

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

**JOB DESCRIPTION
CLINICAL SUPPORT WORKER TRAINEE**

1. JOB IDENTIFICATION

Job Title: Clinical Support Worker Trainee [level 1]

Responsible to: Band 7

Department(s): Department of surgical

Directorate: General Surgery/GI/Liver/Renal/Transplant/Vascular/Urology/Colorectal

Operating Division: Lothian university hospital division [surgical services]

Job Reference:

No of Job Holders:

Last Update:

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/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.

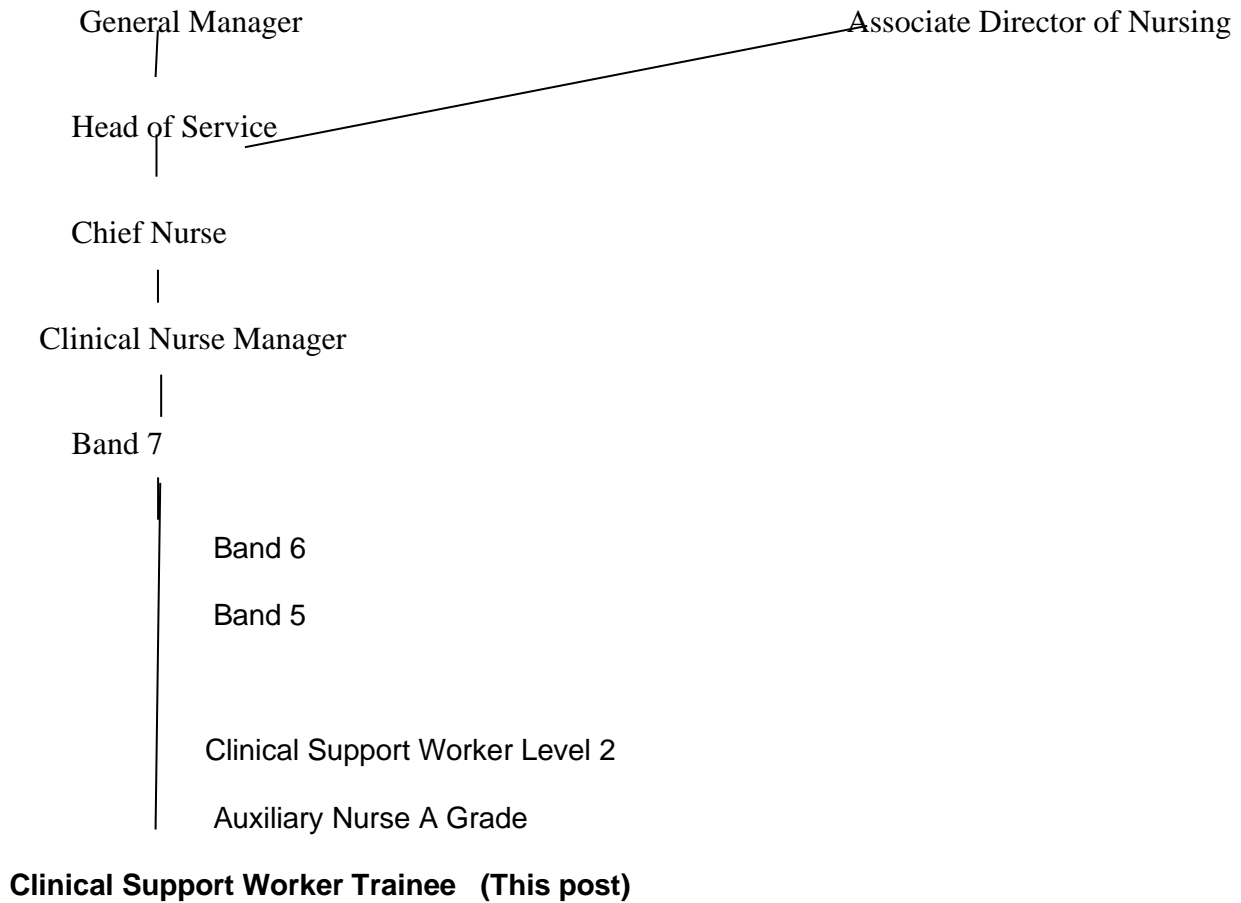
3. DIMENSIONS

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 General Surgery Directorate.

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 high quality, safe and supportive environment in order to care for patients within the General Surgery Directorate 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 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 safekeeping 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.

Be competent in the day to day adjustment and general use of equipment, identifying and reporting faults promptly and accurately.

Check and record blood pressure, weight and record on care bundle. Report anomalies to the registered nurse

Report any incidents or accidents occurring to patients/staff/visitors to the nurse in charge.

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	Haemodialysis machines [priming and sterilising]
Fridge	Bath hoist	

Ice Machine	Suction Equipment (checking and cleaning)	
Nursing Call System	Nimbus Pressure Mattress	
Fire Equipment	Urinalysis testing	
Pneumatic Tube System	venepuncture	
Pat Slides	Humified Therapy	
Supreme 104 Water Boiler	Oxygen Points (cleaning)	
Walking Aids	Glucometers	
Footstools	Monitoring equipment for Blood Pressure and Temperature	
Sanitising units [bedpan washers]	Electronic weigh scales	
Raised Toilet Seats		
Electric Baths		
Glide Sheets		
Electrically Controlled Chair/beds		
Wheelchairs		
Trolleys		
Drip Stands		
Weighing scales/Height Measurement Tool		
Telephone		

7b. SYSTEMS

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

8. ASSIGNMENT AND REVIEW OF WORK - Where no Level III in post delete

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/*clinical support worker level 3.

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. Dealing with physical/verbal abuse from patients/public Delivering patient care under in-direct supervision, within defined resources	Constantly

Interpersonal relationships with staff, patients, relatives and carers. Interruptions by colleagues, patients, relatives and the public (indirect and direct)	
Emotional Demands:	
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
Working Conditions:	
Exposure to body fluids, emptying bed pans/urinals, catheter bags,blood Exposure to aggression both verbal and physical	Constantly

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:

Head of Department Signature:

Date:

Date: