# NHS FORTH VALLEY



# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Clinical Support Worker**

**Responsible to: Suitable Registered Professional**

**Department: Acute**

**Job Reference: G-CSW-Acute**

**2. JOB PURPOSE**

As part of a Multidisciplinary Team carry out routine care for patients in support of and supervised by the Senior Nursing Team.

Carry out venepuncture, cannulation and other appropriate clinical investigations without supervision following the relevant training.

Provide support to other members of the MDT including staff nurses, AHPs and medical staff**.**

Carry out assigned duties to meet the patients’ needs that will ensure that they are cared for appropriately.

Carry out assigned duties to maintain hygiene, order and safety within the various parts of the emergency department, and in some cases the Minor Injuries Unit in Stirling. According to agreed competences carry out these duties to meet the patients’ needs that will contribute to the care they need.

Recognise and adhere to the parameters of the role while working on own initiative and referring appropriately to the Registered Professional.

**3. KEY DUTIES**

**Responsibilities**

* **Patient Client Care**

**There is a responsibility to:**

Carry out clinical skills such as vital signs monitoring, venepuncture, cannulation, venous blood gas sampling, ECG recording, blood glucose sampling, pregnancy testing, routine maternal and neonatal observations, wound observations and simple wound dressings, removal of peripheral cannula, application and removal of plaster casts, wound closures with steristrips/glue, correct specialist dressings for wounds i.e. burns/pre tibial lacerations, urinalysis and catheterisation according to competence. There will be a need to be trained in and to carry out point of care testing for covid-19. Provide an assessor role for both trained and untrained staff for these clinical skills.

Ensure that when providing care optimum levels of privacy, dignity and independence are provided.

Report observed changes in the patients physical / psychological status and participate in maintaining accurate and up-to-date records to ensure effective communication, including the use of IT based recording systems as appropriate.

Maintain patient confidentiality at all times.

Ensure that an empathic approach to patients, carers and relatives and refer them to a Registered Professional for any questions they may have on the patients’ condition or for any suggestions or complaints that they wish to raise.

Assist the Registered Professionalwith other treatments and care specific to their condition as directed and report back.

* **Policy and Service**

**There is a responsibility to:**

Comply with the relevant policies and procedures and as requested, comment on policies, procedures or potential service developments relating to the area of activity.

Work within NHS Forth Valley policies and procedures to ensure maintenance of safe working practices for patients / clients and colleagues.

Adhere to local protocol and procedures relating to specific matters of patient / clients’ care / therapy (e.g. 1:1 observations, escorting patient / client outside hospital environment, the use of supplies and equipment) in order to promote the effective and efficient delivery of care / therapy and use of resources.

* **Finance and Physical Assets**

**There is a responsibility to:**

Be familiar with the proper use, storage and maintenance of all equipment used within the area of work (e.g. hoists) and ensure standards of Infection Control and Health and Safety are maintained.

Personal duty of care in relation to resources, handle patient/client cash/valuables and maintain stock control.

Order supplies as required.

* **Staff Management/Supervision, Human Resources, Leadership and/or Training**

**There is a responsibility to:**

Supervise less experienced staff / students who are providing care to patients as delegated and act as a source of advice where needed.

Demonstrate own duties and procedures to less experienced/new staff and supervise work of students and junior staff.

Provide an assessor role for clinical skills where competent to do so.

* **Information Resources**

**There is a responsibility to:**

Record and update personally generated information relating to patients on a regular basis.

Use IT systems, telephone/communication systems and patient care records appropriately.

Ensure that information is dealt with in an appropriate, sensitive and confidential manner at all times.

* **Research and Development**

**There is a responsibility to:**

To participate in audit and research, audit and survey initiatives within the working area to promote evidenced based practice.

**Skills**

* **Physical**

**As appropriate to the working area** **and in line with the relevant policies and procedures; there is a requirement to:**

Use a range of skills to be able to safely move, handle, clean, and store all equipment in the area to assist patient mobility and promote comfort.

Turn, manoeuvre patients/clients for toileting, bathing using aids. Safely and competently use small and large pieces of equipment for patient care.

Assist in applying physical restraint techniques to prevent harm or injury to self / other staff / patients as appropriate to the working area.

Where appropriate, use extended clinical skills following appropriate competency-based training such as: venepuncture, ECG recording, specimen collection, point of care covid-19 testing, blood glucose monitoring, male and female catheterisation and vital signs recording, this will be pertinent to the working area.

**There is also a requirement to be familiar with the use, storage and maintenance of all equipment used within the clinical area of work.**

* **Communication**

**As appropriate to the working area** **and in line with the relevant policies and procedures:**

Establish and maintain good relationships with other disciplines / departments that are involved in the care / treatment of patients.

Communicate on a regular basis with the patients, their relatives and the multidisciplinary team involved with the provision of care.

Deal with routine information however there may be barriers to understanding and acceptance of care in some circumstances where patients have cognitive impairment / learning disability / mental health problems and / or sensory impairment. Therefore the use of tact, empathy, reassurance and persuasiveness may need to be applied to overcome barriers to understanding.

Ensure that all communications are carried out in a manner that is respectful and considerate and does not discriminate on the grounds of age, disability, faith, religion or belief, gender, gender reassignment, marriage and civil partnerships, race or sexual orientation, by ensuring that all conversations and discussions are conducted to the highest standards of honesty, integrity, impartiality and objectivity.

* **Analytical and Judgements**

**There is a requirement to:**

Recognising and adhering to the scope of the job whilst using initiative and referring appropriately to the Registered Professional.

Assess and acknowledge changes in patients’ conditions, through observations/test results, and report or inform the Registered Professional or other members of the Multidisciplinary Team as necessary.

Assess comfort of patient/client care and instigate emergency procedures where necessary/appropriate.

* **Planning and Organising**

**There is a requirement to:**

Plan the order of the delegated duties on a day-to-day basis, prioritising and reorganising work when required.

Managing competing demands on time and ensuring patient / client safety at all

times.

As delegated, plan the work of less experienced/new staff.

**Effort and Environment**

* **Physical**

Physical demands will be dependent on the working area but will include for example patient movement with or without the use of mechanical aids; standing / walking for the large proportions / majority of the shift or in confined spaces; occasional restrictive movements to treat patients, stooping to collect or move pieces of equipment. This may involve frequent, moderate/intense, effort for long periods.

**Ensure that all of the above is carried out in line with NHS Forth Valley’s policy on moving and handling**

* **Mental**

**There is a requirement to:**

Concentrate when providing personal/clinical care for patients.

Concentrate when observing patients and their conditions.

Concentrate when undertaking clinical duties requiring accuracy.

Respond to level of unpredictability of the work pattern depending on the care setting e.g. clinic environments, responding to emergency situations (such as patient/client restraint).

Manage competing demands on time and ensuring patient safety at all times.

Recognising and adhering to the parameters of the role while working on own initiative and referring appropriately to the Registered Professional.

* **Emotional**

**There is a requirement to:**

Communicate with distressed/anxious/worried patients and their relatives.

Care for patients following the receipt of bad news and caring for the terminally ill, patients with chronic conditions and death.

Care for patients with challenging and sometimes severely challenging behaviour.

Dealing with 1:1 observations of individual patients.

* **Working Conditions**

**There is a requirement to:**

Deal with a variety of working conditions dependent on the area of activity that will include for example;

* exposure to body fluids, foul linen
* exposure to verbal aggression and potentially physically aggressive behaviours (frequency variable)
* exposure to infected and infectious materials and patients / clients
* temperature of the environment

Work alone for the majority of the shift depending on the care setting.

**4. FREEDOM TO ACT WITHIN THE JOB**

Workload is determined by the needs of the service and allocated and reviewed by the Registered Professional.

There will be a need to work without direct supervision and organise and deal with a defined workload within the work setting but advice and guidance will be readily available when required.

There will be regular informal discussions and reviews of work with the line manager and more formally on an annual basis as part of the Personal Development Planning Review process when expectations and objectives will be discussed and agreed.

There is a requirement to act on own initiative when delivering patient/client care and to take ownership of personal development and taking part in ongoing training and those deemed mandatory by the organisation.

**5. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

SVQ III or equivalent gained through a combination of experience, knowledge and on the job training / short courses pertinent to the area of work.

Competent in relevant extended clinical skills as determined by the clinical area including:

* Venepuncture
* Cannulation
* ECG Recording
* Arterial Blood Gas Sampling
* Male and Female Catheterisation
* Blood Glucose Monitoring
* Vital Signs Monitoring

Knowledge of care and related procedures and relevant legislation.

Ability to work with people and as part of a multidisciplinary team and effective written and verbal communication skills

Ability to carry out assigned tasks effectively in a busy environment.

Good observation skills and recognition of the importance of reporting and basic IT skills.

**6. DEPARTMENT ORGANISATIONAL CHART**

Clinical Nurse Manager

**Senior Charge Nurse**

**Clinical Support Worker**