

JOB DESCRIPTION
CLINICAL SUPPORT WORKER SVQ CARE LEVEL 2 (QUALIFIED)

1. JOB IDENTIFICATION

Job Title: CSW Level 2

Responsible to: Charge Nurse Band 7

Department(s): [Medical Assessment Unit](#)

Directorate: [Acute Medicine](#)

Operating Division: [Medical and Associated Services Division LUHD](#)

Job Reference: U-MD-ACM-RAU-CSW2

No of Job Holders: 13.33

Last Update (insert date): 14.01.05

2. JOB PURPOSE

As part of a multidisciplinary team the post holder will carry out personal care duties for patients in support of and supervised by Clinical Support Worker Level 3 and registered nurses. Carry out assigned duties to maintain Activities of Daily Living for patient care.

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

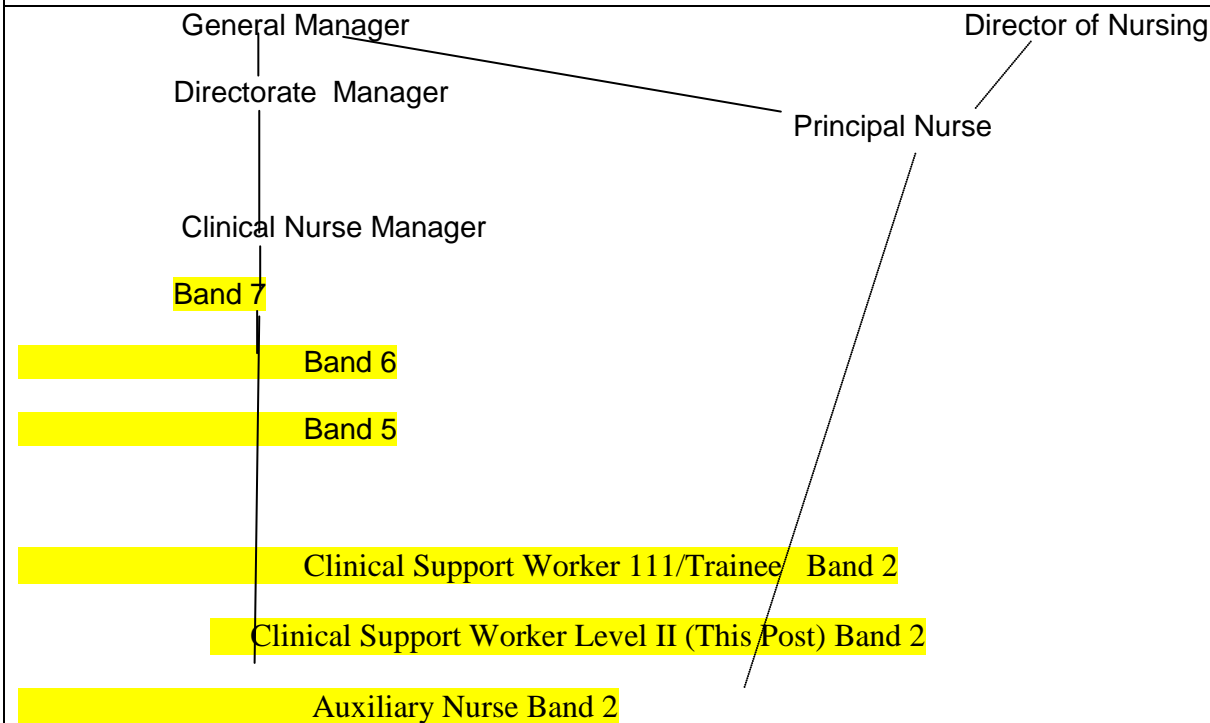
3. DIMENSIONS

The post holder [provides care for patients within 23 beds and 16 trolleys in the MAU clinical area](#). The patient group consists of [Acute Medical and Surgical Emergency Patients](#). [The unit manages emergency admissions and discharges, onward transmission to wards and provision of individual care packages.](#)

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 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, Royal Hospital for Sick Children, Princess Alexandra Eye Pavilion, Lauriston Building).

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

To provide a combined Medical, Surgical and speciality unit dealing with the admission and assessment of acutely ill medical and surgical patients, some of whom require resuscitation.

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

6. KEY RESULT AREAS

Under the in-direct 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.

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.

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.

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.

Actively support planned health promotion activities relevant to the patient group.

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.

Generic	Specialised	Very Specialised
Television Bedside Unit	Hoists – Encore, Sara, Maxi/Arjo	
Fridge	Bath hoist	
Ice Machine	Suction Equipment (checking and cleaning)	
Nursing Call System	Nimbus Pressure Mattress	
Fire Equipment	Humified Therapy	
Pneumatic Tube System	Oxygen Points (cleaning)	
Pat Slides	Glucometers	
Supreme 104 Water Boiler	Monitoring equipment for Blood Pressure and Temperature	
Walking Aids (Zimmer, Gutta Frame, Crutches, Walking Sticks)	Venepuncture	
Raised Toilet Seats	Urinalysis testing	
Glide Sheets		
Electrically Controlled Chair		
Wheelchairs		
Trolleys		
Drip Stands		
Weighing scales/Height Measurement Tool		
Telephone		
Foot stools		
Sanatising Units (Bed Pan Washers)		

7b. SYSTEMS

Maintenance of patient records
Apex Laboratory System
Datix System – incident reporting
Human Resource System
Intranet/Internet – personal and work

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.

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
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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 Constantly Constantly Constantly Infrequently
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 direct and indirect by patients, relatives and the multidisciplinary team.	Constant Constantly Constantly Constantly
Emotional Demands:	
Communicating effectively with distressed/anxious/worried patients/relatives. Caring for the terminally ill under supervision. Caring for patients and relatives following receipt of bad news under supervision. Dealing with patients/relatives/carers with severely challenging behaviour. Supporting new staff and learners. Recognising and seeking help to manage their emotions	Constantly Occasionally Occasionally Infrequently Frequently Constantly
Working Conditions:	
Exposure to body fluids, emptying bed pans/urinals, catheter bags ,blood Exposure to aggression	Constantly

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

SVQ Level 2 in Care or equivalent qualification e.g. NVQ
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

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: Band 2 Health Care Support Worker

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	Caring, respectful, polite, compassionate Good communication skills Well presented Flexible with shift pattern		A, I, R
Qualifications and Training	Must have a good educational background and a high standard of written and verbal communication.	Healthcare qualification e.g. SVQ level II or III in health and social care	A, C, I
Experience and Knowledge	Evidence of ability to work within a team Awareness of confidentiality within the job remit	Previous experience within a caring or healthcare environment	A, I, R
Skills and/or Abilities	Ability to carry out assigned tasks effectively in a busy environment Contribute and work as part of a wider team of healthcare professionals Good interpersonal skills particularly dealing with people either in person or on the telephone.	IT skills Enthusiasm to learn and develop	A, I, R
Specific Job Requirements	Ability to undertake further training in SVQ II. To work within standards set out in HCSW code of conduct Good time keeping and flexibility Involves direct contact with body fluids, on a number of occasions per shift.	Evidence of further education	A, C, R

Key – how assessed

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