

**JOB DESCRIPTION**  
**CLINICAL SUPPORT WORKER TRAINEE**  
**MEDICINE OF THE ELDERLY**

**1. JOB IDENTIFICATION**

Job Title: Clinical Support Worker Trainee

Responsible to: Charge Nurse

Department(s): Ward 203

Directorate: Medicine of the Elderly, Stroke medicine  
Division

Operating Division: Lothian University Hospitals

Job Reference: L-GEN-NM-NS-HCSW 2

No of Job Holders:

Last Update : March 2016

**2. JOB PURPOSE**

Working towards the achievement of Clinical Support Worker level 2.

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

Undertake associated clerical and patients centred duties, under supervision of registered nurse

**3. DIMENSIONS**

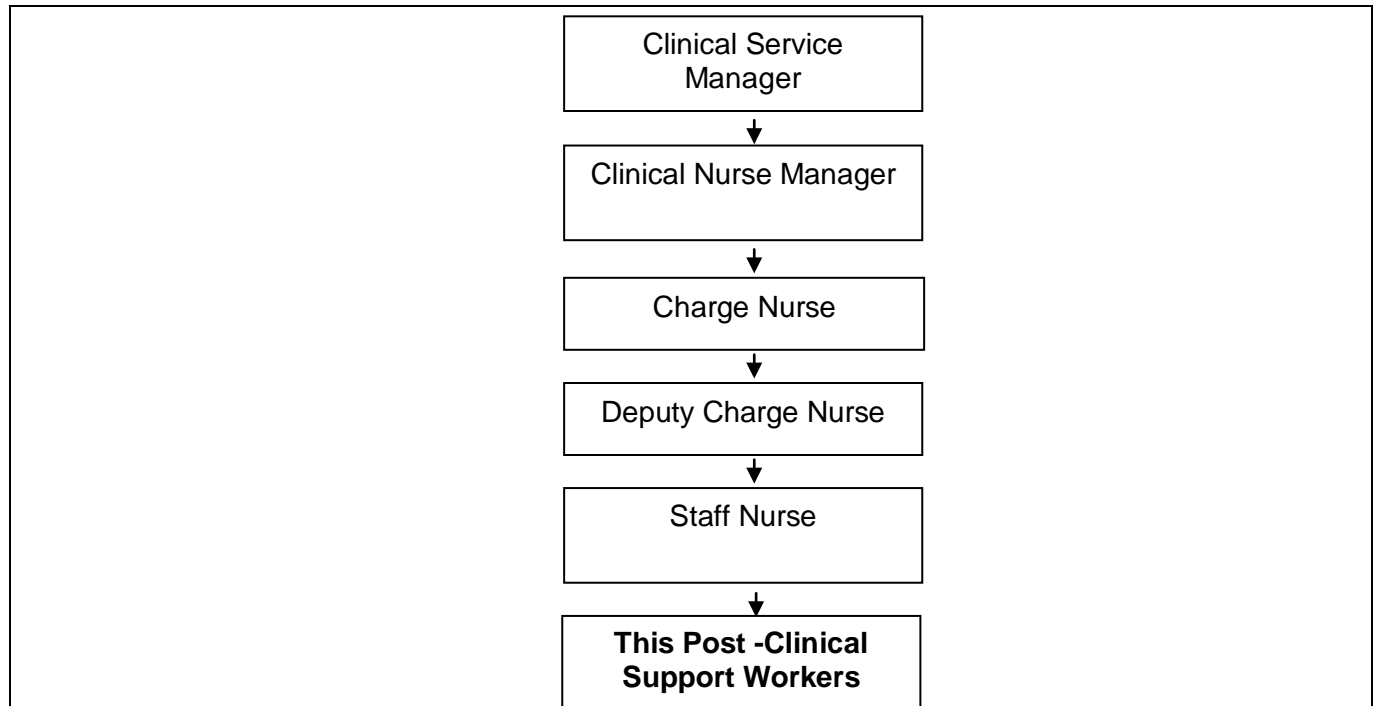
The post holder is not responsible for managing the budget but needs to be aware of the resources available and the need to work within the financial envelope.

The post holder's primary post will be within a MOE, Stroke or rehab ward within RIE . There are 3 MOE wards ranging in size from 26 beds to 36 beds within RIE and a 44 bedded integrated stroke unit spread across 2 wards. Liberton has 7 rehabilitation wards, taking a range of frail elderly patients that require further input. The successful candidate will be based within

one of these areas.

The post holder may be required to work within any of the Lothian Acute Services pertaining to their field and specialty.

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

To provide short-term in-patient care, which is delivered using a multi-disciplinary team approach to provide patient care in a timely and professional manner.

Further management, care and rehabilitation of patients from other specialities such as, cardiology, respiratory, renal, gastroenterology, dermatology and stroke.

To provide a high quality, safe and supportive environment in order to care for patients within the clinical area, meeting the identified physical and psychosocial needs. Ensuring the highest standard of patient care and management.

## 6. KEY RESULT AREAS

Under the direct/indirect supervision of the registered nurse, the post holder will deliver the Activities of Daily Living 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.

Establish 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.

Work within the defined policies, procedures, standards and protocols of the Ward, Directorate and Division to ensure maintenance of safe working practices for patients and colleagues.

Develop the knowledge and skills to maintain stock levels of all supplies and carry out housekeeping duties, to support the and maintain the running of the ward area in order to promote the effective and efficient use of resources.

Ensure patients property and valuables that are received by the ward for safe keeping are secured and processed as division policy.

In partnership with the registered nurse and clinical support worker level 3 support the planned health promotion activities relevant to the patient group.

Be proactive in personal career development plan to achieve clinical support work level 2 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.

Generic	Specialised	Very Specialised
Television Bedside Unit	Hoists – Encore, Sara, Maxi/Arco	
Fridge	Bath hoist	
Ice Machine	Suction Equipment (checking and cleaning)	
Nursing Call System	Nimbus Pressure Mattress	
Fire Equipment	Mummified Therapy	
Pneumatic Tube System	Oxygen Points (cleaning)	
Pat Slides	Glucometers	
Supreme 104 Water Boiler	Monitoring equipment for	

	Blood Pressure and Temperature	
Walking Aids (Zimmer, Gutter Frame, Crutches, Walking Sticks)	Venepuncture	
Raised Toilet Seats	Urinalysis testing	
Electric Baths	Bladder Scanner	
Glide Sheets		
Electrically Controlled Chair		
Wheelchairs		
Trolleys		
Drip Stands		
Weighing scales/Height Measurement Tool		
Telephone		
Foot stools		
Sanitising Units (Bed Pan Washers)		

#### **7b. SYSTEMS**

Maintenance of patient records  
 Apex Laboratory System  
 Datix System reporting incidents  
 Human Resource System  
 Intranet/Internet - Personal Use and Learning  
 TRAK

#### **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 directly/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**

In partnership with the registered nurse plan order of work.  
 Discuss with the registered nurse an overview of their interaction with patients.  
 Observe patient changes and report to the registered nurse.

## 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Balancing the demands of training and being an active member of the multidisciplinary team.  
 Maintain high standards of patient care within defined resources.  
 Develop and establish communication with the multidisciplinary team, the patient, carer and their families.  
 Ensuring patient safety at all times.  
 Managing self within dynamic clinical environment.  
 Developing skills and knowledge necessary to fulfil their job role.  
 Addressing the equality and diversity needs of patients and staff.

## 11. COMMUNICATIONS AND RELATIONSHIPS

Provide effective and efficient communication and working relationships with colleagues, patients, their relatives, and the general public.  
 Develop 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 M&H policy Movement and manoeuvring of patients Use of mechanical aides, hoists etc Stand/walking for the majority of shift. PC Skills	Constantly
Mental Demands:	
Concentration required when undertaking personal care and clinical skills for patients. Delivering patient care under in-direct supervision, within defined resources Interpersonal relationships with staff, patients, relatives and carers. Interruptions by colleagues, patients, relatives and the public (indirect and direct)	Constantly Constantly Constantly Constantly

<b>Emotional Demands:</b>	
Communicating with distressed/anxious/worried patients/relatives. Caring for the terminally ill under supervision. Caring for patients following receipt of bad news under supervision. Dealing with patients/relatives/carers with severely challenging behaviour. Recognising and seeking help to manage their emotions	Constantly Frequently Occasionally Occasionally Constantly
<b>Working Conditions:</b>	
Exposure to body fluids, emptying bed pans/urinals, catheter bags ,blood Exposure to aggression both verbal and physical	Constantly Occasionally

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

Be willing to work within a multidisciplinary team  
Effective communication skills  
Good interpersonal skills  
Ability to carry out delegated responsibilities within a dynamic clinical environment  
Recognising ones limitations.  
Have awareness of equality and diversity needs.

### 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:

	Essential	Desirable	Score
<b>Qualifications:</b>	<p>Completion of Phlebotomy work shop Course or willingness to undertake course</p> <p>Numeracy skills Literacy skills</p>	<p>Project work associated with the clinical environment For level 3 training: SVQ level 2</p>	
<b>Experience:</b>	Motivated to work in the speciality	Previous experience of working within the speciality or within a hospital ward/department.	
<b>Knowledge &amp; Skills:</b>	<p>Willingness to undertake further training in clinical skills:</p> <ul style="list-style-type: none"> <li>• Venepuncture</li> <li>• ECG</li> <li>• including skills and competencies relevant to the area of employment</li> </ul> <p>Basic computer skills Motivated to continue professional development</p>		
<b>Personal Attributes:</b>	<p>Sound interpersonal skills Works well within a team situation Sound communication skills: verbal and non verbal Interest in working with and providing care for members of the public</p>		