**NHS GRAMPIAN JOB DESCRIPTION**

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| **1** | **Job Identification**  **Job title:** Modern Apprentice – Nursing Healthcare  Support Worker (The Clinical Support Worker  Higher Level)  **Location:** Various across NHS Grampian  **Hours:** 37 Hours per week  **Grade:** Band 3  **Salary:** £25,362 - £27,486 (Annex 21)  **Contract:** 2 year training (fixed-term) contract |
|  | **Job Purpose**  The Modern Apprentcie will work as a Clinical Support Worker Higher Level as part of the multidisciplinary team (MDT) delivering care to patients. This may be within a hospital, community or other settings. Support and supervision is always accessible.  Records patient observations and will highlight any changes regarding the patient’s condition e.g. loss of consciousness, increased pain, unpredictable behaviour.  The post holder carries out a range of patient care tasks and duties to enable the team to provide an effective and efficient service. |
| **3** | **Scope and Range of the Department**  The post holder will undertake a formal education programme as part of a two-year Modern Apprenticeship programme. Working as a Clinical Support Worker Higher Level, the apprentice will be an integral part of the nursing team and will assist Registered Nurses to deliver high quality, person-centred care to patients and their families within the hospital setting.  There will be a variety of posts avaibaly across NHS Grampian; Acute, Health and Social Care Partnerships, Mental Health, Learning Disabilities. |

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| **4** | **Organisational Structure**  Nurse Manager  Senior Charge Nurse  Staff Nurse  **Modern Apprentice (this post)** |
| **5** | **Main tasks, duties and responsibilities**  **Patient care and clinical duties**  Demonstrate care and compassion to patients, carers, relatives and significant others to help ensure high quality person centred patient care is delivered at all times.  Carry out a range of delegated patient care tasks e.g. venepuncture, urinalysis, blood pressure, blood sugar analysis, patient observations, pregnancy testing, wound observation and dressings, removal of peripheral cannulas and urinary catheters, stoma bag changing ensuring to report any relevant changes at all times, completing appropriate patient records.  Will assess conditions e.g. deteriorating consciousness, increased stress or distress and report accordingly.  Assist with transferring patients e.g. between wards, x-ray, clinics etc.  The post holder will demonstrate their own duties to new staff e.g. How to clean a bed space, how to order stores etc.  **Policies, procedures and standards**  Maintaining accurate, personally generated records e.g. fluid intake charts, patient observations (blood pressure, heart and respiration rate, temperature, urinalysis, faecal occult blood etc.).  To follow NHSG Standard Operating Procedures (SOPSs), policies, guidelines and procedures to ensure maintenance of safe working practices for patients and colleagues.  They may be involved with discussions regarding updating these and any changes that may be proposed e.g. changing a local SOP like bed space cleaning.  **Equipment and resources**  Maintaining stock demonstrating a good awareness of cost efficiency and safety e.g. ordering stores.  Undertakes routine and regular checks on various equipment used by others e.g. patient hoists, blood sugar monitors, resuscitation equipment, defibrillators. They will check and clean bed spaces and ensure all relevant equipment is clean, in good working order and intact and reporting faults when necessary.  **Personal development and learning**  The post holder will always have supervision available if required. Along with the line manager giving protected time for this, they must ensure they are up to date with mandatory/statutory training.  Will complete i-matter survey when required. |
| **6** | **Equipment, systems and machinery**  The post holder will use a range of equipment and resources e.g. Glucose monitors, blood gas machines, blood bank fridge, air warmers, flowtron machines, specialised beds, moving and handling equipment and specialised hoists, patient positioning pressure relieving aids etc.  The post holder will have standard keyboard skills and assist maintaining accurate patient care documentation e.g. Trakcare, Datix, etc. |
| **7** | **Decisions and judgements**  The post holder is accountable to their line manager or deputy for clinical guidance, professional management, work review and formal appraisal of performance.  Will assess and report changes to patient’s physical/psychological condition to the relevant supervisor e.g. deterioration in consciousness, increase in agitation, wound condition, alteration in blood pressure, heart rate, temperature, respiratory rate, and will instigate emergency care as necessary e.g. Cardio Pulmonary Resuscitation (CPR), violence and aggression procedures etc.  Will organise and plan own allocated workload.  Decide when to refer enquiries from patient, carers, relatives or significant others to line manager/deputy. |
| **8** | **Communication and relationships**  The post holder will communicate factual information to patients, relatives, carers and significant others as well as the MDT e.g. any relevant changes to observations, condition etc. They will also communicate with other departments e.g. estates regarding outstanding repairs etc.  They will regularly deal with barriers to understanding e.g. when English is not the person’s first language, people with hearing difficulties, learning disabilities, cognitive impairment etc. |
| **9** | **Physical skills, physical effort, mental, emotional and environmental demands of the job.**  **Physical Skills**  The post holder may have various physical skills e.g. venepuncture, restraint of patients, manipulating wheelchairs, etc.  **Physical Effort**  The post holder will exert frequent moderate effort e.g. while moving and handling patients in wheelchairs, transferring patients from bed to chair, carrying out personal care in cramped conditions, moving supplies e.g. stores/pharmacy, equipment, beds and patient trolleys. Mental Demands: The post holder will require frequent concentration when assessing patients conditions e.g. wound conditions, and changes to the patient’s observations (blood pressure, heart rate, respiratory rate, temperature, agitation etc.)  Workload will be unpredictable e.g. emergency situations, requiring the post holder to use control and restraint, instigating CPR etc. Emotional Demands The post holder will experience frequent exposure to distressing/emotional circumstances when dealing with challenging patients, family, carers, and significant others e.g. estranged family members appearing, dealing with terminally ill patients etc.  **Working Conditions**  Frequent exposure to body fluids e.g. while carrying out bed bathing, performing last offices, urinalysis, wound dressings, venepuncture, obtaining samples e.g. sputum, stool, blood, urine.  There may be also frequent exposure to physical aggression. |
| **10** | **Most challenging/difficult parts of the job**  Dealing with the challenging needs of the patients, families, carers and significant others. |
| **11** | **Knowledge, training and experience required**  A commitment to learning and development is essential.  The post holder must:   * Comply with the Mandatory Induction Standards for Healthcare   Support Workers through completion of the HCSW workbook   * Attend and complete all mandatory training and local training relevant to the role * Commit to undertake and the Modern Apprenticeship Framework, supported by a Training Provider.   Applicants must possess the following qualifications at the time of application; a minimum of five National 5 grades at A, B or C in English, Maths, Biology (or similar) and two other subjects of your choice. |

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| **PERSON SPECIFICATION** | | |
| **POST / GRADE**: Modern Apprentice – Nursing Healthcare  Support Worker (The Clinical Support Worker  Higher Level)  Band 3 (Annex 21)  **LOCATION:** NHS Grampian  **WARD/DEPARTMENT**: Nursing & Midwifery | | |
| 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** | Essential | Desirable |
| Qualification & Experience | * A minimum of five x National 5 Grades at A, B or C in Maths, English, Biology (or similar) and two other subjects of your choice | * Care experience is desirable but not essential |
| Circumstances & Flexibility | * Good Communication & Interpersonal Skills and the ability to work with patients and relatives during difficult and often distressing circumstances * Need to be flexible due to shift patterns, weekends, unsocial hours and the needs of the service * Ability to take direction from senior staff |  |
| Particular requirements of the post | * Caring and compassionate who has a genuine interest in working within a healthcare environment * Required to be motivated and enthusiastic * To be able to work as part of a team to enhance patient care * Compliance with NHS Scotland Healthcare Support Worker – Code of Conduct |  |
| Level of Disclosure check required | PVG |  |