

NHS Lothian
EAST Lothian Health and Social Care Partnership

EMPLOYEE SPECIFICATION FOR THE POST OF: Clinical Support Worker - Band 2		
CATEGORIES	EXPERIENCE OR QUALITIES SOUGHT FOR THIS POST	

	ESSENTIAL	DESIRABLE
1. PHYSICAL / HEALTH	Good general health	
2. TRAINING (including Qualifications)	Basic literacy skills Good basic education	Post school education
3. PREVIOUS EXPERIENCE (Paid and Voluntary work)		Working in 'caring environment'
4. SKILLS & ABILITIES	Good observation skills Able to use own initiative Team worker Flexible A level of English language competency and communication skills necessary to perform this role safely and effectively.	
5. OTHER REQUIREMENTS	Enthusiasm for working with the elderly Supportive references	
6. DISQUALIFIERS		

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Clinical Support Worker Level 2 (Band 2)
Responsible to:	Staff Nurse
Accountable to:	Senior Charge Nurse or Team Manager
Department(s):	Oaktree, Ward 2, ELCH
Job Reference:	L-GEN-NM-HCSW2
No of Job Holders:	
Last Update:	October 2020

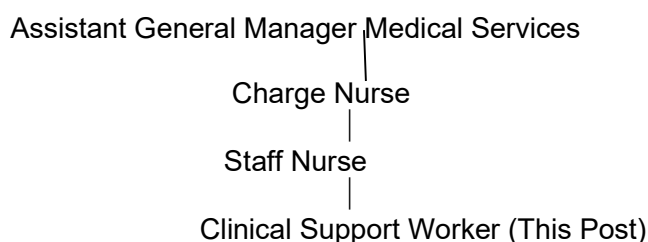
2. JOB PURPOSE

As part of a multidisciplinary team, the post holder will carry out personal care duties for patients, in support of the registered nurse and other relevant professional practitioners, where appropriate.

3. DIMENSIONS

- Nursing Assistant will be expected to contribute to high standards of care and work within the multidisciplinary team.
- Nursing Assistant works under the supervision of a trained nurse, but may be required, once competent, to carry out duties unsupervised e.g. working in group situations, escort of patient to other hospitals or patient outings.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

To provide high quality nursing care to patients with a variety of clinical needs in hospital or community, meeting the identified physical and psychological needs. The post holder will, when required, assist the registered nurse with the management of direct and in-direct patient care

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 adopting a holistic approach including psychological wellbeing.
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 and service needs.
3. To undertake escort duties as required as per NHS Lothian escort policy.
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 and participation in appraisals as required, ensuring skills/competencies are maintained. Completion of Healthcare Support worker standards and adherence to code of conduct.
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 (if relevant), to support and maintain the running of the ward or service 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 if relevant.
11. Participate in clinical audit of services provided to ensure evidence based practice is identified and implemented.
12. Assisting in sharing good practice and involvement in supporting new staff.
13. 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 following are examples of equipment which will be used when undertaking the role:

Manual Handling equipment:

Stand-aid, full body hoist, bath hoist, glide sheets, pat slide, banana board.

Communication aids :

Telephone, computers.

Other:

Televisions, ice machine, nurse call system, various walking aids, raised toilet seats, electric bath, electrically controlled chairs, wheelchairs, trolleys, weighing scales, height measurement tool, specialist mattresses, bed pan washer.

This list is not exhaustive

7b. SYSTEMS

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

- maintenance of patient records
- 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 allocated by the Registered nurse at the start of each shift and supervision is available throughout the shift.

The post holder will receive their work review and annual appraisal from the Registered Nurse.

9. DECISIONS AND JUDGEMENTS

Observe, recognise and report changes in patient condition including pertaining to both the emotional and physical needs.

Prioritisation of allocated workload

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Undertaking a physically, mentally and emotionally demanding job whilst at the same time taking care to safeguard their own health and safety as well as those of colleagues and patients.

Maintain high standards of patient care within defined resources.

Working with patients who may be distressed, anxious, terminally ill or have cognitive impairment and communication problems.

Maintaining skills and knowledge level in core competencies required for role.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder will communicate on a regular basis with the patient, their relatives, the multidisciplinary team, internal and external agencies involved with the provision of care using effective verbal, non verbal and written communication, to a high standard.

Will communicate proficiently with regards to planning, implementation and review of workload.

Requires to communicate effectively with patients who may be distressed / worried or anxious.

Communicate with the Registered Nurse regarding any patient care concerns their personal development needs.

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

Physical Skills

Manual handling skills.

Management of violence and aggression.
PC skills.

Physical Demands:

Manual handling and management of violence and aggression on a daily basis including e.g. safely manoeuvre patients some of whom may be highly dependant, manoeuvring wheelchairs, hoists, moving clinical equipment, control and restraint.

Activities include repeated bending, crouching, and kneeling in restricted areas as well as standing/walking for long periods during the shift.

May participate in resuscitation procedures at the direction of the registered nurse/more senior staff.

Mental Demands:

Maintaining high levels of patient interaction on a daily basis and concentration required when observing patients conditions.

Maintaining high levels of concentration on a daily basis when checking documents/case notes and documentary observation whilst subject to frequent interruptions from patients/relatives/team members.

Ability to deal flexibly with frequently changing situations and unpredictable events (e.g. falls, patient illness) prioritising demands of clinical and non-clinical workload.

Constant awareness of risk factors.

Emotional Demands:

Communicating with distressed, anxious, worried patients/relatives/carers and supporting relatives / carers following receipt of bad news.

Caring for patients who are terminally ill or have a progressive illness.

Supporting new staff and learners.

Environmental:

Working in conditions, which involve daily exposure to bodily.

Exposure to episodes of verbal and physical aggression from patients / relatives / carers on a daily basis (sometimes several times a day).

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

SCQF Level 6 in Healthcare related subject and/or appropriate experience/competency to undertake role.

Basic literacy and numeracy skills.

Effective written and verbal communication skills.

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

Ability to show initiative and work without direct supervision on a daily basis.

Organisational and time management skills.

Violence and Aggression Training.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Date:

Job Holder's Signature:

Date:

Line Manager Signature: