

***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Support worker |
| **Reports to** | Nurse Specialist |
| **Band** | Band 3 |
| **Department/Directorate** | Community Services |

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| **JOB PURPOSE** | |
| * To support the specialist nurses in all aspects of Tissue Viability under the direction of the Nurse Specialist of Lower Limb Therapy and Well Leg Service or Community Nurse. * To contribute to the delivery of patients’ individual care programmes under direction of the Nurse Specialist of Lower Limb Therapy and Well Leg Service or Community Nurse . * To practise in accordance with Trust standards and statutory requirements and to operate within the boundaries of the role and assessed competencies. | |
| **KEY WORKING RELATIONSHIPS** |  |
| Patients Relatives and Carers  Community Nursing Teams  Clinical Matron  Community Services Managers  Community Matron  Tissue Viability Service  Multi-Disciplinary Teams  General Practitioners and other members of the Primary Health Care Team  Specialist Nurses  Adult Health and Social Care  Tissue Viability Service | |
| **ORGANISATIONAL CHART** | |
| Community Services Manager  Clinical Matron  Advanced Nurse Specialist      Nurse Specialist  (Mid)  Nurse Specialist  (East)  Nurse Specialist  (Exeter)  **Community Clinical Support Worker Higher Level (East)**  **Community Clinical Support Worker Higher Level (Mid)**  **Community Clinical Support Worker Higher Level (Exeter)**  Direct Line Management  Key Working Relationship | |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| For each of the following give examples: | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| Communicating and building relationships with patients, relatives, carers and professional partners to ensure patient care is focal and managed effectively.    Act at all times in a manner which illustrates compassion, respect for privacy, dignity and confidentiality.  Understand the implications of the Mental Capacity Act and acts to assess capacity as appropriate.  Understand the safeguarding adult’s issues and act within the guidance of the policy to keep adults in their care safe.  Act as a positive role model for to portray a consistent professional image of the Community Services Division.  This role requires excellent communication skills, verbal, written and use of IT.  Keep accurate contemporaneous documentation using the organisation’s documentation, both written and electronic. | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | |
| Straight forward job related facts using judgement to review the delegated task/patient condition and feedback appropriately.    Act appropriately in complex situations and escalate. | |
| **PLANNING/ORGANISATIONAL SKILLS** | |
| Support/contribute to the day to day organisation of the Lower Limb Therapy and Well Leg Service team, ensuring that the service delivers within allocated resources.  Work without the direct supervision of the registered nurse.  Undertakes delegated clinical activities as directed by the registered nurse. | |
| **PHYSICAL SKILLS** | |
| A range of clinical skills that include dexterity and accuracy for injections, wound care and venepuncture. This is not an exhaustive list.  Daily work includes frequent driving, sitting/standing and walking, moving equipment, frequent manual handling and treatment of patients in restricted positions. | |
| **PATIENT/CLIENT CARE** | |
| To contribute to the assessment of patient care and the evaluation of Wound Care programmes.  To provide patient treatment as directed by a registered Nurse and in accordance with the specifications of each patient’s Wound Care plan.  To undertake skilled nursing activities appropriate to the role for which training and competency assessments have been undertaken.  To comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.  Demonstrate clinical competence developed through continual professional development, reflective practice and maintain a skills portfolio relevant to the service specification.    To recognise and appropriately address risk factors to patients, families and carers within their healthcare setting and escalate the risk to the registered nurse/health professional.  To recognise, record and report all changes in the patient’s condition to the appropriate professional at the earliest opportunity.  To report any untoward incidents, complaints and clinical emergencies to the appropriate professional within the appropriate timescale including safeguarding.  To support good health for all patients within their care setting.  Prevention of adverse effects on health and wellbeing. | |
| **POLICY/SERVICE DEVELOPMENT** | |
| To work within the Trust’s Policies, Procedures and Standard Operating Procedures (SOP).  To maintain Trust Standards of Clinical Governance.  To contribute to any audit policies, protocols and pathways, facilitating change in practice which will improve clinical outcomes and meet the needs to patients, relatives and carers.  Support the Advance Nurse Specialist with service development within the Lower Limb Therapy and Well Leg Service to facilitate proactive timely, patient centred nursing care. | |
| **FINANCIAL/PHYSICAL RESOURCES** | |
| To Support the efficient use of resources.  Assist with maintaining stocks and supplies. | |
| **HUMAN RESOURCES** | |
| To contribute to the supervision, development and coaching of other support workers so that they function effectively within the roles and responsibilities as laid down by the Trust’s Vision for Nursing.  Adherence to safe lone working practices and staff tracking systems.  Participate in supervision and appraisal with Nurse Specialist to support professional development and ongoing service delivery.  Supports Health and Wellbeing activities in the team. | |
| **INFORMATION RESOURCES** | |
| Inputting, storing and providing information in relation to patient records following GDPR guidance.  Accurately completing and maintaining effective patient’s records, both written and electronically.  Completing electronic patient activity effectively to facilitate data collection.  Inputting and storing information on relevant IT systems. | |
| **RESEARCH AND DEVELOPMENT** | |
| Contribute to developing own and team evidence based nursing practice, including research and involvement in the audit process.  Promote patients, relatives and carer feedback of the community nursing services, to help facilitate learning and improvement. | |
| **FREEDOM TO ACT** | |
| To work under direction of the Nurse Specialist Lower Limb Therapy Service and Well Leg Service.  Work within organisational Policies, Procedures and Standard Operational Procedures (SOP).  Acts on own initiative to take decisions alone when required, and escalates to the registered nurse. | |
| **OTHER RESPONSIBILITIES** | |
| To take part in regular performance appraisal.  To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.  To contribute to and work within a safe working environment.  The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal. | |
| **APPLICABLE TO MANAGERS ONLY** | |
| This is not a managerial post. | |
| **THE TRUST- VISION AND VALUES** | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | |
| **GENERAL** | |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. | |

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| **POST**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | Clinical Support worker Lower Limb Therapy and Well Leg Service |
| **BAND** | 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS / TRAINING**   * National Vocational Qualification (NVQ) Level 3 or equivalent qualification or commitment to working towards relevant qualification * Good general education (numerate/literate) * Completion of the Care Certificate programme within the required period of commencing in post | X  X  X |  |
| **KNOWLEDGE / SKILLS**   * Evidence of developing clinical skills and competencies. * Basic key board skills, IT skills. | X | X |
| **EXPERIENCE**   * Previous experience in a health/social care setting. | X |  |
| **PERSONAL ATTRIBUTES**   * Able to effectively work as a team member * Ability to prioritise work and manage own delegated tasks * Ability to identify own strength and limitations * Ability to work in isolation * Effective communication, interpersonal skills both written and oral * Motivation and enthusiasm for community nursing services | X  X  X  X  X  X |  |
| **OTHER REQUIRMENTS**   * The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust * Be willing to work throughout the Cluster, Division and Trust according to service need. * Flexible working re working in a range of clinical settings, environments and shift patterns. * Valid driving licence and use of car – able to travel to meet the needs of the service. | X  X  X  X |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y |  | X |  |  |
| Contact with patients | Y- F |  |  |  |  |
| Exposure Prone Procedures | Y |  |  | X |  |
| Blood/body fluids | Y |  |  | X |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g. isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y | X |  |  |  |
| Animals | Y | X |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | Y |  | X |  |  |
| Driving | Y |  |  | X |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  | X |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  |  |  | X |
| Working in isolation | Y |  |  |  | X |
| Challenging behaviour | Y |  |  | X |  |