#### JOB DESCRIPTION

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| JOB IDENTIFICATION |
| Job Title: Clinical Support Worker - Sexual Health Services  Responsible to: Senior Charge Nurse  Department: Sexual Health Services  Directorate: Sexual Health  Operating Division: NHS Fife Health and Social Care Partnership  Job Reference:  No of Job Holders: 7  Last Update: June 2024 |

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| **2. JOB PURPOSE** |
| To support the delivery of contraception, sexual health and vasectomy services.  Under supervision of the clinical staff (doctors and nurses) provide advice and information to all relevant aspects of sexual and reproductive health to clients accessing the service.  To increase the sexual health service use by young people, supporting their access to mainstream reproductive health services.  Participate in training and continuing education programmes. |

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| **3. DIMENSIONS** |
| The Sexual Health Service is Fife wide, currently located in a variety of clinic settings.  This provides optimum access to sexual and reproductive health care to both urban and rural communities throughout Fife servicing a population in excess of 400,000.  To work in partnership with the School Nursing Service and other agencies to facilitate, promote and deliver sexual health and well-being in schools and other centres.  To reduce the incidence and prevalence of unwanted pregnancy and sexually transmitted infections amongst young people through education. |

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| **4. ORGANISATIONAL POSITION** |
| Lead Nurse  Sexual Health  Senior Charge Nurse  Clinical Support Worker |

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| **5. ROLE OF DEPARTMENT** |
| To provide a welcoming, non-judgemental, highly confidential sexual and reproductive health service to all clients across Fife. |

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| **6. KEY RESULT AREAS** |
| * To assist clinical staff with patient care and related administration using the National Sexual Health IT System (NaSH) * Maintain good communication with patients and members of staff * To assist in the maintenance of a safe and pleasant environment for the clients and staff * To attend departmental meetings as required * To report any complaints/suggestions to the line manager * To maintain good personal conduct and practice at work * To report any faulty equipment/machinery/furniture to the line manager and submit job requests via MICAD as appropriate * To undertake relevant training as appropriate * To maintain good working relationships with all related departments * Clear and clean all areas of departments as deemed appropriate * Work within Trust policies and procedures * Interview patients, record blood pressure, weight and BMI details * Process postal testing kits * Perform urinalysis * Perform pregnancy testing * Perform Chlamydia testing * Perform phlebotomy once trained * Prepare equipment for use using aseptic technique * Assist with vasectomy procedures * Chaperone clinical staff & support patients during consultations/procedures * Complete Condom Distribution Training * Independently consult with asymptomatic patients for STI Screening, taking and requesting specimens as appropriate. * Take a basic sexual health history on NaSH with an awareness of referral pathways. * Responsible for maintaining stock levels of all supplies. This will require an appropriate understanding of the correct storage and safety of clinical supplies, whilst demonstrating the need to promote effective and efficient use of resources. * The post holder will be responsible for maintaining high standards of record keeping. Accurate documentation will be required in patient notes, for the appropriate labelling and preparing specimens to external laboratories and during the completion of Chain of Evidence Forms (legally required for sexual assault examinations). * Respond to telephone and personal enquiries from patients, regarding their sexual health, liaising with nursing staff where appropriate. This will include the provision of test results within the limitations set down by the department protocols. * Demonstrate an appropriate knowledge and understanding of child, adult protection, gender-based violence (GBV) and sexual assault. * Have a good knowledge and understanding of Healthcare Acquired Infections (HAI). * Carry out HAI audit. * Participate in hand hygiene audit. * Demonstrate competence and sensitivity in all aspects of their work within the service. |

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| **7a. EQUIPMENT AND MACHINERY** |
| Cervical cytology equipment  Venepuncture equipment  Instruments involved in implant & coil fitting and removal procedures  Instruments involved in vasectomy procedure  Oxygen  Scales  Urine testing equipment  Blood Pressure cuff/sphygmomanometer  Standard medical equipment for GUM diagnostic purposes  Liquid nitrogen container and flask  The post holder will be required to demonstrate an understanding of standard office equipment such as phone, fax, answering machine and computer equipment. |
| **7b. SYSTEMS** |
| Incident reporting – Datix  NASH  PECOS  TrakCare  Sci-Store/LabCentre  Turas  MICAD  Teletrack  IT Service Portal  Web Room Booking |

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| **8. ASSIGNMENT AND REVIEW OF WORK** |
| Work generated via the appointments system, nurses & doctors.  Work review and formal appraisal of performance will be carried out by the Senior Nurse/Senior Charge Nurse. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder requires an awareness of the following:   * Child and adult protection procedures and guidelines. * Health and Safety polices and guidelines; risk assessment, infection control, incident reporting and complaint management. * Information technology systems.   When to refer for medical opinion.  When to supply and administer condoms.  When to perform pregnancy testing.  When to perform STI/BBV testing.  Observing and responding appropriately to the needs of a specific and often vulnerable client group. |

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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Delivering a high quality service in differing venues  Dealing with complex and sensitive information  Effective time management  Dealing with members of the public who may have unrealistic expectations   * Supporting clients through intimate and sometimes distressing examinations. * Maintaining at all times a high standard of infection control and stock management. * Adapting to changes in procedure as regards specimen collection i.e. taking and handling of high risk specimens (blood, urine, genital & throat swabs). * Continuous update of knowledge regarding STI’s and treatments. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder must be able to work without direct supervision, making decisions and judgements on operational issues within an agreed framework, cleaning, decontaminating and checking rooms and equipment. Ensuring safety of equipment and reporting any areas of concern to Registered Nurse or Clinician.  The post holder must work within the recognised and accepted boundaries and identify situations which require referral to Registered Nurse or clinician.  Capability to contact and communicate effectively with external agencies involved with the provision of care will also be necessary.  Communicates with clients  Communicates with carers  Communicates with other members of the team  Verbal communication with GP’s  Other members of the multidisciplinary team  A sensitive and appropriate level of communication with patients and their relatives must be upheld |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| Physical Skills Perform urinalysis  Blood pressure recording  Exposure to body fluids e.g. blood, vomit, urine  Assisting with procedures  A high degree of precision is required to undertake venepuncture  Safely manoeuvre liquid nitrogen container  **Physical Demands**  Frequent standing, sitting and walking for the majority of the shift  Assists patients on and off examination beds  Housekeeping duties  Stock management  **Mental Demands**  Dealing with interruptions  Differing expectations  A high degree of concentration and accuracy is required to assist doctor / nurse with examinations and specimen collection.  Taking instructions from clinicians requires good listening skills – frequent interruptions occur when clinicians require assistance with procedures.  **Emotional Demands**  Dealing with anxious clients  Giving bad news to clients  Dealing with aggressive clients – occasionally  Direct and indirect exposure to patients with severely challenging behaviour.  Exposure to very distressed clients, with highly sensitive sexual health issues or distress resulting from the sensitive and invasive manner of examination. |

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| Environmental Conditions Frequent exposure to infected bodily fluids, through specimen handling/ venepuncture.  Exposure to parasites such as scabies and lice.  Exposure to verbal aggression from patients, their partners and relatives during telephone contact, examination.  Exposure to Liquid Nitrogen gas. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Ensure that core training requirements are kept up to date  Participation in in-house and external training specific to role  Good communication skills  Non-judgemental/empathetic  Ability to travel  SVQ 2/3 in healthcare or equivalent or working towards it  Willing to participate in training to develop new role  Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23  Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies:  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |