

# 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	Demonstrate a commitment to the CSW role.	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. Ability to use own initiative. Self motivated.	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. Patient care and patient area cleaning.	Evidence of further education	A, C, R

#### Key – how assessed

A = Application form	I = Interview
C = Copies of certificates	T = Test or exercise

**JOB DESCRIPTION****1. JOB IDENTIFICATION**

Job Title: Clinical Support Worker

Responsible to: Senior Charge Nurse

Department(s): Day Bed Suite

Directorate: Theatres and Anaesthetics

Operating Division: University Hospital Services

Job Reference: Y-SP-THA-OITT-XΣΩ2

No of Job Holders:

Last Update (insert date): 4<sup>th</sup> June 2019

**2. JOB PURPOSE**

Working towards the achievement of Clinical Support Worker level 2.

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, contributing to maintaining a safe environment

**3. DIMENSIONS**

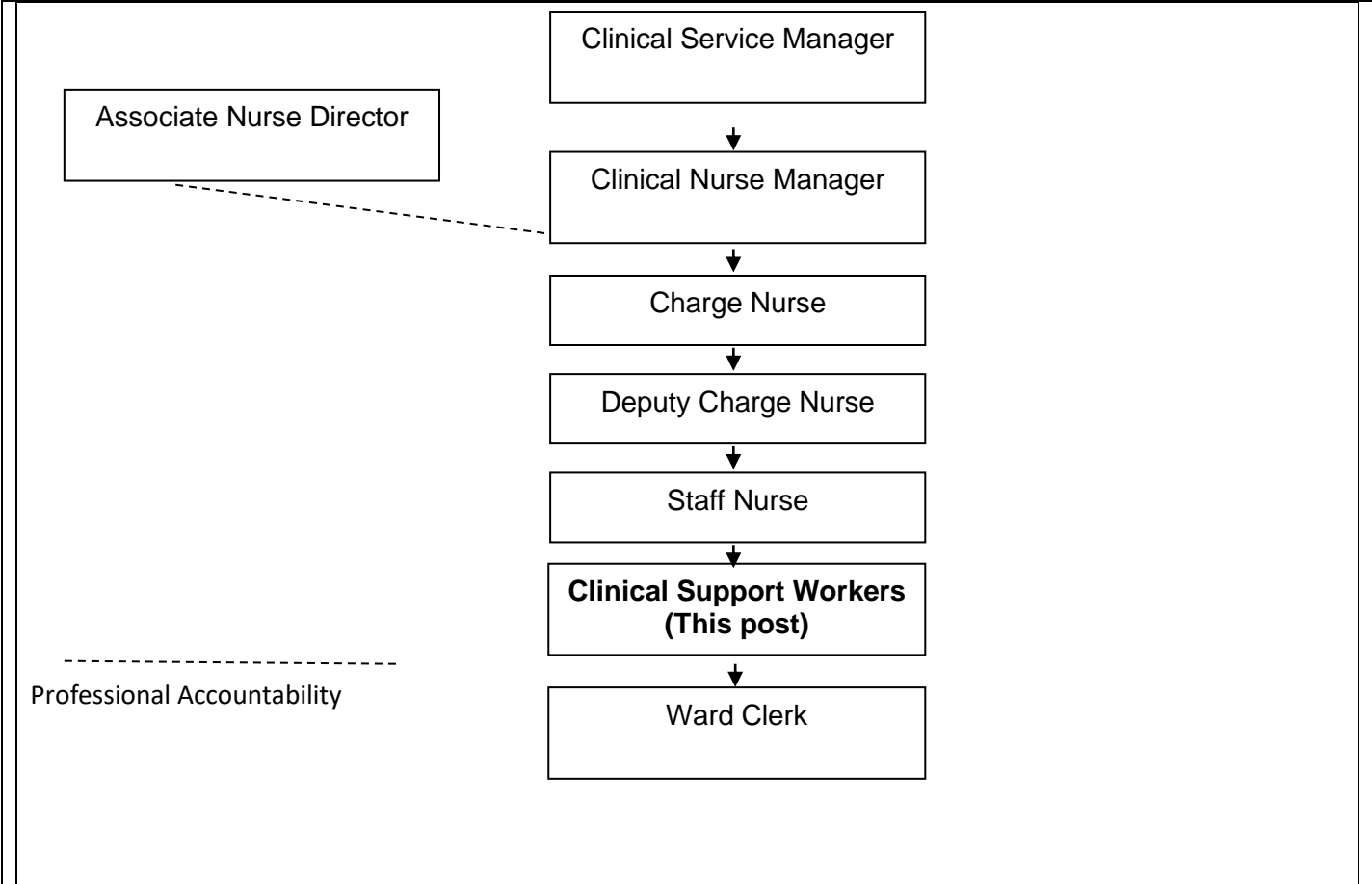
The post holder is not responsible for managing the budget but needs to be aware of the resources available and the need to work within the financial envelope.

The post holder's primary post will be within the Bay Bed Suite which admits elective minor procedures, local procedures and endoscopy patients.

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



5. ROLE OF DEPARTMENT
-----------------------

To provide a specialist Day Surgery and post Endoscopy service to Lothian and East of Scotland.

To provide a high quality, safe and supportive environment in order to care for patients within this acute setting, meeting the identified physical and psycho-social needs and spiritual needs.

6. KEY RESULT AREAS
---------------------

Under the direct/indirect supervision of the registered nurse or clinical support worker level 3, the post holder will maintain the Activities of Daily Living with the patient to ensure an optimal 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 issues that they wish to raise.

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.

Work within the defined policies, procedures, standards and protocols of the area, directorate and division to ensure maintenance of safe working practices for patients and colleagues.

Maintain stock levels of all supplies and carry out assigned housekeeping and cleaning duties, to maintain the smooth running of the area in order to promote the effective and efficient use of resources.

Ensure patients property and valuables that are received by the area for safekeeping are secured and processed as division policy.

In partnership with the registered nurse and clinical support worker level 3 support the planned health promotion activities relevant to the patient group.

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 knowledge and ability to use all equipment used in the area however may not have daily clinical involvement.

<b>Generic</b>	<b>Specialised</b>	<b>Very Specialised</b>
Dishwasher	Hoists – Various	Bladder Scanner/Flow Machine
Fridge	Bath hoist, Stand Aids	
Ice Machine	Suction Equipment (checking and cleaning)	
Nursing Call System	Nimbus Pressure Mattress	
Fire Equipment	Repose Boots	
Pneumatic Tube System	Skeletal Traction	
Pat Slides	Oxygen Points & Cylinders (checking and cleaning)	
Supreme 104 Water Boiler	Blood Glucose Monitoring *	
Walking Aids (Zimmer, Gutta Frame, Crutches, Walking Sticks)	Urinalysis Machine	
Photocopier	Venapuncture/Cannulation	
Telephone/Fax Machine		
Raised Toilet Seats		
Electric Baths		
Glide Sheets		
Electrically Controlled Chair		
Wheelchairs		

Trolleys		
Drip Stands		
Computer		
Foot Stools		
Bed Pan Macerators		
Addressograph Machine		
Commode		
Electric Beds		
<b>7b. SYSTEMS Amend to specific area</b> Maintenance of patient records Local patient administration system DATIX Intranet – incident reporting Internet/Intranet – personal and work use		
<b>8. ASSIGNMENT AND REVIEW OF WORK - Where no Level III in post delete</b>		
<p>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/ Clinical Support Worker level 3*.</p> <p>The appropriate line manager will carry out work review and formal appraisal of performance.</p>		
<b>9. DECISIONS AND JUDGEMENTS - Where no Level III in post delete</b>		
<p>In partnership with the registered nurse/*clinical support worker level 3 prioritise the delivery of patient care.  Discuss with the registered nurse/*clinical support worker level 3 an overview of their interaction with patients.  Observe patient changes and report to the registered nurse.  Provide an overview of their interaction and any interventions with patients to the registered nurse.</p>		
<b>10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB</b>		
<p>Balancing the demands of training and being an active member of the multidisciplinary team. Maintain high standards of patient care within defined resources underpinning the principles of infection control.  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 diverse needs of patients and staff.</p>		
<b>11. COMMUNICATIONS AND RELATIONSHIPS</b>		
<p>Internal  Provide effective and efficient communication and working relationships with colleagues, patients, their relatives, and the general public.  Support and liase with Clinical Support Services.  Maintain an awareness of current Divisional issues and impart information to colleagues.</p>		

External

E.g. Community health care practitioners/ Scottish Ambulance Service/Social Work

<b>12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB</b>	
<b>Physical Skills / Demands:</b>	<b>Frequency</b>
Skills to safely manoeuvre wheelchairs, beds, trolleys and other test equipment in accordance with M&H policy Movement and manoeuvring of patients Use of mechanical aides, hoists etc Stand/walking for the majority of shift. PC Skills	Constantly
<b>Mental Demands:</b>	
Concentration required when undertaking personal care and clinical skills for patients. Delivering patient care under in-direct supervision, within defined resources Interpersonal relationships with staff, patients, relatives and carers. Interruptions by colleagues, patients, relatives and the public (indirect and direct)	Constantly
<b>Emotional Demands:</b>	
Communicating with distressed/anxious/worried patients/relatives. Caring for the terminally ill under supervision. Supporting patients/relatives following receipt of bad news under supervision. Dealing with patients/relatives/carers with severely challenging behaviour. Recognising and seeking help to manage their emotions	
<b>Working Conditions:</b>	
Exposure to body fluids, emptying bed pans/urinals, catheter bags. Exposure to aggressive behaviour both verbal and physical. Air temperature, noise, ventilation and odours. Ergonomics Telephones/buzzers.	Most of shift

<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 diverse needs of individual patient needs.</p>	



**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: