

JOB DESCRIPTION
TRAINEE CLINICAL SUPPORT WORKER BAND 2 (2016/RIE/OPD/07)

1. JOB IDENTIFICATION

Job Title: Trainee CSW Band 2

Responsible to: Band 7 Senior Charge Nurse.

Department(s): Out Patient Departments 1, 2 & 3 (OPD 1, 2 & 3)

Directorate: Out Patient and Associated Services

Operating Division: Lothian University Hospitals Division

Job Reference: (Permanent Post 37.5 Hours) U-MD-ACM-CAA-CSWT

No of Job Holders: 7.13 W.T.E.

Last Update: 04/05/16

2. JOB PURPOSE

As part of a multidisciplinary team the post holder will carry out routine personal care duties for patients in support of and supervised by a registered nurse. Carry out assigned duties to maintain Activities of Daily Living for patient care in an out-patient/clinic setting

Undertake associated clerical, housekeeping and patient centred duties, under supervision of registered nursing staff.

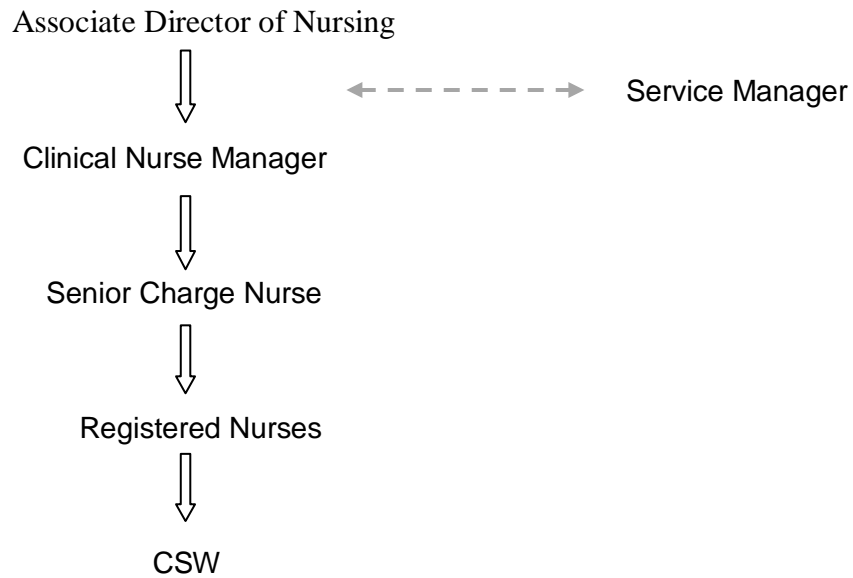
3. DIMENSIONS

The post holder is not responsible for managing the budget but needs to be aware of the resources available and the need to work within the financial envelope.

The post holder's primary post will be across OPD 1, 2 and 3 supporting the routine and specialist outpatient services for a number of clinics. These include Scottish Liver Transplant, Sleep Medicine, Cardio-Thoracic, Diabetes, Endocrinology, Haematology, Medicine & Acute Services, Respiratory & Hypertension Clinics which includes a 24 hour Ambulatory Blood Pressure Monitoring Service. The latter service is run by the core clinic nurse team; the post holder would be required to participate in the delivery of this service.

The post holder may be required to work within any of the Lothian Acute Services pertaining to their field and specialty. (The acute areas include: Royal Infirmary of Edinburgh, Western General Hospital, St John's Hospital, Royal Victoria Hospital, Liberton Hospital, The Royal Hospital for Sick Children & Princess Alexandra Eye Pavilion, Lauriston Building).

4. ORGANISATIONAL POSITION - Out Patient and Associated Services



Trainee Clinical Support Worker Band 2 (This Post)

5. ROLE OF DEPARTMENT

OPD 1, 2 & 3 supports routine and specialist outpatient services, integrating nursing and clerical roles and duties to ensure the highest standards of nursing care for patients within the outpatient setting to provide a smooth and efficient journey from referral to appointment and discharge; accounting for internally and externally set benchmarks and targets. Health promotion and rehabilitation advice is delivered to this patient group by a highly effective multi-disciplinary team.

To provide a high quality, safe and supportive environment in order to care for patients within a specialist outpatient department meeting the patient's needs. Ensuring the highest standard of patient care and management.

Provides in principal a service to Lothian and has regular patient referrals for the South East of Scotland and at times the whole of Scotland.

6. KEY RESULT AREAS

- Under the in-direct supervision of the registered nurse, the post holder will deliver the Activities of Daily Living in a clinic setting, to the patient to ensure a high standard of care.
- Refer patients, relatives and carers to a trained nurse for any questions they may have on the patient's condition or for any suggestions or complaints that they wish to raise.
- Maintain effective communication with patients, relatives, carers and other members of the multidisciplinary team, ensuring any observed changes in the patient's activities of daily living are effectively communicated both verbally and in writing.
- Complies with NHS Lothian policies on infection control, management of clinical waste and Health and Safety to ensure the provision of clinically effective service and safe working practices for patients and colleagues
- Maintain stock levels of all supplies and carry out housekeeping duties, to support and maintain the running of the area in order to promote the effective and efficient use of resources.
- Ensure infection control measures are maintained at all times.
- Actively support planned health promotion activities relevant to the patient group.
- Answer the telephone, assisting with queries and directing calls in the most appropriate manner
- Maintain patient confidentiality at all times
- Be proactive in personal career development plan to maintain skills and develop personal growth through training and education.

7a. EQUIPMENT AND MACHINERY

Post holder is expected to have knowledge and ability to use all equipment used in the area however may not have daily clinical involvement. Training can be provided.

Generic	Specialised	Very Specialised
Height measurement tool. Weigh scales	Hoists – Liko	
Trolleys	Glucose – meters (Inform 11)	
Wheelchairs	Electronic Sphygmomanometers; Omron, Welch Allen & 24 hour models.	
Telephone	Tympanic thermometers	
Fire Equipment		
Pneumatic Tube System	Venepuncture	
Pat Slides	Urinalysis testing	
Glide sheets	Electronic urine testing	
Walking Aids (Zimmer, Gutter Frame, Crutches, Walking Sticks)	Pulse oximetry	
Foot stools	Venepuncture	
Supreme water boiler	Appointments system TRAK connected with ABPM Service.	
Raised Toilet Seats		
Photocopier		
Electric reclining chair		
Computers		

7b. SYSTEMS

Maintenance of patient records - frequently

APEX Laboratory System - frequently

DATIX Intranet – incident reporting - infrequently

TRAK Medical records system – frequently

8. ASSIGNMENT AND REVIEW OF WORK

The daily workload will be assigned by the Nurse in Charge and during your working day you will be indirectly supervised by a registered nurse.

Work review and formal appraisal of performance will be carried out by the appropriate line manager.

9. DECISIONS AND JUDGEMENTS

Planning order of work
Provide an overview of their interaction and any interventions with patients to the registered nurse.
Observe patient changes and report to the registered nurse

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Maintain high standards of patient care within defined resources.
Establishing a rapport with the multidisciplinary team and gaining the confidence of the patients and their families.
Ensuring patient safety at all times.
Managing self within a complex dynamic clinical environment.
Maintaining skill and knowledge level in clinical competencies and core skills.
Addressing the equality and diversity needs of patients and staff.
Time Management

11. COMMUNICATIONS AND RELATIONSHIPS

Provide effective and efficient communication and working relationships with colleagues, patients, their relatives, and the general public.
Maintain an awareness of current Divisional issues and impart information to colleagues.
Supporting clinical departments
External agencies – community health care practitioners/ Scottish Ambulance Service/Social Work

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Skills / Demands:	Frequency
Skills to safely manoeuvre wheelchairs, trolleys and other test equipment in accordance with Moving & Handling policy	Frequently
Venepuncture	Frequently
Testing Samples	Frequently
Use of mechanical aides, hoists etc	Infrequently
Stand/walking for the majority of shift.	Frequently
Assist patients with Activities of Daily living in clinic setting	Infrequently
Recognise and respond to Medical Emergencies	Frequently
PC Skills	Frequently
Apply dry dressings/Remove Cannulae	Infrequently
Mental Demands:	
Concentration required when undertaking personal care and clinical skills for patients.	Frequently
Delivering patient care under in-direct supervision, within defined resources	Frequently
Interpersonal relationships with staff, patients, relatives and carers.	Frequently
Concentration required when checking documents/patient notes whilst	

subject to frequent interruptions from patient/relatives/team members Communication difficulties (multicultural, deaf, blind)	Frequently Frequently
Emotional Demands	
Communicating effectively with distressed/anxious/worried patients/relatives. Caring for patients and relatives following receipt of bad news under supervision. Dealing with patients/relatives/carers with severely challenging behaviour. Act as a chaperone for medical staff	Frequently Frequently Infrequently Frequently
Working Conditions:	
Exposure to body fluids, blood, emptying catheter bags. Exposure to sharps. Exposure to aggression Ergonomics	Frequently Frequently Infrequently Frequently

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

SVQ Level 2 in Care or equivalent qualification e.g. NVQ, or new Care Certificate.
Effective team player
Effective written and verbal communication skills
Ability to carry out delegated responsibilities with in a dynamic clinical environment
Good interpersonal skills.
Recognising when one needs further development to undertake their role
Good Time Management

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

NHS Lothian

Post: Trainee Clinical Support Worker (Band 2)

PERSON SPECIFICATION

In order to be shortlisted you must demonstrate you meet all the essential criteria and as much of the desirable as possible. When a large volume of applications are received for a vacancy and most applicants meet the essential criteria then the desirable criteria is used to produce the shortlist.

Criteria	Essential	Desirable	How assessed
Personal Traits	<ul style="list-style-type: none"> Commitment to the development and maintenance of good relationships with colleagues, patients and carers Evidence of good rapport building and interaction skills Ability to be flexible and adaptable and well organised Interest and enthusiasm for the post 		A, I, R A, I, R A, I, R A, I
Qualifications and Training	social care in relation to patients. <ul style="list-style-type: none"> Can work efficiently and effectively within a small team 	Relevant typing qualification with minimum 45wpm	A, I, C
Experience and Knowledge	<ul style="list-style-type: none"> Previous experience Understanding of the role of the post applied for 		A, I, R A, I
Skills and/or Abilities	<ul style="list-style-type: none"> Effective verbal and written communication skills Experience of interacting with general public Organisational and prioritisation skills Ability to use initiative as required by the duties of the post Sound working knowledge of Microsoft Office or relevant IT packages 	Experience of working in a care setting	A, I, R A, I, R A, I, R R, I A, I, C
Specific Job Requirements	<ul style="list-style-type: none"> Fit 24 hour Ambulatory Blood Pressure Monitors. BM Glucose testing. Record vital signs. Phlebotomy skills . (training is available for all of the above) 		A, I, R. A, I, C, R. A, I, C, R. A, I, C, R.

Key – how assessed

A = Application form	I = Interview
C = Copies of certificates	T= Test or exercise
P = Presentation	R = References