

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Trainee **Clinical Support Worker Level 2**

Responsible to : **Clinical Leader Band 7**

Department(s): **Theatres**

Directorate: **Anaesthetics & Theatres**

Operating Division: **University Hospitals Division**

Job Reference: U-SR-TMA-MTS-CSWZ

No of Job Holders:

Last Update (insert date): August 2015

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 senior staff. Carry out assigned duties to maintain Activities of Daily Living for patient care.

Undertake associated clerical and patients centred duties, under supervision of senior staff.

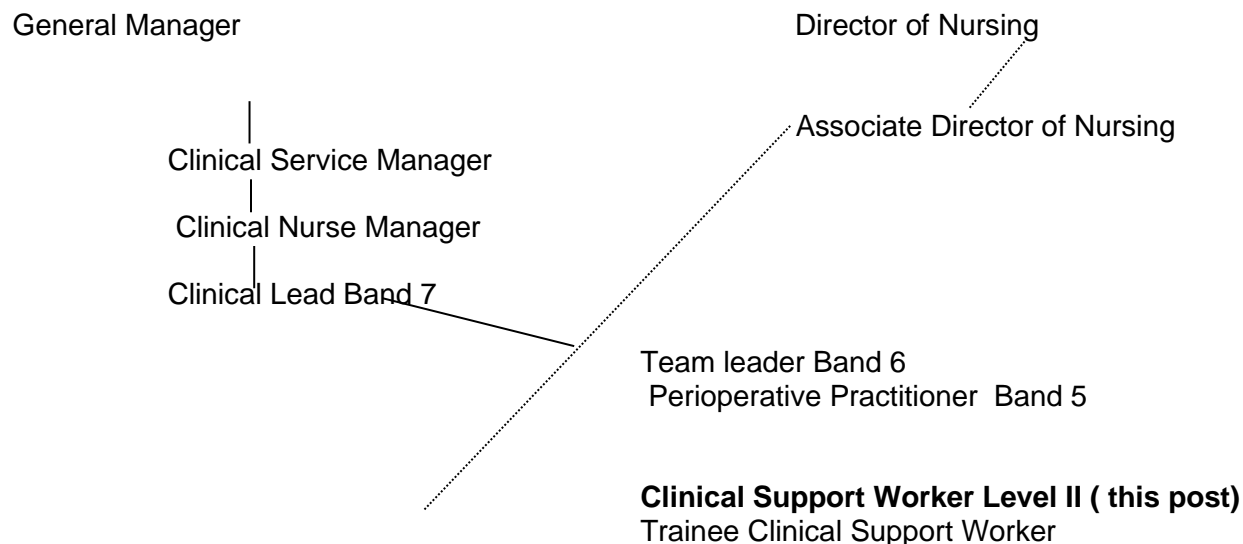
3. DIMENSIONS

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 within the Theatres & Anaesthetic Directorate at the Western General Hospital.

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 – THEATRES & ANAESTHETICS DIVISION



5. ROLE OF DEPARTMENT

To provide a high quality, safe and supportive environment in order to care for patients within the peri-operative environment meeting the identified physical and psychosocial needs. Ensuring the highest standard of patient care and management

6. KEY RESULT AREAS

Under the in-direct supervision of Senior Staff, 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 member of staff for any questions they may have on the patient's condition or for any suggestions or complaints 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 Department, Directorate and Division to ensure maintenance of safe working practices for patients and colleagues.

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

Support and assist when requested (and supervised) to undertake and participate in Healthcare Environment Inspections and in the prevention of Healthcare Acquired Infection audits.

To assist in ensuring the provision of sterile equipment and goods during surgery under the direct supervision of registered staff.

Under direct supervision assist in the care of the patient undergoing interventional treatment within the operating theatre environment.

To assist in the transfer of patients and equipment to and from other departments, and assist in the safe positioning of the patient in theatre (under the direct supervision of the registered practitioner).

Actively support planned health promotion activities relevant to the patient group.

Be proactive in personal career development plan to maintain skills and develop personal growth through training and education.

Assist in the collection, identification and disposal of specimens

Assist in swab and instrument count with registered staff.

7a. EQUIPMENT AND MACHINERY

Standard operating theatre equipment – such as:

Diathermy machines, Endoscopy stacks, instruments, laser, operating tables & lights etc.

Training will be given in the use of equipment and competency assessments when applicable

7b. SYSTEMS

- Maintaining patient records – Through out the peri-operative phase of the patient journey as required
- ORSOS – inputting theatre utilisation and patient information data
- DATIX / Incident forms – in putting information onto system
- Ordering & Stock Control within dept – supplies

8. ASSIGNMENT AND REVIEW OF WORK

The daily workload will be assigned by the person in Charge and during your working day you will be indirectly supervised by a senior staff member.

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 a senior member of staff.

Observe patient needs and report to senior staff any requirements.

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 safety at all times.

Managing self within a complex dynamic clinical environment.

Maintaining skill and knowledge level in clinical competencies and core skills.

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.

Communicate with other relevant departments which will include, clinical ward areas, Radiology Departments, Physiotherapy, Blood Transfusion Service, Laboratory Service, Hospital Sterilisation and Decontamination Unit, Estates, Supplies, Human Resources, Fire Officer, Infection Control, Education departments Health and Safety regarding issues in clinical area and personal development.

External agencies – community health care practitioners/ Scottish Ambulance Service/Social Work – (Day Surgery Staff).

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

Physical Skills

- Being able to react quickly in an emergency situation
- Skills to safely manoeuvre wheelchairs, trolleys and other test equipment in accordance with Moving & Handling policy
- Movement and manoeuvring of conscious and unconscious patients
- Use of mechanical aides, hoists etc
- Stand/walking for the majority of shift.
- PC Skills

Mental Demands

- Concentration required when undertaking personal care and clinical skills for patients.
- Delivering patient care under direct supervision, within defined resources
- Interpersonal relationships with staff, patients, relatives and carers.
- Interruptions direct and indirect by patients, relatives and the multidisciplinary team

Emotional Demands

- Communicating effectively with distressed/anxious/worried patients/relatives.
- Caring for patients undergoing major surgery under supervision.
- Caring for patients and relatives following receipt of bad news under supervision.
- Dealing with patients/relatives/carers with severely challenging behaviour.
- Supporting new staff and learners.
- Recognising and seeking help to manage their emotions

Working Conditions

- Constant exposure to body fluids and rigid adherence to standard precautions
- Exposure to x-ray and the requirement to wear lead aprons for prolonged periods of time
- Being aware that in a high pressure environment there is the necessity of being exposed to “challenging behaviour” in reaction to stress.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB
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SVQ Level 2 in Care or equivalent qualification e.g. National Vocational Qualification 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
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14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.	
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Job Holder's Signature:	Date:
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Head of Department Signature:	Date:
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NHS Lothian

Post: Band 2 Health Care 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		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	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/flexibility Involves direct contact with body fluids, on a number of occasions per shift. Ability to manually handle patients and equipment e.g. patient hoists, commodes wheelchairs etc Involves risk of verbal aggression from patients & relatives	Evidence of further education	A, C, R

Key – how assessed

A = Application form

I = Interview

C = Copies of certificates

T= Test or exercise

P = Presentation	R = References
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