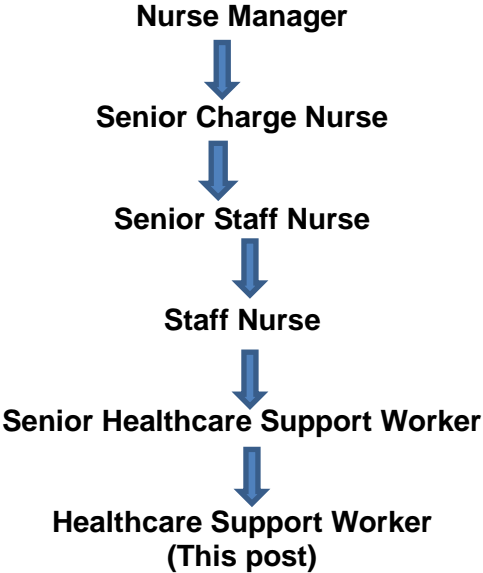


## NHS GRAMPIAN JOB DESCRIPTION

<b>1</b>	<b>Job Identification</b>	
	<b>Job Title:</b>	Clinical Support Worker
	<b>Department:</b>	Ward 7
	<b>Location:</b>	Dr Grays Hospital
	<b>Hours:</b>	Various
	<b>Grade &amp; Salary:</b>	Band 2 £24,647 - £26,763 pro rata
	<b>Contract:</b>	Permanent
<b>2</b>	<b>Job Purpose</b> <p>The Clinical Support Worker is part of the multidisciplinary team (MDT) delivering personal care to patients. This may be within a hospital, community or other settings. Support and supervision is always accessible, but will act on own initiative when delivering care.</p>	

	<p>They will assist the MDT in managing patients by undertaking a broad range of routine tasks associated with the care of these patients.</p> <p>Records patient information e.g. fluid charts.</p>
3	<p>Ward 7 is a 25 bed - acute medical area – the bed compliment is split between General Medical and Acute care of the Elderly and can also be increased to 27 beds when required.</p> <p>The diversity is such that the range is from minor infections, cardiac problems, diabetics, gastric problems, patients with cognitive problems and patients with social difficulties requiring assessment and rehabilitation before being discharged.</p> <p>Patients are admitted from a variety of sources including ED, AMAU, or transfers from High Dependency or other hospitals. The majority of patients, admitted to Ward 7, are emergency admissions. The ward has a high turnover of patients therefore staff work very closely with other colleagues including Physio, OT, Speech &amp; Language, Dietetics, Site &amp; Capacity &amp; many others, to ensure the best patient outcomes.</p>
4	<p><b>Organisational Structure</b></p>  <pre> graph TD     A[Nurse Manager] --&gt; B[Senior Charge Nurse]     B --&gt; C[Senior Staff Nurse]     C --&gt; D[Staff Nurse]     D --&gt; E[Senior Healthcare Support Worker]     E --&gt; F[Healthcare Support Worker (This post)] </pre>
5	<p><b>Main tasks, duties and responsibilities</b></p> <p>Demonstrates care and compassion to patients, carers, relatives and significant others to help ensure high quality person centred patient care is delivered at all times.</p> <p>Assist with the management of patients during admission/transfer and discharge e.g. organise their personal belongings, ensure admission/discharge documents are up to date etc.</p> <p>Assist patients with activities of daily living and person centred care. This will typically include delivering basic care e.g. supporting patients with fluid and nutritional needs, bathing, toileting and repositioning etc.</p> <p>Will demonstrate own duties to new starts including student nurses, bank workers e.g. admission documentation, fluid charts etc.</p>

	<p>Will complete i-matter when required.</p> <p>Maintain good relationships and an empathic approach to the patient's family, relatives, carers and significant others ensuring to escalate appropriately when required.</p> <p>Maintaining accurate and up-to-date records e.g. fluid intake, stool, weight charts etc.</p> <p>Handles patient's personal possessions/valuables.</p> <p>May order stores if required and will demonstrate an awareness of cost efficiency and contribute to the smooth running of the ward/department.</p> <p>Follows NHSG and local protocols and policies, and may participate in discussions about proposed changes to protocols/policies.</p>
<b>6</b>	<p><b>Equipment, systems and machinery</b></p> <p>Post holder will use a range of machinery e.g. patient hoists, pat slides, wheelchairs, specialist seating as well as therapeutic pressure reducing/ relieving mattresses, and specialist beds.</p>
<b>7</b>	<p><b>Decisions and judgements</b></p> <p>Post holder will prioritise own duties. They will instigate emergency procedures if required e.g. commence basic life support. Decide when to refer enquiries from patient, carers, relatives or significant others to line manager/deputy.</p>
<b>8</b>	<p><b>Communication and relationships</b></p> <p>The post holder will communicate with the patient, relatives, carers and significant others and the MDT in a caring, compassionate and professional manner.</p> <p>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.</p>
<b>9</b>	<p><b>Physical skills, physical effort, mental, emotional and environmental demands of the job.</b></p> <p><b>Physical Skills</b> Standard keyboard skills required for inputting information into electronic patient records where applicable and also into patients written records.</p> <p>The post holder will use various physical skills e.g. manipulating wheelchairs, bed bathing, manoeuvring patients etc.</p> <p><b>Physical Effort</b> 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.</p>

	<p>They may exert intense physical effort occasionally while holding the patient (without aids) into positions for lengthy periods (1-2hrs) e.g. assisting patients to be prone (a method of manoeuvring mechanically ventilated patients onto their stomach in order to increase their oxygenation), lumbar punctures, central/renal line insertion etc.</p> <p><b>Mental Demands:</b> The post holder will require frequent concentration when delivering patient care e.g. bed bathing, showering, toileting, sorting out their belongings etc.</p> <p><b>Emotional Demands</b> Assist with the care of dying patients and participate in last offices.</p> <p>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.</p> <p><b>Working Conditions</b> Frequent exposure to body fluids e.g. while carrying out bed bathing, performing last offices, emptying urinary catheters, vomit bowls, commodes etc. There may be also frequent exposure to physical aggression.</p>
10	<p><b>Most challenging/difficult parts of the job</b></p> <p>Dealing with the challenging needs of the patients, families, carers and significant others.</p>
11	<p><b>Knowledge, training and experience required</b></p> <p>SVQ II qualification or equivalent in a relevant area gained through experience, on the job training and short courses.</p>

**NHS Grampian  
Person Specification**

**POST/GRADE:** Clinical Support Worker Band 2

**LOCATION/HOSPITALS:** Dr Gray's Hospital, Elgin

**WARD/DEPARTMENT:** General Medical / ACE Ward

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Qualifications	Good academic qualifications	Willing to work towards SVQ level 3
Experience	Be able to communicate effectively with patients and staff in hospital Be able to co-ordinate the daily workload	Have had experience working within the hospital setting
<b>Skills and knowledge</b>	Be aware of infection control policy Be computer literate Ability to motivate the team. Evidence of developing knowledge.	Manual Handling key handler Be competent in performing ECG Be familiar with audit procedure Ordering and stock rotation Previous experience working with cognitive impaired clients
<b>Disposition</b>	Pleasant, approachable and even tempered. Able to deal with stressful situations	
<b>Physical Requirements</b>	A good health record maintained within the Trust Policy.	
<b>Particular Requirements of the Post</b>	Ability to be self motivated Be able to work 12hour shift pattern (day and night)	

**MAJOR RISKS IN DOING THIS JOB**

*Needlestick injury  
Challenging behaviour*