NHS
Eileanan Siar
Western Isles

Clinical Support Assistant

SCAN ME

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Western Isles Health Board
The best at what we do

Job Advert

Western Isles Hospital, Macaulay Road, Stornoway, Isle of Lewis, HS1 2AF

PATIENT SERVICES DEPARTMENT

Clinical Support Assistant
Band 2 – £24,647 - £26,763 pro rata
Plus £1,349 Distant Islands Allowance pro rata
29.60 Hours per Week
Permanent post

We are looking for a motivated, friendly person who enjoys the challenge of working as part of a team in a changing environment.

Ideally, you have a good general education, experience of working with the public in an administrative role, have demonstrable good communication skills and enjoy working in a busy environment. Computer literacy and attention to detail are essential.

The successful candidate will be based in the Western Isles Hospital, rotating between Medical Records and the Clinical Wards.

Training for the position will be provided in-house. This post is subject to Disclosure Scotland checks.

For further information please contact: Nicola Murray, Patient Services Manager, NHS Western Isles. Tel: 01851 704704. This post is not eligible for relocation expenses.

The successful candidate will need to achieve the Mandatory Induction Standards for Healthcare Support Workers and comply with the Code of Conduct within three months of full time employment or up to six months for part time workers. For further information see www.hcswtoolkit.nes.scot.nhs.uk

All NHS Western Isles vacancies appear on the NHS Scotland website: apply.jobs.scot.nhs.uk, along with a job description.

If you have any further queries, please contact Tel: 01851 762027.

NHS SCOTLAND JOB DESCRIPTION TEMPLATE

1. JOB IDENTIFICATION

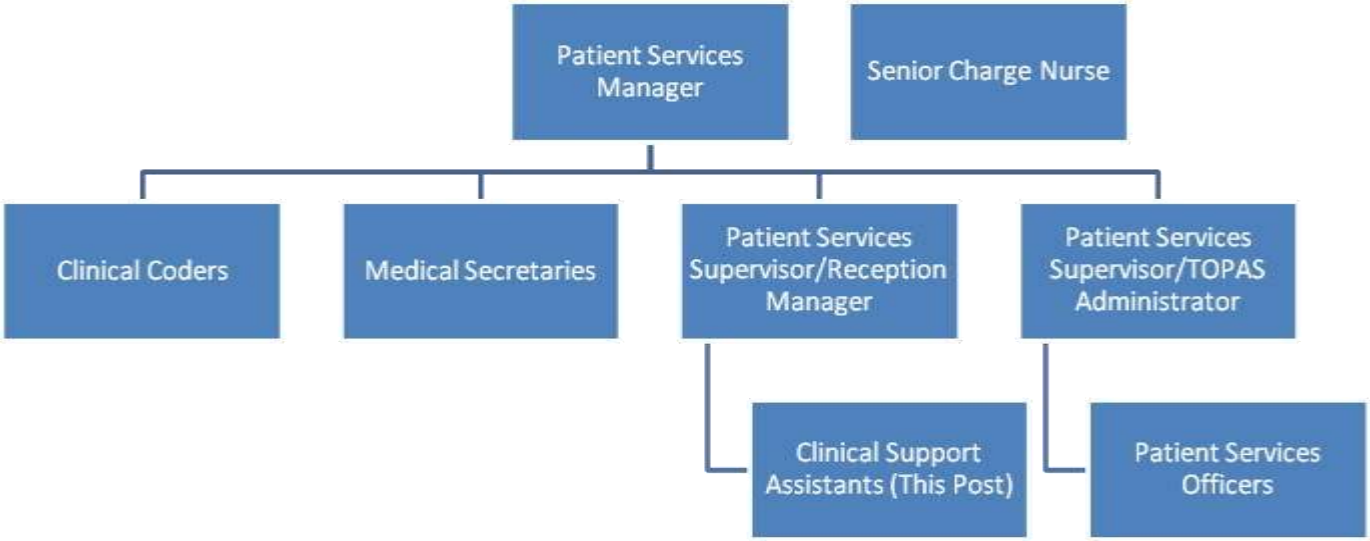
Job Title:	Clinical Support Assistant
Responsible to (insert job title):	Patient Services Manager
Department(s):	Patient Services
Directorate:	Acute
Operating Division:	
Job Reference:	197
No of Job Holders:	Five
Last Update (insert date):	12.03.2025

2. JOB PURPOSE

Working as a support person for the nursing and multi-disciplinary team on the ward in the Western Isles Hospital, rotating between the different wards and Medical Records, the post holder will undertake a variety of administrative/clerical and receptionist tasks.

N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The Patient Services Department provides a Reception, Clinical Support Assistant, Health Records, Clinical Coding and Medical Secretarial service to NHS Western Isles with staff in the Western Isles Hospital and Uist and Barra Hospital. The Department provides Medical Records Management advice to community clinical services and is also responsible for co-ordinating Outpatient visiting services in conjunction with the ~~Capacity Planning Manager.~~ Planning and Performance Manager.

The Reception team is responsible for the provision of key services supporting patient care and management including:

- providing a comprehensive first contact role in face to face and telephone day to day activity.
- providing test calls, monitoring of alarms and paging services
- maintaining records of activity within the Reception area
- controlling access when restrictions are in place

The Clinical Support Assistants provide comprehensive clinical support to ward including:

- Supporting clinical staff with admission and discharge documentation,
- Filing and retrieving of relevant case notes
- Ensuring that all necessary paperwork is available for clinical staff

Following up with ~~Junior Doctors~~ Resident Doctors in relation to Immediate Discharge Letters, highlighting outstanding Immediate Discharge Letters, monitoring of HEPMA and the upload of documentation to SCI Store.

6. KEY RESULT AREAS

- To communicate effectively and accurately, applying discretion and tact where necessary, with written, telephone and face-to-face contact, with patients, visitors, other hospital staff and various external agencies.
- To ensure patients are appropriately received, admitted, transferred, discharged and where necessary make follow-up appointments, from the ward using TOPAS (Patient Administration System) and SCI Discharge.
- To maintain patient case notes and other associated documentation in a timely manner and in accordance with hospital policy.
- To ensure that patient identification details are correct and up to date, in terms of written and electronically held records, and that patient identification labels are printed.
- To reconcile bed status on TOPAS with SCI Discharge and ward whiteboard, contributing to good data quality.
- To complete basic patient administrative documentation e.g. absence returns
- To actively participate with improvement of ward administrative/clerical systems
- To order appropriate stores and other essential items, as directed and in line with ward policy/precedent
- To liaise with other support staff as and when necessary, e.g. Hotel Services staff, Medical Records, Medical Secretaries
- To collect, open and distribute ward post appropriately.
- To request portering staff as required and occasionally deliver and collect items to and from other areas across the hospital.
- To arrange appropriate patient transport as requested by ward staff in accordance with policy, and communicate effectively with the various transport agencies (Scottish Ambulance Service, Third Sector Hebrides, Air Ambulance).
- To carry out and complete all patient filing and carry out necessary photocopying.
- To welcome and assist patients, relatives and other visitors on arrival to the ward and inform appropriate ward staff.
- To communicate effectively and with empathy with patients and relatives on arrival to the ward.
- To provide appropriate information to all visitors to the ward as deemed necessary and appropriate (and in accordance with the Data Protection Act and any Ward guidelines).
- To be responsible for entering and updating accurate information on TOPAS (Patient Administration System).
- To ensure patients are appropriately received, admitted, transferred, discharged and where necessary make outpatient appointments, using the appropriate IT systems.
- To demonstrate relevant IT systems to new ward staff

7a. EQUIPMENT AND MACHINERY

The Post holder is required to use a computer every day.

Printer/photocopier/scanner

7b. SYSTEMS
Systems used: TOPAS SCI Store HEPMA NHS Mail

8. ASSIGNMENT AND REVIEW OF WORK

The job is managed rather than supervised, and the post holder is required to work independently, prioritising the work load. Advice can be sought from the Senior Charge Nurse or the post holder's supervisor.

9. DECISIONS AND JUDGEMENTS

The post holder is required to resolve issues with case notes such as replacing case note covers, splitting of case notes into multiple volumes, and finding of case notes which may not be in the location as indicated on TOPAS.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Management multiple demands from ward staff and Resident Doctors while attending to telephone queries and visitors attending the ward.

11. COMMUNICATIONS AND RELATIONSHIPS

The post holder is required to communicate effectively and accurately, with written, telephone and face-to-face contact, on a daily basis with patients, visitors, other hospital staff and various external agencies, applying discretion and tact where necessary.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

The post is physically demanding in that it requires regular, daily handling of patient records each weighing an average of 2kg.

There is a regular requirement to undertake filing and retrieval of case notes both overhead and from ground level.

The post holder is frequently directly exposed to bad smells, and indirectly exposed to bodily fluids and soiled linen etc.

The post holder is required to work to strict deadlines and regular concentration is needed for data entry, e.g. timely and accurate recording of admission and discharge data; reconciliation of the ward's bed status, correct filing in notes.

The post holder will occasionally be exposed to distressing emotional circumstances in dealing with patients and visitors.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

FACTOR	ESSENTIAL	DESIRABLE
Experience	Working with the public Working in an administrative capacity Using electronic administrative systems	Experience of working in medical records Using electronic Patient Administration Systems
Qualifications/ Training	Good general education	E.C.D.L. SVQ 3 Administration IHRIM Certificate of Technical Competence
Knowledge And Skills	Good communication /interpersonal skills Able to work unsupervised Good organisational skills Computer Literacy	Knowledge of Medical Terminology
Disposition	Enthusiastic & motivated Enjoy working in a busy environment Ability to work as part of a team, and on own Confidential	
Other	Ability to lift and carry with and without the assistance of mechanical aids	

14. STANDARD ELEMENTS

STANDARD ELEMENTS

Confidentiality
Comply with all approved NHSWI Policies and Procedures.
Comply with NHSWI Communication Strategy and Media Strategy.
This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety:

Assist in maintaining own and others' health, safety and security.

This involves:
a) Complying with Board health and safety policies, procedures and participating in mandatory training.
b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:
a) Acting in ways consistent with the Board's policies and procedures.
b) Treating those you come into contact with equitably and with respect.
c) Recognising the need for aids or adaptations.

15. 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:12.08.2025

A Place to Live

The quality of life in the Western Isles, particularly for those with families, is outstanding: a safe space to bring up children, stress-free commutes with jaw-dropping views, and the opportunity to stroll along our pristine beaches or explore our dramatic scenery on your days off.

Community spirit is at the heart of the Western Isles. It is close-knit and welcoming, residents are proud of the place where they live and are keen to support young and old. The islands have a strong cultural identity stemming from their distinctive history.

Although the islands are remote, you can still keep connected with the wider world. There are frequent transport links to the mainland via ferries and three island airports – Barra, Benbecula, and Stornoway. The Air Discount Scheme (cheaper flights for islanders) and Road Equivalent Tariff (subsidised ferry fares) ensure transport is affordable. High-speed internet is widely available and allows islanders to stay connected globally.

Local Primary and Secondary Schools provide high quality education with the opportunity to learn through the Gaelic language. There is a network of excellent sport and leisure facilities in the Western Isles with annual cultural festivals and venues with live entertainment.

Key worker housing can be applied for through Hebridean Housing Partnership.

Useful Information

cne-siar.gov.uk Comhairle nan Eilean Siar (Western Isles Council - for more information on Schools, leisure and culture)
visitouterhebrides.co.uk (for more information on our islands and what to see and do)

A Place to Work

NHS Western Isles employs over 1000 staff over a number of sites, including:

- Ospadal nan Eilean Siar (Western Isles Hospital), Stornoway
- Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital), Benbecula
- St Brendan's Hospital, Barra
- A number of GP and Dental Practices across the island chain
- A variety of community-based health services

Being part of a smaller team with a flat management structure provides the opportunity to widen your experience and be involved in a range of planning and decision-making that you might not otherwise experience in a larger setting. Our patients are our community, and there is opportunity to contribute to multi-disciplinary and holistic care to patients and families across healthcare settings.

Support and development are central to NHS Western Isles' ethos, and this involves working in partnership with the University of the Highlands and Islands, NHS Education for Scotland, and other higher education institutions. Our Professional Practice and Learning team will support and advise you on your learning journey. Many opportunities can now be accessed remotely through online learning. Regular clinical training is available and scenario-based learning is available in our recently-installed sim lab.

The Western Isles has a range of employment opportunities in the public and private sector for those that are relocating as a family. Please contact us and we can direct you to vacancies that might be suitable.

All staff are valued equally and we welcome and encourage those from diverse backgrounds to come and work for us.

NHS Eileanan Siar Western Isles

NHS WESTERN ISLES BENEFITS

Pay

The NHS pay system is known as Agenda for Change (AfC) which applies to all staff excluding medical, dental and executive level managers.

The benefits include a standard working week of 37 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

Distant Islands Allowance is paid to all staff who live in the Western Isles. This is currently £1,349 per year.

Annual Leave

Annual leave entitlement is 27 working days, rising to 29 working days after 5 years' service and 33 days after 10 years' service. In addition to this, you are entitled to 8 statutory public holidays every year.

Work-life balance

We understand that balancing work and home commitments can sometimes be difficult.

Our policies offer:

- Flexible working including home working
- Paid parental leave
- Paid carer leave
- Paid bereavement leave
- Occupational sick pay scheme

Wellbeing

We recognise that your mental and physical wellbeing is important and we aim to support you in the workplace.

We have a 24-hour confidential helpline to support you and your family through any of life's issues or problems. This includes counselling, family issues, bereavement, financial wellbeing, relationship advice, legal information and more.

NHS Pension Scheme

All new employees will automatically be enrolled in the NHS Pension Scheme, or if you are an existing member your membership will continue.

Key features

- Benefits accrued on a Career Average Revalued Earnings (CARE) basis.
- Normal pension age the same as your State Pension Age.
- Pension accrual rate of 1/54th of pensionable earnings each year.
- Valuable death benefits for your dependents.
- Option to take part of your pension and continue working.

Further information on the benefits of the scheme, can be found at sppa.gov.uk.

Travel & Transport

We participate in the Cycle to Work scheme, enabling you the opportunity to buy a bike tax-free.

Those who need to travel a lot for work will be eligible for a leased car.

Right to Work in the United Kingdom

We will support those that are eligible for a certificate of sponsorship to apply for a work visa. Candidates who require a Certificate of Sponsorship can access further information on the UK Border Agency's new points based system that now governs the way individuals from outside the EEA can work in the UK at bia.homeoffice.gov.uk.