

MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST

JOB DESCRIPTION

1. JOB DETAILS:

Job Title:	Clinical Support Worker Band 2
Base:	Maidstone Hospital
Ward/Department/Unit:	Urology Investigation Unit
Directorate:	Surgical Specialties
Accountable to:	Matron for Surgical Specialties
Reports to:	Urology Investigation Manager
Grade:	Band 2
Hours:	37.5 hours per week

2. JOB PURPOSE:

The role exists to provide a multi-skilled worker who supports the multidisciplinary team with clinical and non-clinical practices in order to provide patient-centred care. The post holder undertakes a range of delegated duties without direct supervision from a Registered Nurse/Midwife, however supervision is available.

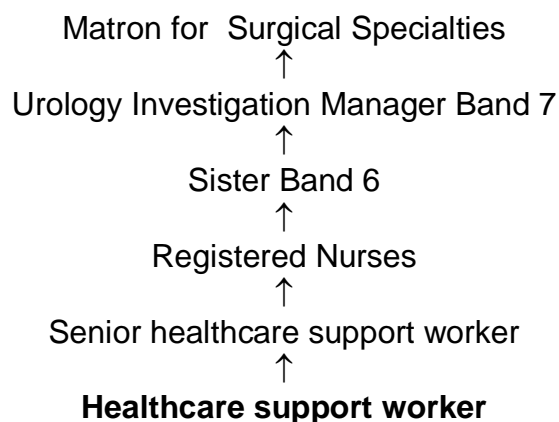
3. ROLE OF DEPARTMENT

Provision of urology service to ambulatory and inpatients in both Diagnostics and outpatient clinics at Tunbridge Wells Hospital.

4. DIMENSIONS:

The post holder is expected to use his/her own initiative, whilst acting within the boundaries of his/her existing knowledge and skills at all times. No budget responsibility, but to maintain awareness of the efficient and effective use of resources and overall cost implications. To assist and support the registered nurses in the delivery of high standards of care for patients, equipment and the environment within several clinical areas.

5. ORGANISATIONAL POSITION:



6. DUTIES AND KEY RESULT AREAS:

6.1 Patient Care

- Deliver care in accordance with the department philosophy.
- Prioritize workload after the Registered Nurse has prescribed the care required by each patient, re-prioritizing independently.
- Accept responsibility and participate in personal and professional development
- Follow agreed Unit/Trust policies in relation to personal and patient safety.
- Directly report to the registered nurse observations and documentation relating to patient care and untoward occurrences.
- To develop and maintain positive communication with all members of the team and to ensure confidentiality is maintained in accordance with Trust policy.
- Undertake extended roles as appropriate to training under the direction of the Unit Manager.
- Assist in maintaining general cleanliness/orderliness so that the clinical area remains a safe environment for patients, visitors and colleagues and demonstrate an adherence to good principles of infection control.
- As part of a team promote and develop a learning environment. Support and participate in the development of CSWs. Act as a resource for all colleagues.
- To participate in programs of education, which promote learning and improved quality of patient care, e.g. Essence of Care.

- To monitor and take responsibility for the ordering of accessories and equipment to maintain stock levels as agreed with unit manager
- Provide the first assistant role to cystoscopy operators during a range of diagnostic procedures including the taking of biopsies and care of the endoscope and related accessories.
- Assist trained staff in the maintaining of accurate and contemporary nursing records.
 - Support the Registered Nurse in the provision of health promotion, e.g. prevention of pressure ulcers, deep vein thrombosis, urinary tract/chest infection.
 - Escort patients to and from other departments.
 - Provide support, empathy and encouragement to patients.
 - Provide patients with written and verbal information/advice under the direction of a Registered Nurse.
 - Initiate cardiopulmonary resuscitation (CPR) and other emergency procedures as appropriate.
 - Understand and comply with the Trust Infection Control Policy whilst delivering care.
 - Document care given and obtain a counter-signature from a Registered Nurse.

6.2 Housekeeping

Maintain department cleanliness following daily cleaning by housekeeping staff.

Clean, replenish and prepare bed spaces/treatment areas on a daily basis and between patients.

Clean and store various pieces of equipment/supplies, reporting any defects to the appropriate department.

Participate in environmental audits as instructed.

Ensure that there is adequate linen for the area.

Store pharmacy/general supplies in the absence of the pharmacy technician/stores person.

Clean and tidy the ward/department kitchen in the absence of the housekeeping team.

6.3 Portering

Act as messenger and porter for supplies, specimens, records and equipment or any other required items pertaining to patient care.

6.4 Clerical

Use the patient administration system to admit, transfer and discharge patients electronically.

Undertake and assist with appropriately delegated administrative and telephone duties in the absence of the ward clerk/receptionist.

Assist the Registered Nurse with discharge planning and arrangements.

Access NHS e-mail communication system and intranet.

6.5 Quality

Contribute to the overall philosophy of continually improving patient care.

Participate in improving and monitoring customer satisfaction.

Participate in the collection of data for research and audit purposes and/or to improve patient care.

Undertake audit activities within the clinical area.

6.6 Personal & People Development

Be aware of own accountability and that of the Registered Nurse.

Attend Trust and local mandatory training.

Participate in training programmes.

Participate in annual appraisal, identifying own developmental needs.

Achieve objectives laid down in the Professional Development Plan.

Demonstrate own duties to new/junior/temporary staff.

Support Clinical Support Workers.

Act as link person for specific subjects, e.g. pressure damage monitoring, moving and handling.

6.7 Equality, Diversity & Rights

Treat patients with respect and kindness, maintaining dignity and privacy at all times.

Provide equality for all patients by non-discriminatory practice.

Demonstrate an understanding of cultural and religious beliefs and customs.

Allow for self-expression and respect beliefs and values etc.

6.8 Communication and Team Working

Work and communicate with Registered Nurses, medical staff, all members of the multidisciplinary team, other departments, patients and their families/friends, face to face, via the telephone and in writing.

When answering the telephone, the post holder identifies him/herself by name, status and department, directing calls to a Registered Nurse as appropriate.

Communicate with external agencies as appropriate under the direction of a Registered Nurse.

Maintain a pleasant department atmosphere to reassure patients and visitors.

Maintain a standard of conduct and dress to sustain public confidence and trust.

Communicate with patients and their families in an empathetic way.

6.9 Health, Safety & Security

Maintain patient and visitor safety at all times.

Be aware of the Health and Safety at Work Act (1974) and respond in an appropriate manner following any accident/incident involving patients, the public or staff.

Report accidents and incidents to the relevant manager, and complete the relevant documentation.

Attend annual health and safety related mandatory training, e.g. fire, moving and handling etc.

Demonstrate an understanding of, and comply with, the Trust Fire, Moving & Handling and Risk Management Policies.

6.10 Service Development

Report complaints and suggestions to the relevant manager.

Adopt and develop the concept of customer care and challenge any interaction which fails to deliver a quality service to internal and external customers.

Statement:

1. This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.
2. Time scales for achievement and standards of performance relating to the duties and responsibilities identified in this job description will be agreed via the annual appraisal process with the post holder.
3. As an employee of Maidstone and Tunbridge Wells NHS Trust, the post holder will have access to confidential information. Under no circumstances should this be disclosed to an unauthorised person within or outside the Trust. The post holder must ensure compliance with the requirements of the Data Protection Act.
4. As an employee of the Trust, the post holder will be required to adhere to all Trust policies including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies.
5. The post holder is required to take reasonable care for the health and safety of themselves and others that may be affected by what they do while at work.
6. This post may require the post holder to travel across the Trust sites in the course of fulfilment of their duties.
7. The Maidstone and Tunbridge Wells NHS Trust has a no smoking policy
8. Clinical Governance: You will be expected to take part in the processes for monitoring and improving the quality of care provided to patients. This includes risk management and clinical audit. If you engage in clinical research you must follow Trust protocols and ensure that the research has had ethical approval. You will be expected to ensure that patients receive the information they need and are treated with dignity and respect for their privacy.
9. All staff should be aware of their responsibilities and role in relation to the Trust's Major Incident Plan.
10. INFECTION CONTROL AND HAND HYGIENE - All Trust employees are required to be familiar with, and comply with, Trust policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. For clinical staff with direct patient contact, this will include compliance with Trust clinical procedures and protocols, including uniform and dress code, the use of personal protective equipment policy, safe procedures for using aseptic techniques, and safe disposal of sharps. All staff are required to attend mandatory training in Infection Control and be compliant with all measures known to be effective in reducing healthcare-associated infections.
11. All staff are required to fully participate in learning and development opportunities and ensure they remain compliant with statutory and mandatory training requirements throughout their employment with the Trust
12. All staff are required to fully comply with the NHS Code of Conduct.

13. **SAFEGUARDING CHILDREN** - Everyone employed by the Trust regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the child protection procedures and the Trust's supplementary child protection guidance which is accessed electronically on the Trust's Intranet site. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend child protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's child protection training guidance.
14. **SAFEGUARDING ADULTS** - Everyone employed by the Trust regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow Trust policies in relation to safeguarding vulnerable adults. You have a responsibility to support appropriate investigations either internally or externally. To ensure you are equipped to carry out your duties effectively, you must also attend vulnerable adult protection training and updates at the competency level appropriate to the work you do and in accordance with the Trust's vulnerable adult protection training guidance.
15. All staff are required to provide the highest levels of service in their work and to adopt the highest standards of behaviour as stated and implied in the Trust Values of PRIDE.

9. JOB DESCRIPTION AGREEMENT:

Post holder Signature:.....

Post holder (*please print name*):.....

Date:.....

Manager Signature:.....

Manager (*please print name*):.....

Date:.....

MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST

Person Specification: Clinical Support Worker (Band 2)

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> Functional skills English and maths level 1 or GCSE English and maths grade G/1 or above. The Care Certificate (or equivalent healthcare qualification). NVQ/QCF Diploma level 2 in Healthcare (or equivalent healthcare qualification) or successful completion of a level 2 Healthcare Support Worker apprenticeship. 	<ul style="list-style-type: none"> Functional skills English and maths level 2 or GCSE English and maths grades A*/9 – C/4.
Attributes/ Qualities	<ul style="list-style-type: none"> Good communication skills Kind and Caring. Neat and tidy appearance. Adaptable and flexible. Able to work as part of a team. Awareness of own limitations. Responsible and reliable. 	<ul style="list-style-type: none"> Previous Urological /Endoscopy experience would be helpful
Knowledge	<ul style="list-style-type: none"> Good general education. Can compare basic test results to normal values. 	<ul style="list-style-type: none"> Health & Safety at Work Act (1974). Current healthcare issues.
Skills	<ul style="list-style-type: none"> Good communication skills (written and verbal). Can understand and communicate factual information. Good interpersonal skills. Basic keyboard skills. Ability to prioritize workload with supervision. Can demonstrate practical skills to others. Manual dexterity. 	<ul style="list-style-type: none"> Information technology skills.

Experience	<ul style="list-style-type: none"> • Underpinning knowledge of urological and decontamination of equipment. • Knowledge of COSHH guidelines. 	<ul style="list-style-type: none"> • Previous experience in an Decontamination would be helpful.
Circumstances/ Additional requirements	<ul style="list-style-type: none"> • Able to cope with fast pace work. • Understands need to maintain confidentiality. • Work across site if needed 	