

NHS Lothian

Post: Band 2 Clinical 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. To work the shift pattern for the theatre department of days, weekends, nights and on call.	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

1. JOB IDENTIFICATION

Job Title: **Clinical Support Worker - Level 2**

Responsible to : **Clinical Leader - Band 7**

Department(s): **Theatres**

Directorate: **Clinical Services**

Operating Division: **Lothian University Hospitals Division**

Job Reference:

No of Job Holders:

Last Update (insert date):

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 senior staff. Carry out assigned duties to maintain Activities of Daily Living for patient care.

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

The post holder will be expected to participate in duty rosters consisting of day, late, weekend and night shift working, where required. Within all areas the post holder will be required to participate in on call rosters, which provide 24 hour cover over 7 days per week

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 will work within the Clinical Services directorate in LUHD.

The post holder may be required to work within any of the LUHD services pertaining to their field and speciality. (The 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 – SURGICAL DIVISION

Clinical Service Manager

Associate Nurse Director

Clinical Nurse Manager

Clinical Lead band 7

Team Lead Band 6

Band 5

Band 2 – this post

5. ROLE OF DEPARTMENT

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

6. KEY RESULT AREAS

Under the indirect supervision of Senior Staff, 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 member of staff 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 Department, 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 department area in order to promote the effective and efficient use of resources Ensure patients property and valuables that are received by the department 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.

Carrying out patient check list on admission to department pre surgery.

Assist in the collection, identification and disposal of specimens

Assist staff in swab and instrument count with registered staff

7. SYSTEMS

- Maintaining patient records – Through out the peri-operative phase of the patient journey
As required
- ORSOS – inputting theatre utilisation and patient information data
- DATIX / Incident forms – in putting information onto system
- Ordering & Stock Control within dept – supplies

8. ASSIGNMENT AND REVIEW OF WORK

The daily workload will be assigned by the person in Charge and during your working day you will be indirectly supervised by a senior staff member.
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 a senior member of staff.
Observe patient needs and report to senior staff any requirements.

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.

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.
 Communicate with other relevant departments which will include, clinical ward areas, Radiology Departments, Physiotherapy, Blood Transfusion Service, Laboratory Service, Hospital Sterilisation and Decontamination Unit, Estates, Supplies, Human Resources, Fire Officer, Infection Control, Education departments Health and Safety regarding issues in clinical area and personal development.

External agencies – community health care practitioners/ Scottish Ambulance Service/Social Work – (Day Surgery Staff)

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

Physical Skills

Being able to react quickly in an emergency situation
 Skills to safely manoeuvre wheelchairs, trolleys and other test equipment in accordance with M&H policy
 Phlebotomy skills
 Movement and manoeuvring of conscious and unconscious patients
 Use of mechanical aides, hoists etc
 Stand/walking for the majority of shift.
 PC Skills

Physical Hazards:

'Post subject to statutory health surveillance – skin checks'

Mental Demands

Concentration required when undertaking personal care and clinical skills for patients.
 Delivering patient care under direct supervision, within defined resources
 Interpersonal relationships with staff, patients, relatives and carers.
 Interruptions direct and indirect by patients, relatives and the multidisciplinary team

Emotional Demands

Communicating effectively with distressed/anxious/worried patients/relatives.
 Caring for patients undergoing major surgery 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

Working Conditions

Constant exposure to body fluids and rigid adherence to standard precautions
 Exposure to x-ray and the requirement to wear lead aprons for prolonged periods of time
 Being aware that in a high pressure environment there is the necessity of being exposed to "challenging behaviour" in reaction to stress.

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

SVQ Level 2 in Care or equivalent qualification e.g. National Vocational Qualification
 Effective team player
 Effective written and verbal communication skills
 Ability to carry out delegated responsibilities within 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:

Head of Department Signature:

Date:

Date: