

JOB DESCRIPTION
CLINICAL SUPPORT WORKER / TRAINEE CLINICAL SUPPORT WORKER

1. JOB IDENTIFICATION

Job Title:	CSW Level 2
Responsible to:	Senior Charge Nurse
Department(s):	E2/EOPD PAEP
Directorate:	SJH
Operating Division:	LUHT
Job Reference:	PAEP-H&N-2020-CSW-B2-18
No of Job Holders:	4
Last Update:	July 2017

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.

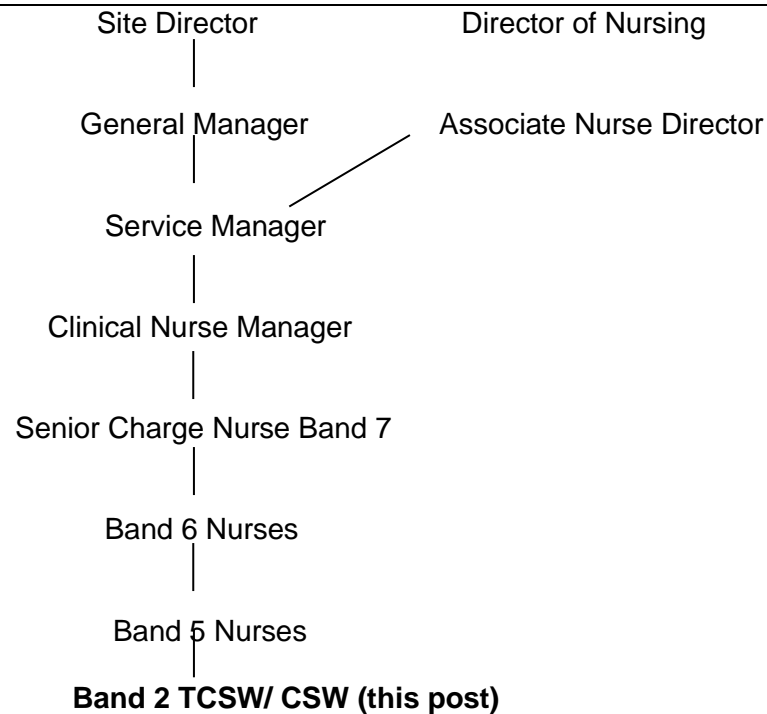
3. DIMENSIONS

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.

The post holder's primary post will be in a clinical area within the Princess Alexandra Eye Pavilion.

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



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5. ROLE OF DEPARTMENT

To provide a high quality, safe and supportive environment in order to care for patients with visual problems within Inpatient/day surgery Outpatient/Acute Referral Clinic/Pre-operative assessment meeting the identified physical and psychosocial needs. Ensuring the highest standard of patient care and management.
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6. KEY RESULT AREAS

<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Maintain stock levels of all supplies and carry out housekeeping duties, to support the and maintain the running of the dept. in order to promote the effective and efficient use of resources.</p> <p>Actively support planned health promotion activities relevant to the patient group.</p>
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Be proactive in personal career development plan to maintain skills and 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. [insert as appropriate to area]

Generic	Specialised	Very Specialised
Telephone	Venepuncture	Visual Acuity equipment
Fridge	Urinalysis testing	ESR testing equipment
Weighing scales/Height Measurement Tool	Suction Equipment (checking and cleaning)	All Ophthalmic equipment (checking and cleaning)
Nursing Call System	Monitoring equipment for Blood Pressure and Temperature	
Fire Equipment	Glucometers	
Foot stools	Humidified Therapy	
Drip Stands	Oxygen Points (cleaning)	
Supreme 104 Water Boiler		
Walking Aids (Zimmer, Gutta Frame, Crutches, Walking Sticks)		
Trolleys		
Wheelchairs		
Raised Toilet Seats		

7b. SYSTEMS

Maintenance of patient records
TRAK patient administration system
Datix System – incident reporting
Intranet/Internet – personal and work

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

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 with visual impairments 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	Constantly
Movement and manoeuvring of patients with visual impairment.	Constantly
Use of mechanical aides, hoists etc	Frequently
Stand/walking for the majority of shift.	Constantly
PC Skills	Frequently
Basic life support	Occasionally
Mental Demands:	
Concentration required when undertaking personal care and clinical skills for patients.	Constantly
Delivering patient care under in-direct supervision, within defined resources	Constantly
Interpersonal relationships with staff , patients, relatives and carers.	Constantly
Interruptions direct and indirect by patients, relatives and the multidisciplinary team.	Constantly
Emotional Demands:	
Communicating effectively with distressed/anxious/worried patients/relatives.	Constantly
Caring for the terminally ill under supervision.	Occasionally
Caring for patients and relatives following receipt of bad news under supervision.	Frequently
Dealing with patients/relatives/carers with severely challenging behaviour.	Frequently
Supporting new staff and learners.	Frequently

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	Daily Daily

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

SVQ Level 2 in Care or equivalent qualification e.g. NVQ or prepared to undertake this course as a requirement of the role

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:

	Essential	Desirable	Evidence	Score
Qualifications and post basic education:	Evidence of basic educational certificates eg standard grades/diploma	Evidence of recent educational study eg ECDL	Application form Portfolio	
Experience:	Previous NHS experience. Evidence of a sustained employment history	Experience within a caring environment	Application form Interview	
Knowledge & Skills:	Motivated to continue further educational development notably CSW training. Well developed communication skills both verbal and written. Basic computer skills	Exposure to information technology	Application form Interview	
Personal Attributes:	Able to work effectively within a team situation. Motivated and committed to further development of skills and knowledge. Flexible, reliable and adaptable Demonstrate attention to detail Sound communication skills	Ability with support to identify personal development needs using KSF outline and guidance from mentor.	Interview	