

NHS Lothian

Post: Band 2 – Healthcare Assistant / 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		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 and flexibility Involves direct contact with body fluids, on a number of occasions per shift.	Evidence of further education	A, C, R

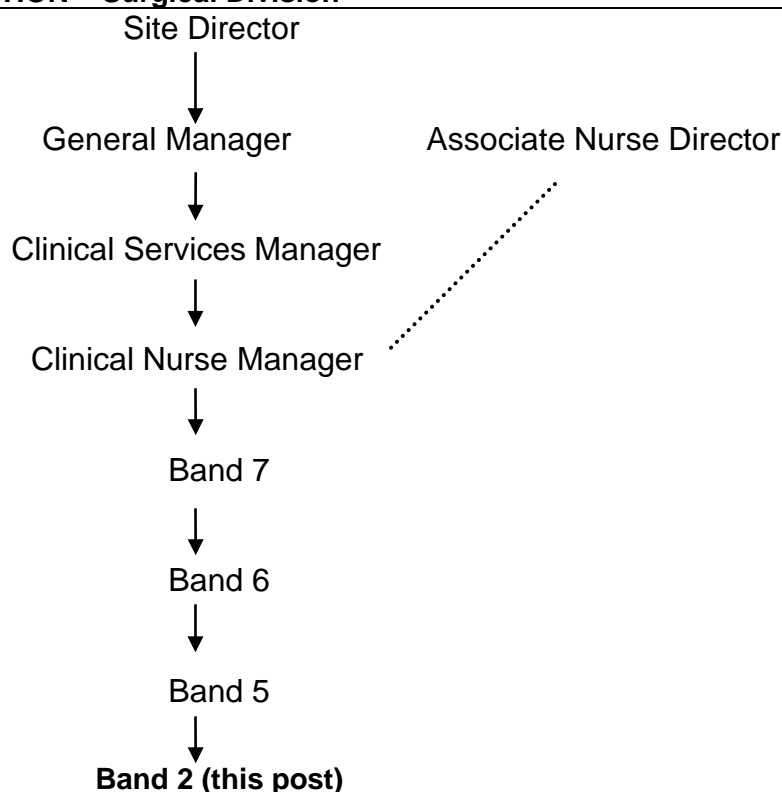
Key – how assessed

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

JOB DESCRIPTION
BAND 2
ROYAL VICTORIA BUILDING - WESTERN GENERAL HOSPITAL

1. JOB IDENTIFICATION
Job Title: Healthcare Assistant / Clinical Support Worker
Responsible to: Ward Manager – Band 7
Department: Ward 73
Directorate: Medicine of the Elderly, Royal Victoria Building, Western General Hospital
Operating Division: Lothian Hospitals Division
Job Reference: U-MD-202-71A-73-NUR4
No of Job Holders: 10.63 WTE
Last update: October 2017
2. JOB PURPOSE
<p>Working towards the achievement of Clinical Support Worker Level 2/Healthcare Assistant.</p> <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 for patients.</p> <p>Undertake associated clerical and patient centred duties, under supervision of Registered Nurse/CSW level 3.</p>
3. DIMENSIONS
<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.</p> <p>The post holder's primary post will be within a – 26 single bedded Medicine of the Elderly ward.</p>

4. ORGANISATION POSITION – Surgical Division



5. ROLE OF DEPARTMENT

Ward 73 is a 26 single bedded Ward for Elderly patients, specialising in looking after Orthopaedic Rehabilitation patients, those with difficult wounds and those having fallen. Patients are accepted from Orthopaedic Wards at RIE and Ward 70, Royal Victoria Building (RVB). Occasionally other RVB Wards.

During the patient's stay, patients shall be assessed by the multi-disciplinary team and prescribed treatment. They receive nursing, paramedical and medical interventions.

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

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 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 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 Worker 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.

Generic	Specialised	Very Specialised
Television Bedside Unit	Hoists – Encore, Max/Arjo	
Fridge	Bath hoist	
Ice Machine	Suction Equipment (checking)	
Nursing Call System	Nimbus Pressure Mattress	
Database/Computers	Repose Boots	
Fire Equipment	Humified Therapy	
Pat Slides	Oxygen Points (cleaning)	
Supreme 104 Water Boiler	Glucometers	
Walking Aids	Monitoring equipment for Blood Pressure and Temperature	
Samhall Turner	Venepuncture	
Raised Toilet Seats	Urinalysis testing	
Glide Sheets		
Electrically controlled wheelchairs		
Trolleys		
Drip Stands		
Weighing scales/Height		
Fax machine		
Telephone		
Foot stools		
Sanatising Unit (Bed pan washers)		

7b. SYSTEMS

Maintenance of patient records.

APEX Laboratory System.

DATIX Intranet – to report incidents.

Internet/Intranet for both work and personal use.

8. ASSIGNMENT AND REVIEW OF WORK
<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>Work review and formal appraisal of performance will be carried out by the appropriate Line Manager.</p>
9. DECISIONS AND JUDGEMENTS
<p>In partnership with the Registered Nurse/Clinical Support Worker level 3, plan order of work. Discuss with the Registered Nurse/Clinical Support Worker level 3 an overview of their interaction with patients.</p> <p>Observe patient changes and report to the Registered Nurse/Clinical Support Worker level 3.</p>
10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
<p>Balancing the demands of training and being an active member of the multidisciplinary team.</p> <p>Maintain high standards of patient care within defined resources.</p> <p>Develop and establish communication with the multidisciplinary team, the patient, carer and their families.</p> <p>Ensuring patient safety at all times.</p> <p>Managing self within dynamic clinical environment.</p> <p>Developing skills and knowledge necessary to fulfill their job role.</p> <p>Addressing the quality and diversity needs of patients and staff.</p>

11. COMMUNICATIONS AND RELATIONSHIPS

Provide effective and efficient communication and working relationships with colleagues, patients, their relatives, and the general public.

Develop awareness of current Divisional issues and impart information to colleagues.

Supporting clinical departments.

External Agencies – Community Health Care Practitioners/Scottish Ambulance Service/Social Work.

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

Physical Skills/Demands:

Skills to safely manoeuvre wheelchairs, 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

Escort patients both within and outwith the Western General Site.

Mental Demands:

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).

Emotional Demands:

Communicating with distressed/anxious/worried patients/relatives.

Caring for patients and relatives following receipt of bad news under supervision.

Caring for the terminally ill under supervision

Dealing with patients/relatives/carers with severely challenging behaviour.

Recognising and seeking help to manage their emotion.

Working Conditions:

Exposure to body fluids, emptying bed pans/urinals, catheter bags, blood.

Exposure to aggression both verbal and physical.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO JOB

Be willing to work within a multidisciplinary team.

Effective communication skills.

Good interpersonal skills.

Ability to carry out delegated responsibilities within a dynamic clinical environment.

Recognising ones limitations.

Have awareness of equality and diversity needs.

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:

Date:

Head of Department Signature:

Date: