

1. JOB IDENTIFICATION

Job Title: **Clinical Support Worker Complex care**

Responsible to: Complex Care Team Manager

Department: Lothian Complex Care Service

Directorate: Midlothian Health and Social Care Partnership

Job Reference: 073778

No of Job Holders:

Last Update: July 2016

2. JOB PURPOSE

The post holder will be a lone worker who supports adults with exceptional healthcare needs in domiciliary and other community settings on a 1:1 basis.

The post holder will be responsible for carrying out assigned tasks and other relevant care needs of the clients and provide support for the whole family.

The post-holder is expected to work within the adult's environment including at home, at school, day centre, respite facility and provide escorting duties to and from these settings.

The post holder will provide holistic care in conjunction with the Division's policies and guidelines, supported by the Co-ordinator and other professionals.

The post holder will be working predominantly nightshift but is expected to rotate to dayshift as required.

At all times maintain high standards of quality of care and act as a role model.

3. DIMENSIONS

The Complex Care team supports adults in the community across Lothian who have exceptional health care needs. These exceptional healthcare needs include; complex epilepsy, gastrostomy feeding, home ventilation and tracheostomy care.

The Complex Care team provides mainly overnight care to provide respite to parents and carers.

The post holder will be part of a team but will work in isolation in the client's environment with direct and indirect support from parents/carers and professionals where appropriate.

The post holder will undertake competency skills training so that they have the ability to provide safe and effective care for a number of Home Care Packages

The post holder must be aware of cost implications, and make effective use of resources.

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

4. ORGANISATIONAL POSITION

Chief Nurse



Complex Care Team Manager



Complex Care Team Leader



Complex Care Community Staff Nurse



Complex Care Clinical Support Worker

5. ROLE OF DEPARTMENT

The Complex Care Nursing Team provides a high quality, equitable service to clients and their families throughout Lothian.

The Complex Care Service aims to support adults who have exceptional health care Needs. The Team works in partnership with carers at home and other care giving agencies, including, Social Work Department and other Respite facilities, providing up to 24 hour, 7 days a week care for these adults and ultimately, respite for the carers. These adults have varied individual needs, many are dependent on mechanical ventilation to assist their breathing and have individual packages of care tailored to their needs. They are all chronically ill with high care needs and our aim is to provide high quality, consistent and continuous care and therefore help the client live as full a life as possible.

6. KEY RESULT AREAS

As a lone-worker, be accountable and responsible for the agreed standard of care and to maintain consistency and continuity to ensure a high standard of care.

Engage in dialogue with clients, relatives and carers to clarify any questions they may have on any suggestions or complaints that they wish to raise and communicate to the registered nurse both in writing and verbally.

Initiate and maintain effective communication with clients, relatives, carers and other members of the multidisciplinary team.

Record the outcome of clinical intervention undertaken by the post holder and inform the Complex Care Co-ordinator of any significant observed change in the client.

Work within the defined policies, procedures, standards and protocols of the Directorate and Division to ensure maintenance of safe working practices for clients and colleagues.

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

Contribute to the development of others in the health care setting

Accept responsibility for ordering and receiving stores and supplies and maintaining stock levels within the main area of responsibility. Maintain a tidy environment to contribute to the safe and efficient care of the client.

Provide activities as part of the client's holistic care, ensuring that they are occupied in a stimulating way, appropriate to individual needs and abilities.

Actively support planned health promotion activities relevant to client group.

Comply with the policies relating to Protecting Vulnerable Adults.

7a. EQUIPMENT AND MACHINERY

Post holder is expected to have a knowledge of all equipment used in the area however may not have daily clinical involvement.

Generic	Specialised	Very Specialised
Fire Equipment	Bath hoist/Tracking device/ chairs/trolleys	Cardiac Monitor
Trolleys	Suction Equipment	Pulse Oximeter
Oxygen Cylinders	Nimbus Pressure Mattress	
Glide Sheets	Humified Therapy	Respiratory Rate Monitoring

Wheelchairs	Nebulisers/Spacers/Masks	Feeding Pumps
Torches	Ambubags	Ventilators
	Emergency Medications	Tracheostomy
	Artificial Feeding tubes /accessories	Specialised comfortable and mobility chairs
	Oxygen Concentrators	
	Syringes	
	Hoists – Encore, Maxi/Arjo	

7b. SYSTEMS

Maintenance of written patient records

Care planning – written records

Client record equipment checklist – written records

8. ASSIGNMENT AND REVIEW OF WORK

The Post holders work is generated from the organisation, service needs, legislation and performance indicators set by the Scottish Executive Health Department. The outcome of this will benefit the quality of the service to the client.

The post holder will be responsible to the Complex Care Coordinator for professional management, work review and formal appraisal of performance. The post-holder is also responsible to the named nurse for clinical guidance.

Workload will be assigned by the Complex Care Coordinator however the post holder will have responsibility for managing their defined workload. The workload may change on a daily basis depending on the needs of the client.

Formal support is provided through staff meetings, personal contact with Co-ordinator, other professionals and appraisals

9. DECISIONS AND JUDGEMENTS

Work is self-directed and within the constraints of a care plan and client's/family wishes.

Post holder works unsupervised in client's home and other community settings at all times and are accountable for their actions. Indirect support is available at all times and the identified level of autonomy is locally agreed by the line manager.

Postholder must understand own role within the Vulnerable Adults policy and process, and act accordingly

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Working in isolation in a non-Division's controlled area where client's/carers wishes and care needs may change at anytime.

Support, supervision and advice is not direct, via telephone from Line Manager and work colleagues.

Maintain high standards of care within defined resources.

Establishing and maintaining professional relationships with the client, carer and multidisciplinary team.

Ensuring client safety at all times.

Managing self within a complex dynamic environment.

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

Establishing role within the multidisciplinary team

Addressing the equality and diversity needs of clients and staff.

Involvement with Vulnerable Adult issues.

Supporting the client, their families and carers following bad news.

11. COMMUNICATIONS AND RELATIONSHIPS

To communicate and liaise with -

Internal:

Complex Care Co-ordinator

Assistant Directorate Manager

Medical Staff

Community and Acute Nursing Staff

Key-workers/Named Nurses

Infection Control

Moving and handling facilitators

Respite and Residential Services

External:

Clients

Parents

Relatives

Carers

Key-workers/Named Nurses

Family support agencies

General Practitioners

Patient transport services/Ambulance Service

Other care giving agencies

• PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Frequency

Physical Skills / Demands:

Constant

Skills to safely manoeuvre wheelchairs, in accordance with M&H policy

<p>Movement and manoeuvring of patients Use of mechanical aides, hoists etc Basic life support Client movement with use of mechanical aides, manoeuvre patients and promote efficient mobility Push trolley's, wheelchairs Stand/walking for the majority of shift Activities of daily living. Flexible rotational shifts patterns</p>	
Mental Demands:	Constant
<p>Concentration required when undertaking personal care and clinical skills for clients. Delivering care with no supervision, within defined resources Interpersonal relationships with staff, clients, relatives and carers. Direct and indirect Interruptions by clients, relatives and the multidisciplinary team Concentration required when checking documents/client notes and administrating medications, whilst subject to frequent interruptions from client/relatives Concentration required when observing client behaviours, which may be unpredictable. Communication difficulties (with adults with complex health care needs)</p>	
Emotional Demands:	Constant
<p>Communicating with distressed/anxious/worried clients/relatives. Communicating complex issues with the multidisciplinary team. Caring for the terminally ill. Caring for clients and relatives following receipt of bad news. Personal / interpersonal stressors. Spiritual care of clients and colleagues.</p>	
Working Conditions:	Constant
<p>Exposure to body fluids Exposure to verbal aggression Temperature / air quality of working environment. Lighting Ergonomics. Provides highly specialised clinical care in a home/community environment.</p>	

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

SVQ Level 3 or equivalent qualification
Ability to carry out tasks and responsibilities within the client's environment.
Good interpersonal skills.
Recognising when one needs further development to undertake their role.
Previous experience caring for adults in a hospital/community an advantage
Dependable, caring and adaptable personality
Evidence of team working skills with ability to work using own initiative.
Time management skills/ability to prioritise workload.
Effective written and verbal communication 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: