

JOB DESCRIPTION
CLINICAL SUPPORT WORKER SVQ CARE LEVEL 2/3

1. JOB IDENTIFICATION

Job Title:	CSW Level 2
Responsible to:	Ward Manager
Department(s):	, RHSC
Directorate:	Women, Children and DCN
Operating Division:	NHS Lothian
Job Reference:	U-WC-CHS-ARU-CSW2
No of Job Holders:	
Last Update:	August 2012

2. JOB PURPOSE

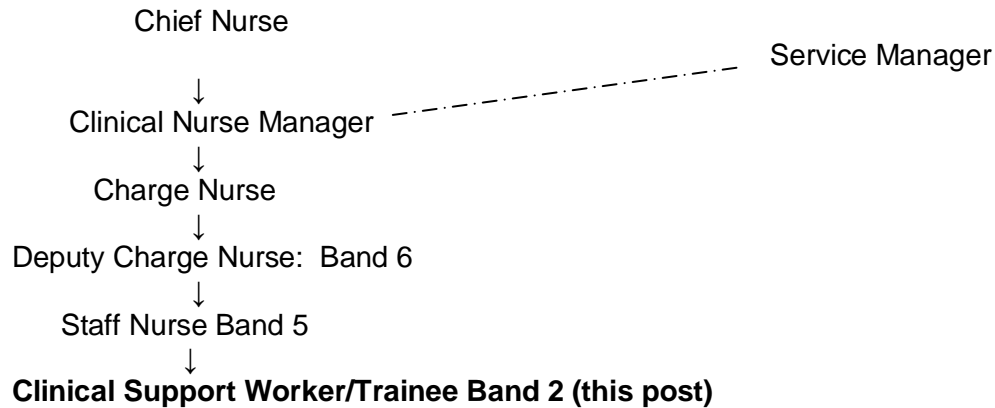
As part of a multidisciplinary team the post holder will carry out personal care duties for patients in support of and supervised by registered nurses. Carry out assigned duties to maintain Activities of Daily Living for patient care.

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

3. DIMENSIONS

The post holder 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.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

To provide a high quality, safe and supportive environment in order to care for patients, 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.

Record and inform the registered nurse of the outcome of clinical intervention undertaken by this post and any observed change in the patient.

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.

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7a. EQUIPMENT AND MACHINERY

Post holder is expected to have the 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, Maxi/Arjo	Sleep lab equipment
Fridge	Bath hoist	
Electric beds	Nimbus Pressure Mattress	
Nursing Call System	Repose Boots	
Database /Computers	Skeletal Traction	
Fire Equipment	Humified Therapy	
Pneumatic Tube System	Apnoea monitor	
Pat Slides	Urinalysis analyser	
Cot sides	Tympanic thermometer	
Walking Aids (Zimmer, Gutta Frame, Crutches, Walking Sticks)	Modified buggies	
Oxygen Cylinders	Repose mattress	
High chairs	Repose pads	
Dressing Trolleys	Hoop Traction	
Raised Toilet Seats	Abduction traction	
Pat Slides	Car seats	
Glide Sheets	Spica chairs	
X Ray boxes		
Electrically Controlled Chair		
Wheelchairs		
Trolleys		
Supreme 104 Water Boiler		
Nurse Intercom		
Food trolley		
Linen Trolley		
Play station		

7b Systems

Maintenance of patient records under supervision
 TRAK Laboratory System
 Datix System reporting incidents
 Intranet/Internet - Personal Use and e-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 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

Understanding own role within the Child Protection process, and acting accordingly.

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
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.	Constant

Interruptions direct and indirect by patients, relatives and the multidisciplinary team.	
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	Constant
Working Conditions:	
Exposure to body fluids, emptying bed pans/urinals, catheter bags ,blood Exposure to aggression Ergonomics	Constant

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 – Children's Services**Post: Band 2 - CSW****PERSON SPECIFICATION**

Criteria	Essential	Desirable
Personal Traits	Approachable Flexible Motivated Confident Articulate	
Qualifications & Training Level of education, professional qualifications, training and learning programmes/courses.	Good standard of general education	SVQ 2 in health/social care
Experience and Knowledge Type of experience, level at which experience gained. Depth and extent of knowledge.		Working with children within a health/education or social care setting
Skills/Abilities Range and level of skills, i.e. communication (oral, written, presentation), planning/ organisation, numeracy, leadership etc.	IT skills Ability to carry out tasks Good written and verbal communication skills	
Specific Job Requirements Environmental conditions, unsociable hours, car driver etc.		

If you do not meet the essential criteria as detailed above then please do not apply for this post as you will not be short-listed