

NHS Lothian
Post: Nursing Assistant Band 2
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	<ul style="list-style-type: none"> • Good communication (verbal and written) skills • Ability to establish good working relationships with a wide variety of professionals and disciplines • Ability to work independently and use initiative • Ability to work flexibly as part of a team 		
Qualifications and Training		<ul style="list-style-type: none"> • SVQ level II or III • Phlebotomy • Glucose monitoring • B/P monitoring. 	
Experience and Knowledge	<ul style="list-style-type: none"> • Recent experience in working in a clinical setting. 	<ul style="list-style-type: none"> • Experience of working with patients in a community setting 	
Skills and/or Abilities	<ul style="list-style-type: none"> • It literate, ability to learn and use varied IT systems • Good organisational skills 		
Specific Job Requirements	<ul style="list-style-type: none"> • Flexible in approach to work • Committed to ongoing personnel and career development • Willing to undertake further education, training and development relevant to the post. • Satisfactory attendance over the past two years. 		

Key – how assessed

A = Application form	I = Interview
C = Copies of certificates	T= Test or exercise
P = Presentation	R = References

NHS Lothian Primary and Community Division

Job Description

1. Job Identification

Job Title: Clinical Support Worker

Responsible to: Senior Charge Nurse

Department(s): Step Down Facility

Directorate: Care of the Elderly

Operating Division: East Lothian Community Hospital

Job Reference: L-GEN-NM-NS-HCSW2

No of Job Holders: 12.0

Last Update: September 2019

2. Job Purpose

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

3. Dimensions

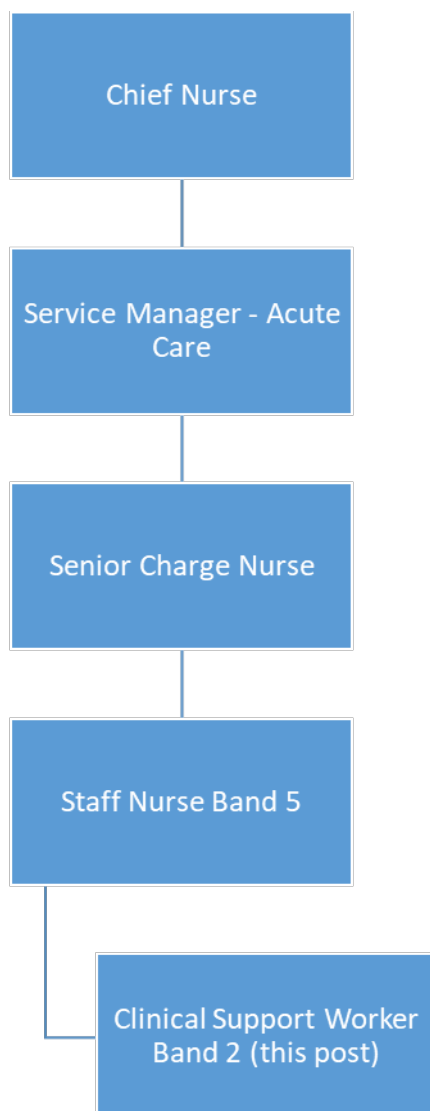
The Step Down Unit consists of 24 inpatient ensuite single rooms within the East Lothian Community Hospital.

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 be required to work as part of a multidisciplinary team.

The post is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

To provide nursing care, as an integral part of a multidisciplinary programme, to patients within this twenty bedded step down facility throughout the 24-hour period to patients who are waiting on nursing home care or to return home once a care package has been secured. Patients may also be admitted who need slow stream rehabilitation prior to returning home or moving into a care home.

6. KEY RESULT AREAS

1. To carry out a range of personal care clinical duties, including bathing, oral hygiene, assist in maintaining patient nutritional/fluid balance status to ensuring delivery of high quality patient care at all times. NB: this list is not exhaustive and will vary depending on area of work.
2. To plan day to day workload, under the direction of the registered nurse and according to patient need and ward needs.
3. To undertake escort duties as required and in line with local protocols.
4. To co-operate with and maintain good working relationships with both the multidisciplinary team and other Healthcare and Social Care professionals. Have an empathetic approach to patients, carers and relatives, answering any queries, suggestions or concerns they may have where possible, referring them to the registered nurse where appropriate.
5. To maintain up to date written and electronic records and reporting and escalating as required, informing the registered nurse of any observed change in the patients condition. Recording any changes to comply with local, Professional and Health service standards. Maintain patient confidentiality at all times.
6. To be responsible for ensuring personal ongoing training as required, ensuring skills / competencies are maintained.
7. To work within defined standards, protocols, policies and procedures for service area, directorate and NHS Lothian to ensure delivery of the highest level of patient care at all times.
8. To have an overall awareness of potential risks within the ward area assessing these at all times to ensure the health and safety clients, visitors and staff and compliance with related legislation and guidelines.
9. To monitor stock levels of all supplies and carry out / delegate housekeeping duties, to support and maintain the running of the ward in order to promote the effective and efficient use of resources.
10. Ensure patients property and valuables that are received by the ward for safe keeping are secured and processed as per NHS Lothian policy.
11. To participate in clinical audit of services provided to ensure evidence based practice is identified and implemented.
12. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The post holder is expected to have knowledge of equipment required to a carry out role however may not use all of them on a daily basis. Examples of equipment and machinery used:

Range of hoist and other manual handling equipment.
Pressure reducing / relieving mattresses, static and electrical.
Wheelchairs and specialist seating.
Blood collection systems (if trained in venepuncture)
Continence products.
Weighing scales.
Filing of specimen results if (trained to do so)

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

TRAK - maintenance of patient records.

Pecos – for ordering stores and supplies.

Risk assessments.

eLearning modules – personal development.

Intranet and internet – access to policies.

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

Workload is determined by the needs of the service.

The manager or a registered nurse will assign workload; however, the post holder will have responsibility for organising a defined workload as determined by ward activity.

The post holder will be responsible to the Senior Charge Nurse or registered nurse for clinical guidance and professional management, work review and formal appraisal of performance.

9. DECISIONS AND JUDGEMENTS

The post holder is expected to notice any changes in clients' condition and report accordingly to a senior colleague.

The post holder will plan the order in which they carry out the assigned workload.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing competing demands on time.

Providing care, in a hospital setting, to clients who may be used to receiving care in their own home on a one-to-one basis.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder will be expected to communicate and liaise with:

- The client, their relatives and the multidisciplinary team involved in the provision of care.
- Senior Charge Nurse / registered nurse – client care, workload issues.
- Other relevant departments within the hospital e.g. Facilities, Estates, Infection Control.

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

Physical Skills:

Manual handling techniques.

Skills to manoeuvre wheelchairs and other equipment.

Skills to feed clients with swallowing difficulties.

Physical Demands:

Physical manual handling of client, client movement with use of mechanical aides

Push wheelchairs and other mobile equipment.

Stand / walk for the majority of shift.

Bending and kneeling frequently on each shift.

Work in confined spaces regularly on each shift.

Mental Demands:

Retention and communication of information.

Concentration required when providing care to clients.

Interruptions from client / relatives / team members.

Concentration required when observing client behaviours, which may be unpredictable.

Additional time and effort required encouraging clients to increase independence, including frequent repetition of instructions.

Emotional Demands:

Communicating with distressed / anxious / worried clients and relatives.

Caring for clients and supporting relatives following receipt of bad news.

Caring for the terminally ill.

Caring for clients / family with progressive illness.

Working Conditions:

Exposure to body fluids, faeces, emptying bed pans/urinals, catheter bags (several times each shift)

Exposure to verbal and physical aggression from clients and relatives / other visitors.

Exposure to infections and temperature variations.

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

SVQII in health care or willing to work towards or equivalent level of practical nursing experience.

Ability to work with people and as part of a team.

Effective written and verbal communication skills.

Ability to carry out assigned tasks to the expected standard in a busy environment.

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14. JOB DESCRIPTION AGREEMENT	
Job Holder's Signature:	Date:
Head of Department Signature:	Date: