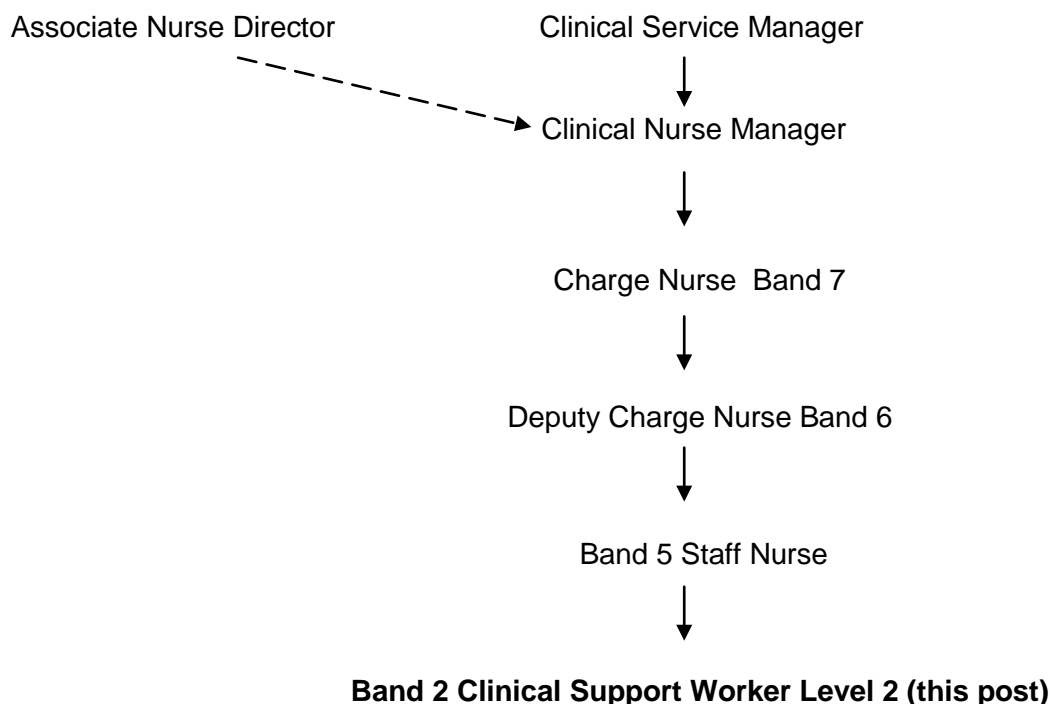


**JOB DESCRIPTION  
BAND 2  
WESTERN GENERAL HOSPITAL**

<b>1. JOB IDENTIFICATION</b>	
Job Title:	Band 2 Clinical Support Worker
Responsible to:	Charge Nurse/Ward Manager Band 7
Department(s):	Oncology
Directorate:	Cancer & Palliative Care
Operating Division:	LUHD – Surgical Services
Job Reference:	U-SR-ONC-ALL-CSW
No of Job Holders:	
Last Update:	November 2013
<b>2. JOB PURPOSE</b>	
<p>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.</p>	
<b>3. DIMENSIONS</b>	
<p>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 Oncology Department. 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).</p>	

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

To provide specialist oncology services to Lothian and for the South-East of Scotland. Provide a high quality, safe and supportive environment in order to care for patients with oncological malignancies and highly dependent oncology patients, meeting the identified physical and psycho-social needs.

#### 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 safe keeping are secured and processed as division policy.

Be proactive in personal career development plan to achieve clinical support work level 2 and develop personal growth through training and education

## 7a. EQUIPMENT AND MACHINERY

Post Holder is expected to have a knowledge and ability to use equipment in the area, however may not have daily clinical involvement.

Generic	Specialised	Very Specialised
Television Bedside Unit	Hoists – Encore, Maxi/ Arjo	Cardiac Monitor
Fridge	Bath hoist	Pulse Oximeter
Ice Machine	Infusion Devices -Grazeby.	767 Diagnostic System
Nursing Call System	Blood Pressure Machine	Defibrillator – semi automatic
Database /Computers	Glucometer	Electrocardiograph
Fire Equipment	Suction Equipment	Central Venous Pressure
Pneumatic Tube System	Nimbus Pressure Mattress	Blood Warmers
Pat Slides	Humidified Therapy	Non-invasive Ventilator
Supreme 104 Water Boiler	ARJO Bath	Intubation Equipment
Walking Aids (Zimmer , Flame)	Feeding machines	Infusion Devices
Oxygen points (cleaning)	Bed Pan Washers	Selectron
Raised Toilet Seats		Brachytherapy
Urinalysis testing		High dose radiotherapy
Glide Sheets		Radioactive treatments
X Ray boxes		Cardiac Monitor
Wheelchairs		
Trolleys		
Drip Stands		
Weighing scales/Height		
Telephone		
Foot Stools		
Sanitising Units		

## 7b. SYSTEMS

Maintenance of patient records

TRAK

DATIX Intranet -reporting incidents

Apex Laboratory System

Internet and Intranet – work and personal use.

## 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 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.

## 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.	
<b>11. COMMUNICATIONS AND RELATIONSHIPS</b>	
<p>Provide effective and efficient communication and working relationships with colleagues, patients, their relatives, and the general public.</p> <p>Develop awareness of current Divisional issues and impart information to colleagues.</p> <p>Supporting clinical departments.</p> <p>External agencies – community health care practitioners/ Scottish Ambulance Service/Social Work.</p>	
<b>12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB</b>	
Balancing act between acute unwell Level II patients and palliative care for the dying.	
<b>Physical Skills / Demands:</b>	<b>Frequency</b>
Skills to safely manoeuvre wheelchairs, trolleys and other test equipment in accordance with M & H policy	Frequently
Movement and manoeuvring of patients	Frequently
Use of mechanical aides, hoists etc	Frequently
Stand/walking for the majority of shift	Frequently
PC Skills	Frequently
Venepuncture	Frequently
<b>Mental Demands:</b>	
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 by colleagues, patients, relatives and the public (indirect and direct),	
<b>Emotional Demands:</b>	
Communicating with distressed/anxious/worried patients/relatives	Frequently
Caring for the terminally ill under supervision.	Frequently
Caring for patients following receipt of bad news under supervision.	Frequently
Dealing with patients/relatives/carers with severely challenging behaviour.	Frequently
Recognising and seeking help to manage their emotions.	Frequently
<b>Working Conditions:</b>	
Exposure to body fluids, emptying bed pans/urinals, catheter bags, bloods.	Frequently
Exposure to aggression both verbal and physical.	Occasionally
<b>13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB</b>	
<p>Be willing to work within a multidisciplinary team.</p> <p>Effective communication skills.</p> <p>Good interpersonal skills.</p> <p>Ability to carry out delegated responsibilities within a dynamic clinical environment.</p> <p>Recognising ones limitations.</p> <p>Have awareness of equality and diversity needs.</p>	

<b>14. JOB DESCRIPTION AGREEMENT</b>	
A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder's Signature:  Head of Department Signature:	    Date:  Date:

## NHS Lothian

### Post: Band 2 CSW – Cancer & Palliative Care Services

#### PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Personal Traits</b>	Flexible, approachable and adaptable  Evidence of working well within a team  Effective listening skills	Experience dealing with difficult communication
<b>Qualifications &amp; Training</b> Level of education, professional qualifications, training and learning programmes/courses.	Evidence of ongoing learning and development – self directed	CSW level 1 or 2  Basic IT skills
<b>Experience and Knowledge</b> Type of experience, level at which experience gained. Depth and extent of knowledge.	Good understanding of role  Awareness of equality and diversity needs of people  Ability to undertake delegated responsibilities / duties from registered nursing staff	Understanding of good hygiene and infection control practice  Previous caring role
<b>Skills/Abilities</b> Range and level of skills, i.e. communication (oral, written, presentation), planning/ organisation, numeracy, leadership etc.	High standard of documentation / record keeping	Previous hospital experience  Venepuncture skills
<b>Specific Job Requirements</b> Environmental conditions, unsociable hours, car driver etc.	<b>In patient areas – 24/7 cover</b>  <b>Out patient / Day care chemo SJH</b> – Mon-Fri 8 :30 – 17 :30 – flexible shifts  <b>Day care chemo WGH</b> – Mon-Sat – 08 :30-19 :30 – flexible shifts  <b>Haemophilia ERI</b> – Mon-Fri 08 :30-16 :30  Staff may be expected to work in a chemotherapy treatment area	

**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**