensitivity. ○ Ability to travel easily between trust sites 	<p>Y Y Y Y Y Y</p>	<p>Y</p>