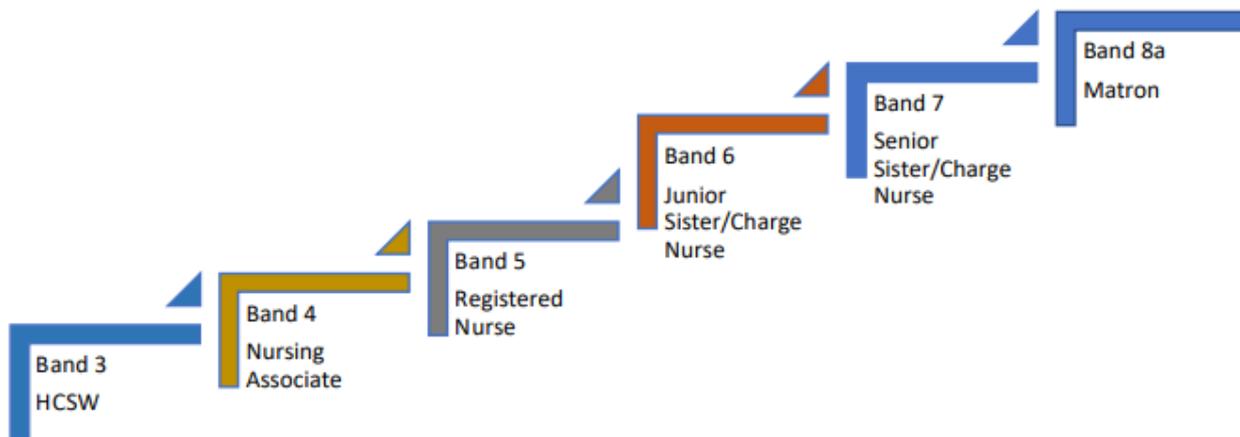


JOB DESCRIPTION

Job Title	Clinical Support Worker
Job Matching Reference	NP284b
Band / Grade	Band 3
Directorate	Clinical Support Services
Reports to	Senior Sister ITU/CCOT
Accountable to	Matron – Critical Care

ORGANISATIONAL STRUCTURE



PURPOSE

The Critical Care Clinical Support Worker will function at a higher competency level than that of other Health Care Support Workers with responsibility for actively participating as part of the multi-disciplinary team within the Critical Care Unit and as part of the Critical Care Outreach Team (CCOT) under the supervision of the Senior Nurse.

It is anticipated that this role will continue to develop through the acquisition of further skill, knowledge and competence to be determined within the Critical Care and CCOT



MAIN DUTIES AND RESPONSIBILITIES

- Assist in the care of a group of patients each shift under the supervision of a registered nurse delivering personal and clinical care to include:-
 - Personal care, hygiene and elimination
 - Nutritional needs
 - Skin and pressure area care
 - Patient chaperone
- Assist in the delivery of clinical care and associated activities in line with appropriate standards and guidelines.
- To promote and safeguard the well-being of patients, their families and colleagues.
- Document care given in patient's care-plan and ensure this is countersigned by a registered nurse
- To use accurate, clear and concise documentation written or electronically
- Use personal effectiveness and knowledge to contribute to the development and delivery of a high quality, cost effective service
- Within the remit of your role and under supervision contribute to the planning and completion of holistic assessments (not primary assessments) ensuring all care activities / assessments are clearly recorded and documented.
- Have an understanding of care planning and participate in nursing interventions as delegated by a registered Nurse / Practitioner
- Liaise and work with all members of the multi-disciplinary team understanding their roles
- Anticipate the needs of the patients to ensure comfort, safety and dignity at all times
- Participate in the daily handover and meetings.
- Maintain all aspects of confidentiality regarding patients, relatives and colleges
- Have a responsibility for the tidiness and promoting cleanliness of all patient areas, including equipment rooms and storerooms, and take appropriate care of furniture and equipment.
- Ensure beds and equipment are properly cleaned between patient use
- To undertake an agreed range of additional non-clinical activities specific to Critical Care

Clinical:

With appropriate training the Clinical Support Worker will gain skills, knowledge and competence to undertake / perform the following:-

- To undertake, record, document and report the following as appropriate to the clinical area
 - Temperature, pulse, blood pressure, respiratory rate and oxygen saturations
 - Completion of NEWS documentation and escalate and report results to appropriate registered nurse / practitioner
 - Patientrack
 - Blood sugar recordings obtained by capillary sampling
 - Completing & totalling 24-hour fluid balance charts and assisting in continence management
 - To undertake adult catheterisation
 - Removal of urinal catheters
 - Venepuncture
 - Cannulation
 - ECG
 - Blood collection



- Care of a patient with a nasogastric tube or PEG tube in situ (must not aspirate the tube or commence any enteral feeding regime)
- To undertake an agreed range of additional clinical skills in line with defined competencies / protocols specific to Critical Care
- Support / chaperone patients before, during and after clinical procedures, treatments and investigations

Communication Skills:

- To work as a member of the Critical Care Team, establishing effective communication networks across the multidisciplinary team and wards and departments across the Trust and with patients and carers
- To establish professional relationships with patients and carers, communicating in ways which respect views, beliefs and culture and being aware of own response to distressing circumstances
- To report to the Senior Nurse on duty in a timely way giving information relating to all work activity and identifying significant changes in relation to direct patient care and treatment plans
- To act as a patient advocate
- To have an awareness of the triggers and processes for incident reporting, safeguarding concerns and wider governance issues and be able to escalate to the Senior Nurse on duty

Education, Training and Information:

- To maintain professional standards in agreed range of clinical and non-clinical activities specific to Critical Care, maintaining and updating skills and knowledge as per Trust policy
- To work at all times within the boundaries of competence, at no time undertaking activities that have not been previously agreed
- To be aware of own individual learning needs and seek appropriate support
- To participate in the appraisal process
- To keep up to date with Statutory and mandatory training (CSFT)

Analytical and judgemental skills:

- To be able to prioritise, plan and organise own clinical workload as delegated by the senior Nurse on duty
- Be able to recognise the unwell, deteriorating patient and seek help and refer to the most appropriate Registered Practitioner

Administration Support:

- To access and obtain the results of patient investigations i.e. haematology and biochemistry
- To be responsible for specific audit activity as agreed with the Critical Care Matron including personal identifiable data i.e. patient satisfaction questionnaires, venous access audits
- Be able to demonstrate the use of Information Technology to support practice



Resources and Management of Equipment:

- To ensure that specific equipment is well-maintained, stored appropriately and is compliant with PAT testing and Health & Safety requirements
- To liaise with EBME as necessary
- To ensure maintenance of agreed levels of stock and participate in the procurement and ordering process

RELATIONSHIPS

The post holder will be responsible to the Matron for Critical Care and will need to work as an effective member of the wider multi-disciplinary team both in Critical Care and throughout the Trust.

SPECIAL REQUIREMENTS

The post holder will be expected to frequently exert moderate physical effort for short periods on a shift when undertaking clinical duties and should expect to be frequently exposed to highly unpleasant conditions and bodily fluids e.g. faeces, vomit, blood and urine when working clinically in the ward area with staff

The post holder will also be expected to participate in weekend working, night shift and long days working on an e-roster basis

The post holder will be frequently exposed to distressing / emotional situations during the course of a shift whilst delivering patient care



ADDITIONAL INFORMATION

1. Trust EXCEL Values and ‘Behaviour Framework’

Our EXCEL values are at the heart of everything we do and how we treat each other. They were developed by our colleagues and describe what we think is important, including:

- essential guiding principles about the way that we work and set the tone for our culture, and identify what we, as a whole, care about;
- shared ideas and attitudes that guide our organisational thinking and actions
- common purpose and understanding that helps us to build great working relationships



We make our EXCEL values real by demonstrating them in how we behave every day. Our EXCEL behaviours apply to all and are about how we work. They are part of everyone’s role and help us to make sure we demonstrate our values. The EXCEL behaviours demonstrate the attitudes and approach we take to work; they are:

✓ how we do things; ✓ how we treat others; ✓ what we say and how we say it; ✓ how we expect to be treated.

Having really clear expectations around behaviours will support all of us, every day, to deliver our ambition to create an EXCELent colleague experience to EXCEL at patient care.

2. Sustainable Development

It is the responsibility of all employees to support the Trusts’ vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources.

3. Criminal Records

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. As George Eliot Hospital NHS Trust meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, applicants who are offered employment (subject to meeting disclosure criteria), will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

4. Confidentiality and Data Quality

To comply with the Data Protection Act 1998 and NHS Confidentiality guidelines e.g. Caldicott, General Medical Council (GMC), the post-holder must maintain confidentiality, security and integrity of information relating to patients, employees and other Health Service business, including commercially sensitive data.

All employees must ensure that they are familiar with and comply with the duties and responsibilities outlined in the Trust’s policy and procedures on Information Governance. In particular, ensuring that all information collected, stored and used is done so in accordance with the Trust guidelines, including password protection and encryption.

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This obligation shall continue in perpetuity.

All employees have a responsibility to ensure that the quality of data is maintained and to take an active role in the identification of, reporting and resolution of any data quality issues.

Breaches of confidence will result in disciplinary action being undertaken, which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidence may also result in a civil action for damages.

The Freedom of Information Act 2000 requires all public organisations to provide any member of the public, upon receipt of a written request, with the information they require, subject to certain exemptions. All employees must take responsibility for any request for information that they receive and respond in line with the Trust's Freedom of Information Policy and Guidance.

5. Records Management

As an employee, you are legally responsible for all records that you gather, create or use as part of your work within the Trust and they remain the property of the Trust. This includes patient, financial, personal and administrative records, whether paper based or on computer. All such records are considered public records and you have a legal duty of confidence to all service users. You should consult the Trust's Corporate Records Policy and ask for guidance from your manager if you have any doubt about the correct management of records with which you work.

6. Health and Safety & Fire Safety

Employees must be aware of their general duties under the Health and Safety at Work etc. Act 1974, to take reasonable care of themselves and others around them, co-operate with the Employer in relation to Health and Safety and adhere to safe systems of work. In addition they should ensure that they are aware of their roles in relation to the Management of Health & Safety at Work Regulations 1999, in relation to specific duties for carrying out risk assessments and risk mitigation commensurate to their role.

The post holder is required to comply with agreed fire procedures, taking appropriate action if the fire alarm sounds and attend relevant training programmes as required.

7. Risk Management

Employees have a responsibility to:

- Report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken;
- Take part in risk assessments in relation to the tasks that are undertaken, with a view to identifying the associated potential risks;
- Attend training in risk management as appropriate to their grade;
- Promote an open and honest "fair blame" culture;
- Adhere to the responsibilities within the Risk Management/Health and Safety and other relevant policies ratified by the Trust Board and to attend appropriate mandatory training to facilitate this;
- Attend relevant risk management training to ensure that they are able to undertake their risk management and health and safety responsibilities in line with legal requirements;



- Ensure that external standards such as NHS Resolution, Clinical Negligence Scheme for Trusts (CNST) Controls Assurance and Care Quality Commission (CQC) Healthcare regulations (Outcomes) are met and that resources are made available to improve service delivery;
- Ensure that they are active within their roles to promote a positive risk management culture throughout the Trust;
- Monitor and continue progress to attain higher level of achievement and compliance against external standards and legislative requirements.

8. Safeguarding Children, Young People and Vulnerable Adults

The Trust has a clear commitment to safeguarding children, young people and vulnerable adults. All employees will have an organisational and individual responsibility towards safeguarding children, young people and vulnerable adults with whom they have contact with.

To fulfil these duties all employees must attend training and development to recognise the signs and symptoms of abuse or individuals at risk; to follow local and national policies relating to safeguarding practice; and to report and act on any concerns they may have.

9. Infection Prevention and Control

The jobholder must comply at all times with the George Eliot Hospital NHS Trust Infection Control policies, in particular, by practicing Standard (Universal) Infection Control Precautions. Hand hygiene must be performed before and after contact with patients and their environment.

All employees must attend infection control training as required within their department or as directed by their line manager. In addition, employees with clinical responsibilities must ensure that they hold up to date evidence that supports safe infection control practices and procedures, including correct use of Personal Protective Equipment (PPE), use of aseptic techniques, safe disposal of sharps and management of patients with communicable infections.

Employees are required to report any breaches or concerns promptly using the Trust's incident reporting system.

10. Equality, Diversity & Human Rights

George Eliot Hospital NHS Trust aims to promote equality of opportunity for all with the right mix of talent, skills and potential. George Eliot Hospital NHS Trust welcomes applications from diverse candidates. The Trust has a clear commitment to equal opportunities and it is the duty of every employee to comply with the detail and spirit of the Trust's policy.

Employees will have the right to be treated equitably and with dignity and respect in all areas of employment, regardless of age, gender, disability, ethnic or national origin, religious belief, sexual orientation, HIV status, social and employment status, gender reassignment, political affiliation or trade union membership.

11. Conflict of Interest

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally, it is responsible for ensuring that employees do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Employees are not allowed to further their private interests in the course of their NHS duties.

12. No Smoking

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The Trust acknowledges its responsibilities to provide a safe, smoke free environment for its employees, patients and visitors and is therefore committed to a No Smoking Policy. All Health Service premises are considered as non-smoking zones and smoking is not permitted in any part of the premises or grounds.

Employees can only smoke/vape out of working hours and off-site where they are non-identifiable as a member of the Trust. All employees have a responsibility to support the policy with their own behaviour and, to communicate it to others on site.

Assistance and support will be given to any employees who wish to give up smoking.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.

