

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.	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

W-Medical-Nur1B

1. JOB IDENTIFICATION

Job Title:	Clinical Support Worker
Responsible to:	Senior Staff Nurse/Ward Manager
Department:	Ward 14
Directorate:	Medical
Operating Division:	LUHD
Job Reference:	W-Medical-Nur1B
No of Job Holders:	15
Last Update:	12/09/13

2. JOB PURPOSE

As part of a multidisciplinary team the post holder will carry out routine personal care duties for patients in support of and supervised by a registered nurse. Carry out assigned duties to maintain hygiene, order and safety within the ward environment.

3. DIMENSIONS

- Budgetary Responsibilities: Maintain stock levels of all supplies
- 30 beds

4. ORGANISATIONAL POSITION

Associate Nurse Director
|
Clinical Nurse Manager
|
Charge Nurse
|
Staff Nurse
|
CSW/TCSW

5. ROLE OF DEPARTMENT

To provide a high quality, safe and supportive environment in order to care for patients with general medical / rehabilitation /respite care needs within the ward meeting the identified physical and psychosocial needs.

6. KEY RESULT AREAS

1. Carry out assigned tasks in delivering and supporting direct patient care under the direction of a registered nurse to ensure delivery of a high quality of patient care.
2. Co-operate with and maintain good relationships with other disciplines that are attending and treating clients to maximise patient care.
3. Maintain good relationships and an empathic approach to clients' carers and relatives and refer them to a registered nurse for any questions they may have on the clients' condition or for any suggestions or complaints that they wish to raise.
4. Report observed changes in the clients' physical/psychological needs and participate in maintaining accurate and up-to-date records to ensure effective communication.
5. Work within Divisional policies and procedures to ensure maintenance of safe working practices for patients and colleagues.
6. Adhere to ward and unit procedures for the use of supplies and equipment in order to promote the effective and efficient use of resources.
7. Maintain stock levels of all supplies and carry out housekeeping duties, to support the smooth running of the ward area.
8. Participate in personal career development plan to maintain skills and develop personal growth through training and education.
9. Maintain patient confidentiality at all times

7a. EQUIPMENT AND MACHINERY

Weighing scales, commodes, linen buggies

Therapeutic mattresses and electric beds

A variety of moving handling equipment e.g. patient hoists, pat slides, Samhaul turner and wheelchairs

7b. SYSTEMS

Maintenance of patient records

8. ASSIGNMENT AND REVIEW OF WORK

Assignment of work will be by the Staff Nurse/Ward Manager.

Work review and formal appraisal of performance will be carried out by the Staff Nurse/Ward Manager

9. DECISIONS AND JUDGEMENTS

Planning order of work

Acknowledging changes in patients' conditions and reporting.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing competing demands on time.

Ensuring patient safety at all times

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder will communicate on a regular basis with the patient, their relatives and the multidisciplinary team involved with the provision of care.

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

Physical Skills:

Skills to safely manoeuvre wheelchairs, trolleys and other test equipment.

Physical Demands:

Patient movement with use of mechanical aids, manoeuvre patients

Push trolley's, wheelchairs

Stand/walking for the majority of shift.

Mental Demands:

Concentration required when undertaking personal care for patients.

Emotional Demands:

Communicating with distressed/anxious/worried patients/relatives.

Caring for the terminally ill.

Caring for patients following receipt of bad news.

Dealing with patients with severely challenging behaviour

Working Conditions:

Exposure to body fluids, faeces, emptying bed pans/urinals, catheter bags frequently throughout the shift

Exposure to aggression e.g. verbal/physical on a weekly basis

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

No formal qualifications are required
Ability to work with people and as part of a multidisciplinary team.
Effective written and verbal communication skills
Ability to carry out assigned tasks effectively in a busy environment.

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: