

NHS Lothian

Post: Clinical Support Worker 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	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 Venepuncture	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

1. JOB IDENTIFICATION

Job Title:	Healthcare Support Worker Level 2 (Band 2)
Responsible to:	Staff Nurse
Accountable to:	Senior Charge Nurse
Department(s):	OPD 2 & 4, SJH
Job Reference:	L-GEN-NM-NS-HCSW2
No of Job Holders:	

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

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 outpatient department 2 & 4 of SJH Site.

The Outpatient department 2 provides Elective and Trauma Orthopaedic and plastics surgical clinics. This includes clinics delivered by a number of Extended Scope Practitioners.

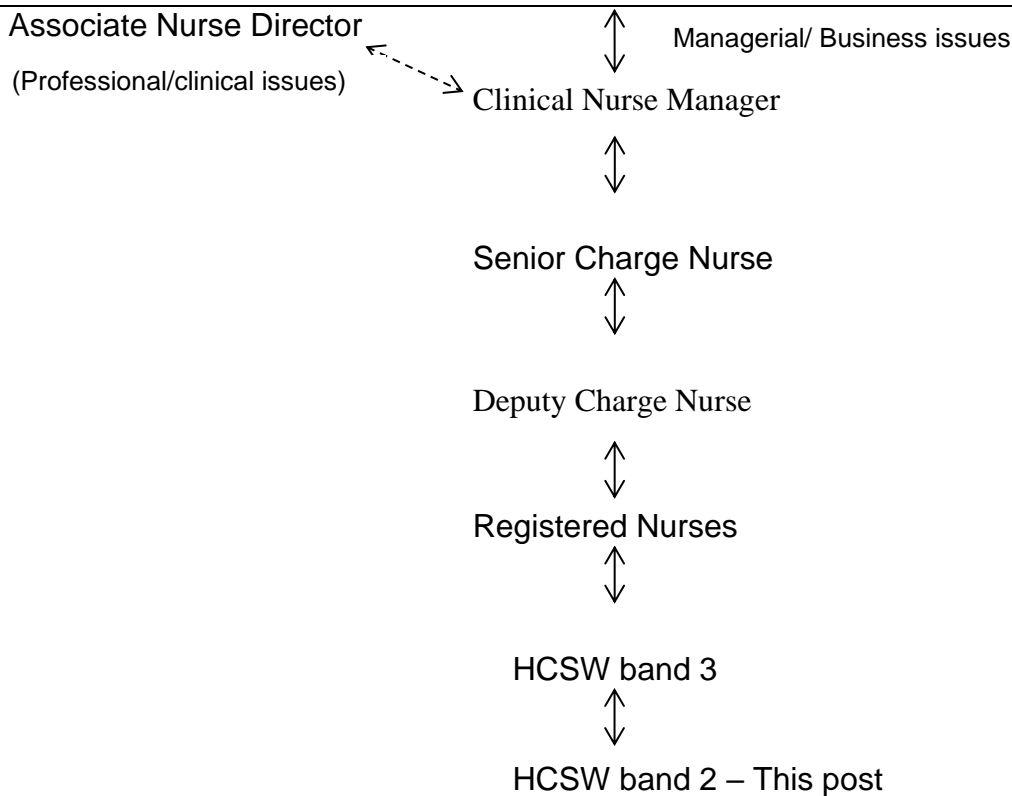
Outpatient department 4 includes over 20 different services in 50 different types of clinic including dermatology, ENT, general medicine, surgical and rheumatology.

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, Liberton Hospital, The Royal Hospital for Sick Children & Princess Alexandra Eye Pavilion, Lauriston Building).

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

ORGANISATIONAL POSITION





5. ROLE OF DEPARTMENT

To provide a high quality, safe and supportive environment in order to care for patients within a specialist outpatient department meeting the patient's needs. Ensuring the highest standard of patient care and management

The Directorate of Outpatients and Associated Services sits within the Acute Services within NHS Lothian. This Directorate is responsible for:-

- The management of all external healthcare provision to ensure that adequate resources are available to meet waiting times legislation and benchmark services ensuring they provide value for money, (Circa £8-10M per annum)
- The operational management of Outpatient Services across NHS Lothian to effect the implementation of standardised, efficient and patient-centred pathways and processes. Ensure compliance with all governance standards Delivering effective and efficient clinical services (in excess of 1 Million patient attendances per annum)
- Leadership of implementation of the Modern Outpatient Strategy and the modernisation of outpatient services to reflect changes in roles and priorities across primary and secondary care.
- The management of acute Diabetic and Endocrinology and Dermatology services across Lothian, ensuring the service is patient centred and responsive to the needs of these long term conditions patient groups.(£13.4M budget)
- The redesign of outpatient services across NHS Lothian, standardising processes to optimise capacity and exploring and implementing new ways of working to optimise the experience for the patient. (the redesign of models of care affecting 68,000 patient attendances)
- The management and further development of the Lothian Flow Centre for all acute services in NHS Lothian, which supports the incoming and discharging flow of patients in real time across all sites (125,000 calls per annum and 101,000 patient/general transport journeys.)

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 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.

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

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 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, or 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.

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.

PC skills.

Physical Demands:

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

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 fluids including sputum, vomit, urine, faeces, open wounds and exudates.

Potential exposure to episodes of verbal and physical aggression from patients / relatives / carers.

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.

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: