

**AGENDA FOR CHANGE  
NHS JOB EVALUATION SCHEME**



**JOB DESCRIPTION TEMPLATE**

Revised February 2010

**1. JOB IDENTIFICATION**

Job Title: HCSW (Higher)

Reports to (insert job title): Department Manager ED/OPD

Department, Ward or Section: ED/OPD

CHP, Directorate or Corporate Department: Acute

Job Code: ARGYLLORNURSOUT04

No of Job Holders: 3

Effective date of this job description: April 2007

**2. JOB PURPOSE**

1. Provision of OPD Service.
2. Provision of ED Service.

**3. DIMENSIONS**

1. The post holder will work within the A&E department and OPD as required, delivering a range of care and procedures to patients across the age spectrum, competently performing the necessary technical / invasive and physical aspects of care for this group of patients, supporting members of the nursing and multi-disciplinary team.
2. The post holder will provide psychological support to patients and carers within the A&E and OPD environment.
3. In supporting the nursing and multi-disciplinary team, the post holder will undertake a range of clinical skills and activities to ensure optimal services within the department.
4. Within the A&E department, the post holder will support the qualified staff in this unpredictable working environment – performing a range of delegated tasks , triaging and documenting appropriate information and passing on information to the nursing / multi-disciplinary team as required. The post holder will utilise a variety of clinical skills such as plastering , clinical observations and clerical skills as required.

5. Within the out-patient department the post holder will prepare the environment for a multitude of clinics both specialist and non-specialist , assist in the running of the clinics and provide nursing care as appropriate. The post holder will also ensure that the environment is cleaned and prepared for future activity at the end of the day – dealing with patient notes / stock and equipment as appropriate.

#### **4. ORGANISATIONAL POSITION**

Department Manager Band 8

Sister / ENP Band 7

Sister / ENP Band 6

Staff Nurse Band 5

**Clinical Support Worker (This Post)**

#### **5. ROLE OF DEPARTMENT OR SECTION**

Provision of an Emergency Service / Minor Injury Service within the LIH.  
Provide a patient focussed service within the OPD at the LIH.

## 6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. Performs work with a significant theoretical knowledge gained through NVQ level 3 training or equivalent, complying with policies and procedures wider than the immediate working area – such as theatre policies and procedures.
2. Utilises own initiative to deliver patient care dealing with numerous enquiries – however remains guided by standard procedures / good practice within the workplace. Able to work independently however, qualified staff / appropriate persons are available as a point of reference as required.
3. Prepares and organises consulting rooms for a variety of non-specialist / specialist clinics, which includes the checking and setting up of expensive equipment, ensuring safe handling and cleaning throughout and after use, using sterile procedures eg cleaning of naso-endoscopes and calibrating the HBA1C machine.
4. Report any defects in equipment to the appropriate department, notifying the nurse in charge
5. Collects case notes and x-rays in preparation for the clinics / service as appropriate; ensures correct results etc. are present and files documentation within the patient notes.
6. Identify, using computerised technology, blood results / xray reports.
7. Responsible for updating patient records with appropriate information.
8. Within the A&E department, triages patient and clearly documents information gained within the A&E record sheet, handing over relevant information to the nursing team, and the multi-disciplinary team as necessary. (This includes handover to ward staff).
9. Observes and reports changes in patients condition, communicating verbally to the nurse / Dr and records as appropriate in the patient notes.
10. Performs a variety of delegated clinical tasks including minor investigatory procedures; including obtaining and recording of vital observations (Blood pressure, pulse, respiratory rate, oxygen saturation levels, blood sugar testing, temperature) as well as height, weight, BMI, urinalysis collection and documentation, and ECG tests.
11. Plans own work activity on a daily basis as required.
12. Completes centile chart / growth chart and BMI chart following the gathering of data required, utilising mental arithmetic skills to accurately ascertain decimal measures.
13. Performs simple finger prick test on children and processes blood sample through HBA1C diagnostic machine.
14. Performs venepuncture.
15. Removes plaster of paris / dynacast using plaster saw (cutter); applies plaster cast as required. Apply simple backslabs as required / splints.
16. Provides nursing care to patients without the direct supervision of a trained nurse.
17. Re-positions the patient, adhering to current manual handling procedures and assists the patients unable to self care with personal hygiene and dressing.
18. Assists medical staff with procedures eg. fine needle aspirations, skin biopsy, sigmoidoscopy and ENT procedure – which require the staff member to have a comprehensive knowledge of the procedures and equipment required.
19. Is responsible for the cleaning and tidying of clinical areas, equipment and storage cupboards – excluding cupboards for the storage of controlled drugs and medicines and reports any deficiencies and areas of concern to the nurse in charge.
20. Is responsible for the maintenance of stock levels / adequate supplies for clinics within the out-patient department, including the responsibility of notifying qualified staff of the need for medicines required.

21. Assists in the safe custody of patients personal belongings in accordance with HNSH policy.
22. Provides psychological support to patients and relatives / carers in acute situations – following bad news for example.

#### Professional

1. Comply with all health and safety legislation and policies ; especially regarding COSHH , fire, infection control and manual handling.
2. Comply with all NNSH policy and procedures , taking and reporting appropriate actions as required eg complaints management - follow local policies / guidelines and complete incident report forms – reporting to nurse in charge.
3. Contribute to the proposed changes to department procedures.

#### Educational

1. Maintains own personal / professional development.
2. Provides informal training / demonstrates activities within the workplace to other staff members who are less experienced in the procedures – this may include qualified staff and students.
3. Supervises new staff – informally mentoring – feeding back to qualified supervisor progress.

#### Audit / Research

1. Participates in audit / surveys as required.

## 7. EQUIPMENT AND MACHINERY USED

Please describe any machinery and/or equipment used in the job:

Biopsy gun / Needles / Biopsy punch  
 Flexible Nasopharyngoscope  
 Spirometry  
 Naso-endoscopes  
 Urine flow analyser  
 BMI monitoring  
 Microscope  
 Ophthalmoscopes / Otoscopes  
 Ultrasound scanner  
 Light source / Sigmoidoscope / Proctoscope  
 Liquid Nitrogen / Container / flasks  
 Hyfricator  
 Manual blood pressure monitoring / electronic thermometer  
 Oxygen cylinders  
 Weighing scales , digital and manual  
 Suction Machines  
 Patient trolleys / couches / wheel chairs / hoist  
 Variety of instruments  
 ECG machine  
 Electric cast cutter  
 Computer

Paediatric centile charts  
 Hba1C machine

Give brief description of use of each item used:

Tissue biopsy / diagnosis  
 Patient examination  
 Patient Assessment  
 ENT clinics  
 Patient Assessment  
 Patient Assessment  
 Patient Assessment  
 Patient Assessment  
 Patient Assessment  
 Patient Assessment  
 Patient Assessment  
 Cryotherapy  
 Diathermy  
 Patient Assessment  
 Patient care  
 Patient Assessment  
 Patient Assessment  
 Patient care  
 Lifting /transfer and transport of patients  
 Treatment of patients  
 Perform heart tracing  
 Used in the removal of plaster casts  
 Searching for patient records, locating , retrieving for clinic and use in A&E out of hours  
 Generic policies and protocols  
 Communication  
 Charts used to chart child growth and development  
 Machine used in the long term estimation of blood sugar in paediatric diabetic patients.

## 8. SYSTEMS

Please describe any system used in the job:

Computer and associated software

Cleaning ./ Housekeeping Rota

Sterile supplies requests

Give brief description of use of job holder's role in relation to each system:

Used as communication medium. Find laboratory results.

Email communications.

Responsible for stocking / date checking/ general maintenance of equipment.

Instrumentation to / from TSSU

## 9. ASSIGNMENT AND REVIEW OF WORK

Work is assigned on a daily basis according to the A&E/ OPD activities.

Work is reviewed on an ongoing basis via the Department Manager.

Staff reviews are completed periodically.

## 10. DECISIONS AND JUDGEMENTS

Please describe the nature of supervision of the job, areas of discretion, and typical judgements made in the course of the job:

Works independently within the department unsupervised – however with supervision available as required – undertaking a range of clinical duties as required and as delegated – making clinical judgement – relating to physical procedures such as venepuncture, and comprehension of information given by medical staff to patients.

Within the A&E department performs delegated tasks unsupervised – however under the guidance of qualified staff following appropriate training.

## **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Reality of patients and carers demands / expectations.

Unpleasant working conditions frequently experienced – exposure to body fluids , foul linen etc.

High turnover / throughput of patients.

Unrealistic expectations from patients / carers and relatives.

Clinic times not realistic.

Dealing with the complaining patient .

Dealing with patients and families during and after receiving bad news ie terminal illness.

## **COMMUNICATIONS AND RELATIONSHIPS**

Who post holder communicates with:	What communication is about:	Any difficulties encountered:
<p>Patients</p>	<p>Patients condition and progress. Explanation of complicated or difficult to understand information given by doctors. Reassurance and empathy used frequently especially with patients who are anxious about a diagnosis.</p>	<p>Fear of having cancer or some other disease which has a poor or unsure outcome. Difficulty in communicating information because of previous illness eg stroke. Dealing with children and adults – some of whom have communication limitations – including translation requirements.</p>
<p>Carers</p>	<p>Patient condition. Reassurance about what has been said in the clinic by medical staff. Further explanation when there is a lack of understanding due to anxiety.</p>	<p>Some unrealistic expectations of what will happen. Reassurance and comfort. Often there is actual verbal aggression from carers and patients.</p>
<p>Colleagues / MDT /  Medical staff  Primary Care Services  Ambulance Service  Emergency Services  Estates Department  Pharmacy Department  Wards / departments  other  Hospitals  Medical Physics  Domestic Services  Secretaries</p> <p>Porter Services</p> <p>Radiology Department</p>	<p>History , care , procedures, risk assessment.  Discharge planning / abuse (child / elder)  Transport and transfer  Reporting of disturbances  Repairs reports  Collection and prescription / orders  Transfer of patients / locating results  Repairs  Cleaning / laundry  Liaison regarding clinics</p> <p>Uplifting of specimens / laundry / transfer of patients / case notes/ specimens.</p> <p>Obtain results /make appointments , collect xrays for clinic.</p>	<p>Differing priorities within MDT  Different priorities  Delay in arrival / pick up of patients</p> <p>Delay in deliveries  Availability of relevant staff and records</p>



### 13. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical skills:	Manual Handling : Patients need assistance from cars into Wheelchairs , Casenotes etc. Dexterity in BM Monitoring / urinalysis / pregnancy testing / visual acuity , plaster cast removal. Wound Care Techniques Physical Life Support Skills (BLS) Dexterity in handling fragile equipment Key board skills for computer use. Venepuncture
Physical effort:	Movement of equipment: beds /trolleys / monitors / patients Combination of sitting /standing and walking for lengthy periods of time.  Cleaning and maintaining of equipment , monitors / trolleys.
Mental demands:	General awareness and sensory attention Unpredictable work pattern in dept. at times requiring more concentration on patient care. Long shift patterns. Calculation of BMI , paediatric centile charts
Emotional demands:	Verbal aggression from patients and carers. Coping with patients emotional issues : eg anxiety about return visits to clinic for test results , post theatre visits to be told results of biopsys . Coping with patients who have received bad news. Providing reassurance to relatives in Accident and Emergency due to sudden death or severe trauma. Dealing with uncontained body fluids eg urine , blood , vomit.

### 14. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Training and/or qualification(s) required:

Preferred 5 years of clinical experience in appropriate work areas .

NVQ level 3 or equivalent evidenced..

Venepuncture skills

Evidence of ability to use own initiative to perform a variety of delegated tasks.  
 Evidence of excellent communication skills.  
 Evidence of excellent interpersonal skills.  
 Plastering skills.

All mandatory training will be required as part of the role :- training given in :-  
 Management of aggression , Moving and handling, Hand hygiene, BLS, Child protection,  
 Transfusion training.  
 Record keeping and documentation skills.

Level of experience/knowledge required:	Length of experience	How specialised experience needs to be:
In house training covering all specialities / presentations : Medical procedures, haematology, surgical procedures, paediatrics , oncology, ENT, diabetic , breast, orthopaedics , ophthalmology, respiratory, medical , lipids, gynaecology, dermatology, urology and Trauma minor / major injury.	Minimum of 5 years preferred	Specialities of clinic require specific training in techniques and equipment before staff can participate: Surgical , Medical , A&E, Diabetic, Breast, dermatology, ENT, Gynaecology, Respiratory, Orthopaedics.  Other specialities require in house training and completion of recognised course and or assessment by medical staff before participating ie: Anti-coagulation / ophthalmology.

<b>15. JOB DESCRIPTION AGREEMENT</b>	
I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.	
Job Holder's Signature:	Date:
Manager's Signature:	Date: