

**JOB DESCRIPTION  
CLINICAL SUPPORT WORKER**

**1. JOB IDENTIFICATION**

Job Title:	Band 2 Clinical Support Worker
Responsible to:	Advanced Clinical Nurse Specialist
Department(s):	Haemophilia & Thrombosis Centre
Directorate:	Acute Medicine
Operating Division:	Lothian University Hospitals Division
Job Reference:	U-SR-ONC-ALL-CSW
No of Job Holders:	1
Last Update:	21.12.16

**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 the registered nurse/CSW Level 3. 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/CSW level 3.

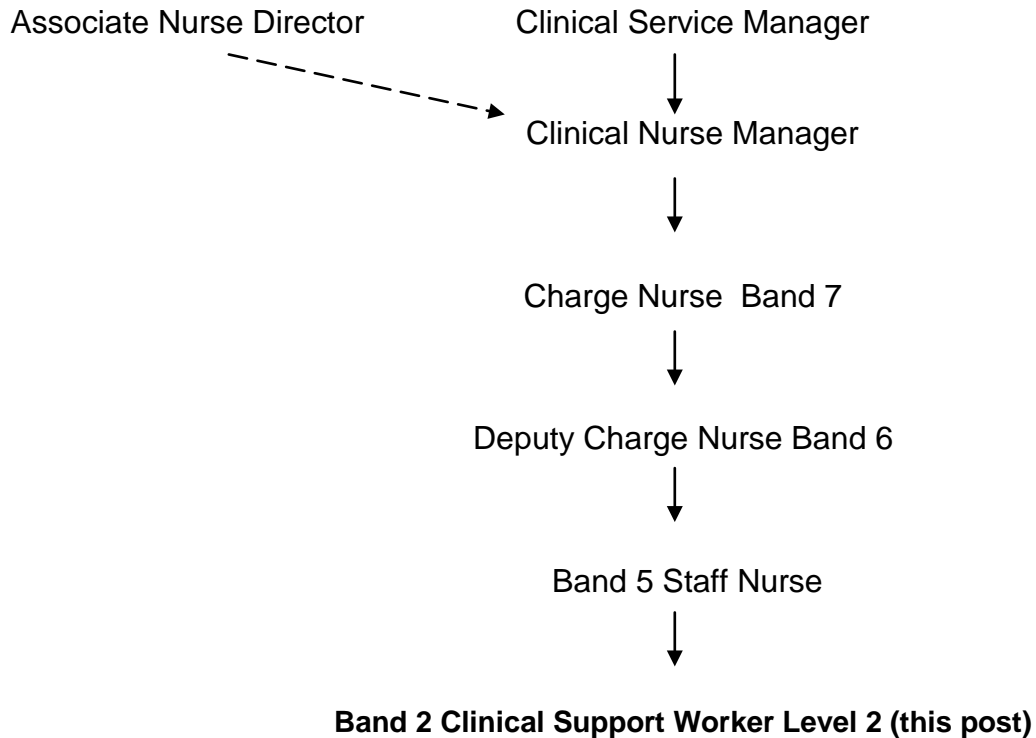
**3. DIMENSIONS**

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 the Haematology / Oncology Directorate based on the RIE site. The Haemophilia & Thrombosis Centre is an out-patient area which is also responsible for specialist in-patient care (patients with haemophilia & bleeding disorders ) and care within the community setting

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

The Haemophilia & Thrombosis Centre provides clinical, laboratory and genetic counselling services for patients, both adults and children, with bleeding and thrombotic disorders. It is a designated Comprehensive Care Centre by the Dept of Health and provides direct care for patients and their families from a wide area of the South east of Scotland. It also provides support to the Regional Centres in the East of Scotland (Dundee, Aberdeen and Inverness)

To provide a high quality, safe and supportive environment in order to care for patients within the Haemophilia & Thrombosis Centre 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 or clinical support worker level 3, 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 Centre, 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 clinic area in order to promote the effective and efficient use of resources.

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

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	Oxygen Points (cleaning)	
Pneumatic Tube System	Monitoring equipment for Blood Pressure and Temperature	
Pat Slides	Venepuncture	
Supreme 104 Water Boiler	Urinalysis testing	
Walking Aids (Zimmer, Gutta Frame, Crutches, Walking Sticks)	Coagulation Factor Fridges ( checking & cleaning )	
Samhall Turner	Coagulation factor bottle roller ( checking & cleaning)	
Banana Board		
Raised Toilet Seats		
Electric Baths		
Glide Sheets		
Electrically Controlled Chair		
Wheelchairs		
Trolleys		
Drip Stands		

Weighing scales/Height Measurement Tool		
Telephone / Fax machine		
Foot stools		
Sanatising Units (Bed Pan Washers)		

### **7b. SYSTEMS**

Maintenance of patient records  
 Patient Administration System - TRAK  
 HCIS – Haemophilia Clinical Information System  
 Apex Laboratory System  
 PECOS – procurement system  
 Datix System reporting incidents  
 Human Resource System  
 Intranet/Internet - Personal Use and Learning

### **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/ Haemophilia Centres within the United Kingdom/ schools and workplaces.

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

	Frequency
<p><b>Physical Skills / Demands:</b></p> <p>Skills to safely manoeuvre wheelchairs, trolleys and other test equipment in accordance with M&amp;H policy</p> <p>Movement and manoeuvring of patients</p> <p>Use of mechanical aides, hoists etc</p> <p>Stand/walking for the majority of shift.</p> <p>PC Skills</p> <p>Venepuncture</p>	Constantly
<p><b>Mental Demands:</b></p> <p>Concentration required when undertaking venepuncture, personal care and clinical skills for patients.</p> <p>Delivering patient care under in-direct supervision, within defined resources</p> <p>Interpersonal relationships with staff, patients, relatives and carers.</p> <p>Interruptions by colleagues, patients, relatives and the public (indirect and direct)</p>	Constantly
<p><b>Emotional Demands:</b></p> <p>Communicating with distressed/anxious/worried patients/relatives.</p>	Constantly

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

<p><b>13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB</b></p>	
<p>Be willing to work within a multidisciplinary team</p> <p>Effective communication skills</p> <p>Good interpersonal skills</p> <p>Ability to carry out delegated responsibilities within a dynamic clinical environment</p> <p>Recognising ones limitations.</p> <p>Have awareness of equality and diversity needs.</p>	

<p><b>14. JOB DESCRIPTION AGREEMENT</b></p>	
<p>A separate job description will need to be signed off by each jobholder to whom the job description applies.</p> <p>Job Holder's Signature:</p> <p>Head of Department Signature:</p>	<p>Date:</p> <p>Date:</p>

## PERSON SPECIFICATION

**Job Title: Clinical Support Worker**

**Directorate: Cancer and Palliative Care Services**

**Dept/Ward: Haemophilia Centre, Royal Infirmary**

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.

Key Criteria	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> <li>• SVQ CSW trained</li> <li>• Good General Education</li> <li>• Competent IT skills including Excel</li> </ul>	
Work/Voluntary Experience	<ul style="list-style-type: none"> <li>• Ability to demonstrate good organisation skills</li> </ul>	
Key Personal Attributes/ Characteristics	<ul style="list-style-type: none"> <li>• Possess a polite and helpful manner</li> <li>• Able to communicate with all levels of staff and members of the public accurately</li> <li>• Attention to detail</li> <li>• Numeracy skills</li> <li>• Clear and accurate record keeping</li> <li>• Ability to work under pressure and to deadlines</li> <li>• Flexible and adaptable to change</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to learn and develop within role/ department</li> </ul>
Special Skills/ Competence	<ul style="list-style-type: none"> <li>• Ability to remain calm under pressure</li> <li>• Ability to use initiative</li> <li>• Team working</li> <li>• Ability to work with adults and paediatric patients with a chronic illness</li> <li>• Ability to work with a challenging patient group – patients with long – term psychosocial needs</li> </ul>	<ul style="list-style-type: none"> <li>• Venepuncture experience</li> <li>• Experience with working with children</li> <li>• Outpatient experience</li> <li>• Experience with divertive therapy with children receiving invasive procederes</li> </ul>
Other	Enhanced PVG check – working with children and vulnerable adults	
Date	Dec 2016	