

## 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 3 £26,869 - £28,998
	<b>Contract:</b>	Permanent
<b>2</b>	<b>Job Purpose</b> <p>The Clinical Support Worker Higher Level is 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.</p>	

	<p>Records patient observations and will highlight any changes regarding the patient's condition e.g. loss of consciousness, increased pain, unpredictable behaviour.</p> <p>The post holder carries out a range of patient care tasks and duties to enable the team to provide an effective and efficient service.</p>
<p><b>3</b></p>	<p><b>Scope and Range of the Department</b></p> <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>
<p><b>4</b></p>	<p><b>Organisational Structure</b></p> <div style="text-align: center;"> <p><b>Nurse Manager</b></p> <p>↓</p> <p><b>Senior Charge Nurse</b></p> <p>↓</p> <p><b>Senior Staff Nurse</b></p> <p>↓</p> <p><b>Staff Nurse</b></p> <p>↓</p> <p><b>Senior Healthcare Support Worker (This post)</b></p> <p>↓</p> <p><b>Healthcare Support Worker</b></p> </div>
<p><b>5</b></p>	<p><b>Main tasks, duties and responsibilities</b></p> <p><b>Patient care and clinical duties</b></p> <p>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.</p> <p>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,</p>

	<p>stoma bag changing ensuring to report any relevant changes at all times, completing appropriate patient records.</p> <p>Will assess conditions e.g. deteriorating consciousness, increased stress or distress and report accordingly.</p> <p>Assist with transferring patients e.g. between wards, x-ray, clinics etc.</p> <p>The post holder will demonstrate their own duties to new staff e.g. How to clean a bed space, how to order stores etc.</p> <p><b>Policies, procedures and standards</b>  Maintaining accurate, personally generated records e.g. fluid intake charts, patient observations (blood pressure, heart and respiration rate, temperature, urinalysis, faecal occult blood etc.).</p> <p>To follow NHSG Standard Operating Procedures (SOPs), policies, guidelines and procedures to ensure maintenance of safe working practices for patients and colleagues.</p> <p>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.</p> <p><b>Equipment and resources</b>  Maintaining stock demonstrating a good awareness of cost efficiency and safety e.g. ordering stores.</p> <p>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.</p> <p><b>Personal development and learning</b>  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.</p>
6	<p><b>Equipment, systems and machinery</b></p> <p>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.</p> <p>The post holder will have standard keyboard skills and assist maintaining accurate patient care documentation e.g. Trakcare, Datix, etc.</p>
7	<p><b>Decisions and judgements</b></p> <p>The post holder is accountable to their line manager or deputy for clinical guidance, professional management, work review and formal appraisal of performance.</p>

	<p>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.</p> <p>Will organise and plan own allocated workload.</p> <p>Decide when to refer enquiries from patient, carers, relatives or significant others to line manager/deputy.</p>
8	<p><b>Communication and relationships</b></p> <p>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.</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>
9	<p><b>Physical skills, physical effort, mental, emotional and environmental demands of the job.</b></p> <p><b>Physical Skills</b> The post holder may have various physical skills e.g. venepuncture, restraint of patients, manipulating wheelchairs, 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><b>Mental Demands:</b> 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.)</p> <p>Workload will be unpredictable e.g. emergency situations, requiring the post holder to use control and restraint, instigating CPR etc.</p> <p><b>Emotional Demands</b> 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, urinalysis, wound dressings, venepuncture, obtaining samples e.g. sputum, stool, blood, urine. There may be also frequent exposure to physical aggression.</p>

<b>10</b>	<b>Most challenging/difficult parts of the job</b>  Dealing with the challenging needs of the patients, families, carers and significant others.
<b>11</b>	<b>Knowledge, training and experience required</b>  Post holder will have a SVQ 3 qualification or equivalent experience and knowledge gained through on the job training, short courses etc.

PERSON SPECIFICATION		
POST/GRADE: Clinical Support Worker Band 3 LOCATION: Dr Gray's Hospital, Elgin WARD/DEPARTMENT: Ward 7		
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	Educated to Secondary school level, Standard Grades & /or Highers or equivalent.  Experience of working in a hospital ward or care environment.  Must be able to understand the importance of patient confidentiality.	Previous experience in venepuncture, cannulation or be willing to undertake training for these roles.  Experience with extended roles ie: key handler/cascade trainer, or be willing to do so.
Circumstances & flexibility	Ability to work under pressure  Ability to prioritise workload  Must have good communication skills  Must be capable of working with minimal supervision in accordance with Standard Operating Procedures.  Must be willing to cooperate with staff of all grades and abilities, and work as part of a team	
Particular requirements of the post	Be self motivated to ensure current learning up to date and clinical skills can be carried out safely.  Be able to work day and night rotation and 12 hour shift pattern.	Be willing to become a preceptor for new starts on the ward.  Be willing to undertake the training requirements to meet the service needs of the ward.

Level of Disclosure check require	PVG	
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