

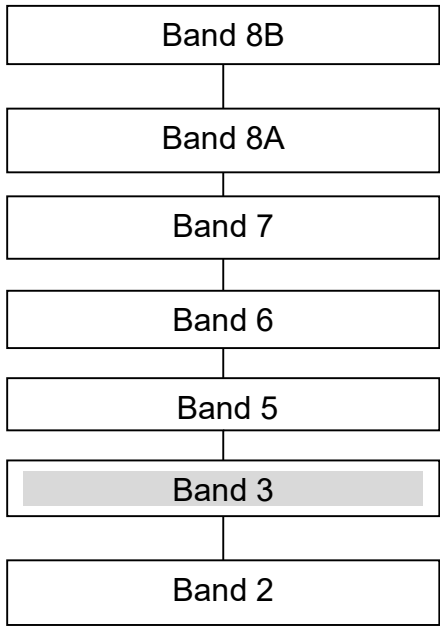


SECTION 1

JOB IDENTIFICATION

Job Title:	Clinical Support Worker
Department(s):	Mental Health Grampian
Location:	Royal Cornhill Hospital
Hours:	37.5 Hours per week
Grade:	Band 3
Salary:	£25,468 - £27,486 pro rata per annum
Contract:	Permanent
Job Reference:	KS153726

SECTION 2

	<p>Job Purpose statement</p> <p>The post holder will deliver delegated care under indirect supervision from a registered nurse. The post holder will possess competence gained through specific training/experience appropriate to the service areas. The post holder will work within agreed protocols, assess and respond to patient need and use their initiative in response to changes in a patient's presentation and make changes to care plan in discussion with the qualified nurse.</p>
	<p>Organisational Chart</p>  <pre>graph TD; B8B[Band 8B] --- B8A[Band 8A]; B8A --- B7[Band 7]; B7 --- B6[Band 6]; B6 --- B5[Band 5]; B5 --- B3[Band 3]; B3 --- B2[Band 2]; style B3 fill:#cccccc</pre>

1	<p>Communication and relationship skills</p> <p>The post holder is required to:</p> <ul style="list-style-type: none">• communicate with all colleagues, patients, relatives, carers and visitors in a professional manner where there will be barriers to understanding due to various mental health issues.• convey relevant information to and receive feedback from other members of the multidisciplinary team.• demonstrate the ability to listen effectively to other points of view.• ensure written communications are accurate, appropriate and neatly recorded.• actively participate in departmental meetings.• report incidents using the DATIX System.attend care meetings in a variety of settings and relay accurate and relevant information regarding patient care.• practice and promote confidentiality at all times.
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2 Knowledge, training and experience

The post holder is required to:

- complete all statutory, mandatory and any relevant training related to clinical area of practice.
- possess a genuine commitment to the speciality and possess a level of theoretical knowledge of mental illness, cultures, actions and behaviours equivalent to SVQ3.
- complete Healthcare Support Worker Booklet and sign Code of Conduct.
- provide evidence of development, objectives and training on e-KSF.

The following mandatory training will be required:-

- Fire Safety
- Moving & Handling
- Management of Violence & Aggression Level 2/3
- Basic Life Support
- Hand Hygiene
- E-KSF
- Child Protection
- Gender Based Violence (GBV)
- Display Screen Equipment (DSE)
- Standard Infection Control Precautions (SICPs)
- Do I.T. Securely, Information Security Training
- Information Governance Training
- Adult Support & Protection
- Caring, Listening, Improving
- E-Healthcare Waste

Other relevant training e.g. :

- New to Forensic
- Awareness of basic legal and ethical issues e.g. Mental Health (Care and Treatment) (Scotland) Act 2003, Criminal Procedure (Scotland) Act 1995 and Adults with Incapacity (Scotland) Act 2000.
- Dementia
- Bereavement and Loss
- IT Skills
- Schizophrenia
- Depression
- Learning disability
- Challenging behaviours
- Communication skills
- Knowledge and experience of mental health conditions and care approaches specific to the client group.

<p>3</p>	<p>Analytical and judgemental skills</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • assess patients condition using observation/discussion/test results, assess comfort of patient. • perform and record routine clinical observations i.e. TPR, urinalysis, constant/special observations, breathalyser. • recognise and respond to changes in patient’s physical/mental health. • use their initiative in response to changes in a patient’s presentation and make changes to care plan in discussion with the qualified nurse. • instigate emergency procedures when required. • report changes to the nurse in charge
<p>4</p>	<p>Planning and organisational skills</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • ensure own day to day work tasks or activities are completed as per delegated responsibilities. • accurately record relevant information on appropriate charts. • deliver patient care in accordance with the care plans. • plan/supervise individual or group therapy sessions within overall programme of care/treatment.
<p>5</p>	<p>Physical Skills</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • require moving and handling skills which should be kept up to date yearly or more frequently if necessary. • assist immobile patients move from one area to another. • assist colleagues when violent/aggressive incidents occur . • collect and test specimens of urine/faeces and report findings. • use IT Systems.
<p>6</p>	<p>Responsibilities for patient/client care</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • deliver delegated care, including personal care, under indirect supervision from a qualified/unqualified nurse and report any clinical changes to nurse in charge. • implement clinical care and assess effect on a one to one or group level which will involve interaction, assessment and recording of findings/observations and reporting these at clinical meetings. • observe and engage with patients as per the MH&LDS Observation Policy. • provide support to enable patients fulfil their daily living requirements/needs. • assist with the care of patients within other areas of the service. • participate in escorting patients from community to hospital etc.

	<ul style="list-style-type: none"> • respect and ensure the privacy and dignity of patients at all times. • complete assessments using recognised paperwork e.g. continence. • supervise individual or group therapy sessions within overall programme of care/treatment.
7	<p>Responsibilities for policy and service development implementation</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • adhere to NHS Grampian/local policies and procedures and engage in reviews of guidelines/policies/procedures as required.
8	<p>Responsibilities for financial and physical resources</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • ensure careful use of equipment/handle patient's personal possessions safely/ maintain stock levels. • order stores through PECOS system. • countersign patient valuables/cash forms. • undertake general housekeeping of the clinical environment.
9	<p>Responsibilities for Human Resources</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • demonstrate duties to new or less experienced or Bank/Agency staff. • maintain responsibility for personal development with guidance from qualified staff in line with Staff Governance Standards and Healthcare Support Worker Guidance.
10	<p>Responsibilities for information resources</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • accurately record relevant information on appropriate charts and contribute to updating/maintaining patient records. • use IT systems. • record incidents using DATIX.
11	<p>Responsibilities for research and development</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • participate in audit/research and development.
12	<p>Freedom to act</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • comply with all NHSG/ward policies, procedures at all times. • be required on a daily basis to use their initiative to deal with a wide variety of routine procedures/tasks which may become extremely challenging due to the unpredictable nature of mental health practice. • be required to use their acquired knowledge training and experience

	<p>to respond a variety of clinical situations and engage with patients and make changes to care plan in discussion with the qualified nurse.</p> <ul style="list-style-type: none"> • be unsupervised at times with patients during observations/escorts where the post holder needs to interpret changes in the clinical presentation of patients and initiate de-escalation techniques and/or alarmed response. • accept delegated responsibility for the delivery of care to patients using care and treatment plan(s). • assume responsibility for making changes to care and treatment aims for patients during escorted therapeutic activities. • initiate dialogue with supporting agencies depending on severity of the situation/take lead role in violent incident management if required
<p>13</p>	<p>Physical effort</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • be expected to assist immobile patients moving from one area to another e.g. toileting/bathing using aids. • assist when violent/aggressive incidents occur which may involve regular sustained effort or sudden intense effort in the management of violent patients for short or long periods of time. • adapt to the shift pattern required within the European Working Time Directive and may be required to work a variety of shifts e.g. 12 hour shifts, day/night rotation. • respond effectively to emergency situations as they arise, e.g. nurse emergency alarms, clinical psychiatric and security emergencies .
<p>14</p>	<p>Mental effort</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • frequently be required to remain alert and flexible to the varying demands of the post. • use clinical judgement and situational assessment when required, to abort a task and respond to assist colleagues (when assistance is required for patients displaying disturbed, challenging and or aggressive behaviours). <p>There are few competing demands, however the postholder must remain alert to deal with challenging behaviour, managing aggression, confusion and or delirium, reacting to impulsive behaviours or self harm threats.</p>
<p>15</p>	<p>Emotional effort</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • have frequent exposure to highly distressing situations including dealing with untoward incidents such as self harm, attempted suicide/completed suicide, physical injury caused by falls related to poor mobility, confusion or delirium, assault, aggressive behaviour. • be presented with daily challenges providing a high level of emotional

	stress e.g. clinical/psychiatric emergency.
16	Working conditions The post holder will: <ul style="list-style-type: none">• be frequently exposed to highly unpleasant working conditions and must manage and respond appropriately to situations that may be aggressive and challenging in manner on a daily basis.• implement safe manual handling techniques and use all equipment available to them when there may be a lack of co-operation from the patient and/or challenging behaviours.• access and use substances under COSHH regulations for the purpose of maintaining a clean environment and infection control.

PERSON SPECIFICATION

POST/GRADE: Senior Health Care Support Worker
Band 3

LOCATION: Mental Health & Learning Disability Services

WARD/DEPARTMENT: Fraser Ward

The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below.

GENERAL REQUIREMENTS

Factor	<u>Essential</u>	<u>Desirable</u>
Qualification & Experience	No qualifications are required. Relevant care experience.	Working towards SVQ levels or other recognised qualifications. Care experience within mental health functional illness/dementia.
Circumstances & flexibility	Needs to be flexible due to shift pattern and applicants are expected to work rotational night duty.	
Particular requirements of the post	Caring and compassionate individual who has a genuine interest in working in a mental health setting. Individuals are required to be motivated and enthusiastic. Working as part of a team to enhance patient care. Able to use Initiative appropriately. Physically able to perform all duties.	Excellent communication skills both written and oral. Basic Knowledge in mental health conditions. Experience in supervision/ induction of junior staff/ and new starts.
Level of Disclosure check required	Full	

KSF Outline (where applicable)			
Core Dimension		Level Narrative	
Communication	2/1	Communicate with a limited range of people on day to day matters. Communicate with a range of people on a range of matters	This dimension relates to effective communication in whatever form it takes place. Effective communication is a two way process. It involves identifying what others are communicating (eg through listening) as well as communicating oneself, and the development of effective relationships.
Personal & people Development	2/1	Contribute to own personal development. Develop own knowledge & skills & provide information to others to help their development	This dimension is about developing oneself using a variety of means and contributing to the development of others during ongoing work activities. This might be through structured approaches (eg the NHS KSF development review process, appraisal, mentoring, professional/clinical supervision) and/or informal and ad hoc methods (such as enabling people to solve arising problems).
Health, Safety & Security	2/1	Assist in maintaining own and others health, safety and security. Monitor & maintain health, safety and security of self and others	This dimension focuses on maintaining and promoting the health, safety and security of everyone in the organisation or anyone who comes into contact with it. It includes tasks that are undertaken as a routine part of one's work such as moving and handling.
Service Improvements	1/1	Make changes in own practice and offer suggestions for improving services	This dimension is about improving services in the interests of the users of those services and the public as a whole. The services might be

			services for the public (patients, clients and carers) or services that support the smooth running of the organisation (such as finance, estates). The services might be single or multi-agency and uni or multi-professional.
Quality	2/1	Maintain the quality of own work and encourage others to do so	This dimension relates to maintaining high quality in all areas of work and practice, including the important aspect of effective team working. Quality can be supported using a range of different approaches including: codes of conduct and practice, evidence-based practice, guidelines, legislation, protocols, procedures, policies, standards and systems.
Equality & Diversity	2/1	Act in ways that support equality & diversity	It is the responsibility of every person to act in ways that support equality and diversity. Equality and diversity is related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees; people in other organisations; the public in general.