

NHS Lothian

Post: Band 2 – Modern Apprenticeship – Healthcare Support Worker

PERSON SPECIFICATION

In order to be shortlisted you must demonstrate you meet all the essential criteria and as much of the desirable as possible. When a large volume of applications are received for a vacancy and most applicants meet the essential criteria then the desirable criteria is used to produce the shortlist.

| Criteria | Essential | Desirable | How assessed |
|-----------------------------|---|---|--------------|
| Personal Traits | <p>Understand and possess the NHS Lothian Values: NHS Lothian Values</p> <p>Good at working under pressure and meeting deadlines</p> <p>Positive approach & willing to continuously to learn and grow.</p> <p>Passion for working within a Healthcare Environment</p> <p>Demonstrate honesty, integrity, care and compassion when dealing with others</p> | | A, I, R |
| Qualifications and Training | <p>National 4 or above in English and Maths</p> <p>This can be evidenced through core skills at Level 4 gained within another qualification.</p> | | A, C, I |
| Experience and Knowledge | <p>Evidence of ability to work within a team and work with others towards achieving shared goals and learning from mistakes.</p> <p>Make best use of resources including time, to achieve agreed goals for service delivery, taking responsibility for own actions and self-development</p> | <p>Experience in dealing with public/good customer care skills</p> <p>Experience within a healthcare setting.</p> | A, I, R |
| Skills and/or Abilities | <p>Ability to carry out assigned tasks effectively in a busy dynamic environment</p> <p>Contribute and work as part of a wider team and across services.</p> <p>Ability to work accurately, paying attention to detail while working to deadlines.</p> <p>Strong IT skills when using a variety of Microsoft Packages</p> | | A, I, R |

| | | | |
|----------------------------|--|---------------------|---------|
| | <p>Effective written and verbal communication skills</p> <p>Good interpersonal skills and communication skills to ultimately liaise with all parties you work alongside including those internal to NHS Lothian and education provider.</p> <p>Ability to carry out delegated responsibilities with in a dynamic clinical environment.</p> <p>Enthusiasm to learn and develop</p> <p>Ability to work on own initiative and understanding how to problem solve.</p> | | |
| Specific Job Requirements | <p>To work within standards set out in HCSW code of conduct</p> <p>Good time keeping and flexibility across NHS Lothian sites</p> <p>Working shift patterns determined by service needs and requirements</p> <p>Commitment to adhering to learning agreement and schedule for duration of the MA programme.</p> <p>Commitment to complete Apprenticeship within identified period</p> <p>Undertake other appropriate development and training opportunities</p> | | A, C, R |
| Key – how assessed | | | |
| A = Application form | | I = Interview | |
| C = Copies of certificates | | T= Test or exercise | |
| P = Presentation | | R = References | |

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Clinical Support Worker Trainee

Responsible to : Senior Charge Nurse

Department(s): Ward 201

Directorate: Medicine of the Elderly, Royal infirmary of Edinburgh

Operating Division: Lothian University Hospitals Division

Job Reference:

No of Job Holders: 11.22

Last Update (insert date): July 2013

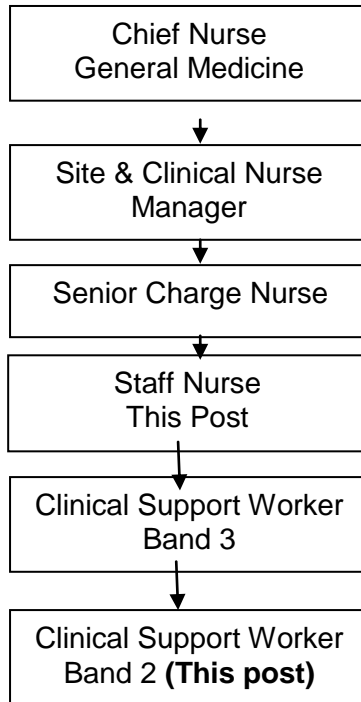
2. JOB PURPOSE

- ◆ Working towards the achievement of Clinical Support Worker level 2.
- ◆ As part of a multidisciplinary team the post holder will carry out personal care duties for patients in support of and supervised by the registered nurse/CSW Level 3. Carry out assigned duties to maintain Activities of Daily Living for patient care for patients.
- ◆ Undertake associated clerical and patients centred duties, under supervision of registered nurse/CSW level 3.

3. DIMENSIONS

- ◆ The post holder is not responsible for managing the budget but needs to be aware of the resources available and the need to work within the financial envelope.
- ◆ The post holder's primary post will be within a 22-bedded Medicine of the Elderly Acute Admissions Unit.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

- ◆ Ward 201 is a 22 bedded Acute Medicine of the Elderly ward, which accepts patients from Combined Assessment or through referral from internal specialties and occasional direct admission.
- ◆ During the patient's stay, patients shall be assessed by the multi-disciplinary team and prescribed treatment. They receive nursing, paramedical and medical interventions.
- ◆ To provide a high quality, safe and supportive environment in order to care for patients within Medicine of the Elderly meeting the identified physical and psychosocial needs. Ensuring the highest standard of patient care and management.

6. KEY RESULT AREAS

- ◆ Under the direct/indirect supervision of the registered nurse or clinical support worker level 3, the post holder will deliver the Activities of Daily Living to the patient to ensure a high standard of care.
- ◆ Refer patients, relatives and carers to a trained nurse for any questions they may have on the patient's condition or for any suggestions or complaints that they wish to raise.
- ◆ Establish effective communication with patients, relatives, carers and other members of the multidisciplinary team, ensuring any observed changes in the patient's activities of daily living are effectively communicated both verbally and in writing.
- ◆ Work within the defined policies, procedures, standards and protocols of the Ward, Directorate

and Division to ensure maintenance of safe working practices for patients and colleagues.

- ◆ Develop the knowledge and skills to maintain stock levels of all supplies and carry out housekeeping duties, to support and maintain the running of the ward area in order to promote the effective and efficient use of resources.
- ◆ Ensure patients property and valuables that are received by the ward for safekeeping are secured and processed as division policy.
- ◆ In partnership with the registered nurse and clinical support worker level 3 support the planned health promotion activities relevant to the patient group.
- ◆ Be proactive in personal career development plan to achieve clinical support work level 2 and develop personal growth through training and education.

7a. EQUIPMENT AND MACHINERY

Post holder is expected to have knowledge and ability to use all equipment used in the area however may not have daily clinical involvement.

| Generic | Specialised | Very Specialised |
|-----------------------------------|---|------------------------------------|
| Television Bedside Unit | Hoists – Encore, Maxi/Arjo | Bladder Scanner |
| Fridge | Bath hoist | Cardiac Monitor |
| Ice Machine | Infusion Devices – Alaris, Asena, Graseby | 3 & 12 lead Electrocardiograph |
| Nursing Call System | Blood Pressure Machine | Central Venous Pressure Monitoring |
| Database /Computers | Glucometer | Nebuliser |
| Fire Equipment | Suction Equipment | BiPAP |
| Pat Slides | Nimbus Pressure Mattress | Intubation Equipment |
| Supreme 104 Water Boiler | Enteral Feeding Pump | Respiratory Rate Monitoring |
| Walking Aids | Humified Therapy | |
| Oxygen Cylinders | Non Invasive Ventilator | |
| Raised Toilet Seats | Defibrillator – semi-automatic & manual | |
| Glide Sheets | Pulse Oximeter | |
| X Ray boxes | Repose Boots | |
| Electrically Controlled Chair/Bed | Shower Chairs | |
| Wheelchairs | Weighing Scales | |
| Trolleys | Syringe Drivers | |
| Fax Machine | Samhall Turner | |

7b. SYSTEMS

- ◆ Maintenance of patient records
- ◆ Apex Laboratory System
- ◆ Datix System reporting incidents
- ◆ Intranet/Internet - Personal Use and Learning
- ◆ TRAK

8. ASSIGNMENT AND REVIEW OF WORK

- ◆ The daily workload will be assigned by the Nurse in Charge and during your working day you will be directly/indirectly supervised by a registered nurse/ Clinical Support Worker level 3
- ◆ Work review and formal appraisal of performance will be carried out by the appropriate line manager.

9. DECISIONS AND JUDGEMENTS

- ◆ In partnership with the registered nurse/clinical support worker level 3, plan order of work.
- ◆ Discuss with the registered nurse/clinical support worker level 3 an overview of their interaction with patients.
- ◆ Observe patient changes and report to the registered nurse/clinical support worker level 3.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- ◆ Balancing the demands of training and being an active member of the multidisciplinary team. Maintain high standards of patient care within defined resources.
- ◆ Develop and establish communication with the multidisciplinary team, the patient, carer and their families.
- ◆ Ensuring patient safety at all times.
- ◆ Managing self within dynamic clinical environment.
- ◆ Developing skills and knowledge necessary to fulfil their job role.
- ◆ Addressing the equality and diversity needs of patients and staff.

11. COMMUNICATIONS AND RELATIONSHIPS

- ◆ Provide effective and efficient communication and working relationships with colleagues, patients, their relatives, and the general public.
- ◆ Develop awareness of current Divisional issues and impart information to colleagues.
- ◆ Supporting clinical departments
- ◆ External agencies – community health care practitioners/ Scottish Ambulance Service/Social Work

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

Physical Skills / Demands:

- ◆ Skills to safely manoeuvre wheelchairs, trolleys and other test equipment in accordance with M&H policy
- ◆ Movement and manoeuvring of patients
- ◆ Use of mechanical aides, hoists etc
- ◆ Stand/walking for the majority of shift.
- ◆ Escort patients both within and out with the Liberton site
- ◆ PC Skills

Mental Demands:

- ◆ Concentration required when undertaking personal care and clinical skills for patients.
- ◆ Delivering patient care under in-direct supervision, within defined resources
- ◆ Interpersonal relationships with staff, patients, relatives and carers.
- ◆ Interruptions by colleagues, patients, relatives and the public (indirect and direct)

Emotional Demands:

- ◆ Communicating with distressed/anxious/worried patients/relatives.
- ◆ Caring for the terminally ill under supervision.
- ◆ Caring for patients following receipt of bad news under supervision.
- ◆ Dealing with patients/relatives/carers with severely challenging behaviour.
- ◆ Recognising and seeking help to manage their emotions

Working Conditions:

- ◆ Exposure to body fluids, emptying bed pans/urinals, catheter bags ,blood
- ◆ Exposure to aggression both verbal and physical

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

- ◆ Be willing to work within a multidisciplinary team
- ◆ Effective communication skills
- ◆ Good interpersonal skills
- ◆ Ability to carry out delegated responsibilities within a dynamic clinical environment, recognising ones limitations.
- ◆ Have awareness of equality and diversity needs.

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: