#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: **Nursing Auxiliary/Clerk Band 2 - Fife Pain Management Service (QMH)**  Responsible to ;**Clinical Service Lead Fife Pain Management Service (QMH)**  Department(s): **Fife Pain Management Service**  Directorate: **Surgical Directorate**  Operating Division: **Acute Division NHS Fife**  Job Reference:  No of Job Holders: **2**  Last Update (insert date): **July 2024** |

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| 2. JOB PURPOSE |
| The post holder will be part of the multidisciplinary team for the care of this group of patients.  The post holder will provide carry out personal care duties for the patients, including chaperoning, in support of and supervised by the Clinical Service Lead  The post holder will carry out assigned duties to maintain, hygiene, order and safety within the clinical environment.  To assist with general clerical duties related to the day-to-day clinic administration thereby promoting the efficiency and smooth running of the service |

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| **3. DIMENSIONS** |
| The Fife Pain Management service is centrally based at the Queen Margaret Hospital but patients are seen by specialist clinicians Fife wide.  The Service accepts referrals Fife wide from GP’s, Orthopaedic Consultants, General Surgeons, Medical Consultants, Physiotherapists, Occupational Therapists, Psychologists and Psychiatrists.  The service provides assessment, diagnosis and treatment to a diverse range of conditions in a variety of environments. Therapeutic management utilises a range of physical, behavioural and cognitive modalities to regain function and pain control following, surgery, illness, injury dysfunction or disease. There is also a role in health promotion.  The client group age ranges is from 17 to 90+years and are seen as new outpatients, review outpatients and in a group therapy setting. |

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| 4. ORGANISATIONAL POSITION |
| Clinical Service Lead  Fife Pain Management Service  Service Manager  **Nurse Auxiliary/Clerk**  **Fife Pain Management**  (This post) |

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| 5. ROLE OF DEPARTMENT |
| The role of the Pain Management Multidisciplinary service is to ease pain and distress for patients who have chronic pain using a Bio-psychosocial model.  Chronic pain is defined:  “as a pain that has persisted for longer than three months or past the expected time of healing following injury or disease” I.K. Crombie et al (1999).  To provide specialist advice, support and education on pain management for all appropriate Health care professionals  To develop effective and multi-disciplinary professional working relationships across all clinical groups and organisational boundaries promoting enhancement of care of patients with chronic pain. |

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| 6. KEY RESULT AREAS |
| Carry out assigned tasks in delivering and supporting direct patient care under the direction of the  Clinical Service Lead to ensure delivery of a high quality of patient care.  Co-operate with and maintain good relationships with other disciplines that are attending and treating  patients to maximise patient care.  Chaperone the clinicians during clinical assessment, as required, maintaining the patients modesty and privacy  at all times.  Maintain good relationships and an empathic approach to patients’ carers and relatives and refer  them to the Clinical Service Lead for any questions they may have on the patient’s condition or for  any suggestions or complaints that they wish to raise.  Report observed changes in the patients physical/psychological needs and participate in maintaining  accurate and up to date records to ensure effective communication.  Manage mail, directing/prioritising to assist the efficiency of the service delivery    Request case notes for patients attending appointments at the clinic, ensure that there are adequate forms  and identification labels available in case notes, file relevant information in the case notes. Answer calls  relaying information to the relevant clinician, administration person or patient where appropriate.    Ensure that case note tracer systems are maintained and that regulations regarding confidentiality,  access and security are adhered to.  Undertake other ad hoc clerical duties as required to meet the needs of the service and other appropriate  duties that may be allocated by the Clinical service lead.  Score and enter questionnaire outcome data onto computer database    Work within Divisional policies and procedures to ensure maintenance of safe working practices for  patients and colleagues.    Adhere to the Department procedures and policies regarding control of infection.    Maintain patient confidentiality at all times.    Adhere to the Pain Management Service procedures for the use of supplies and equipment in order to  promote the effective and efficient use of resources.  Maintain stock levels of all supplies and carry out housekeeping and clerical duties, to support the  smooth and safe running of the department.  Participate in personal career development plan to maintain skills and develop personal growth  through training and education.    To participate in specific areas of service development and responsibility. |

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| 7a. EQUIPMENT AND MACHINERY |
| The Nursing auxiliary/clerk is expected to have knowledge of all equipment used in the Department. They  will not be expected to use equipment that he/she has not received instruction/training in.    **Office equipment** - personal computer, printer, scanner, photocopier, telephones  **Fire Equipment**  **Patient equipment** – wheelchairs, walking aids, trolleys, manual handling equipment, electric or manual plinths  **Interventional equipment** - acupuncture needles, sharps boxes, needles and syringes, Transcutaneous  Electrical Nerve Stimulators – a portable Pain relief device  **Resuscitation equipment** |
| **7b. SYSTEMS** |
| Maintenance of Patient documentation  Filing systems  Leave forms  Computer systems:   * Patient database – Trak, Morse * PECOS * Microsoft office – Word, Powerpoint, Excel |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Assignment of work will be by the Clinical Service Lead  Work review and formal appraisal of performance will be carried out by the Clinical Service Lead or  staff member as designated |

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| **9. DECISIONS AND JUDGEMENTS** |
| Planning and prioritising order of work so appropriate deadlines are met  Use a degree of initiative to deal with day to day issues    Within departmental guidelines, maintain the smooth running of the department by answering the telephone,  responding to telephone messages, check mail and score questionnaires    Acknowledging changes in patient’s conditions and reporting to clinical staff    Maintaining a safe working environment |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing and completing demands on time    Ensuring patient safety at all times  Dealing with situations that arise, especially emotional situations, for example when anger and  frustration are projected by the patient due to the distressing nature of chronic pain.  Supervising young children, who are brought to the clinic, whilst the parent is being assessed. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will communicate on a regular basis with patients, their relatives, the Multidisciplinary team and  external agencies involved with the management of chronic pain patients.  Maintains patient confidentiality at all times  Have the ability to stay calm and communicate effectively in stressful situations |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical skills**:  The ability to operate machinery and equipment as listed in No. 7  Skills to safely manoeuvre wheelchairs, trolleys.  Ability to observe patients  **Physical Demands**:  Carry out physical care for patients, i.e dressing  Patient movement with or without use of mechanical aides, manoeuvre patients.  Push trolleys and wheelchairs.  Cleaning equipment within the department.  Housekeeping and clerical duties  Dealing with patients with challenging behaviour.  **Mental Demands**:  Concentration required when observing patients.  Concentration required when undertaking personal care for patients  Basic numeracy regarding filing out of charts, scoring questionnaires.  Basic numeracy and of English language skills.  Ensure safe transfer of patients between departments  Time management Skills.  **Emotional Demands**:  Communicating with distressed/anxious/worried patients/relatives  Dealing with patients with severely challenging behaviour  Dealing with emergency situations.  **Working conditions**:  Exposure to body fluids – occasionally  Exposure to verbal aggression – frequently  Exposure to physically aggressive behaviour – occasionally  Exposure to a demanding and stressful environment. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| SVQ2 in Healthcare or working towards or equivalent experience working in a caring  environment/role is essential.  Ability to work with people as part of a Multidisciplinary Team  Effective written and verbal communication skills  Basic computer skills essential  Good organisational and time management skills  Ability to carry out assigned tasks effectively in a busy department  Ability to travel throughout Fife during the working day |

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| **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:  Head of Department Signature: | Date:  Date: |