

JOB DESCRIPTION

JOB DETAILS	
Job Title	Senior Sexual Health Clinical Support Worker
Reports to	Senior Nurse – G U Medicine
Band	Band 3
Department/ Care Group	Sexual Health Service, Clinical Specialist Services

JOB PURPOSE
To participate as part of the Sexual Health team in the delivery of the patient's (male and female) sexual health needs under the direction and supervision of a Registered Practitioner. To assist and support members of the sexual health team, in providing safe, effective and efficient care to all patients during their time in the service. Undertaking observations (height, weight, BP, urinalysis) of patients, clinic preparation and assisting medical and nursing staff in the performance of examinations and procedures in accordance with the department's requirements. To work flexibly as part of a team and to practice in accordance with the Trusts standards and statutory requirements.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
• Provide a high standard of patient care as directed by a Registered Practitioner and in accordance with the patients' requirements. • Work within clearly defined accountability frameworks, recognising at all times the boundaries and sphere of competence. • To provide patient care as directed by a Registered practitioner and in accordance with the specifications of each patient's sexual health care needs for which training and competency assessment has been undertaken: ➢ observations and specific techniques e.g. venepuncture ➢ assisting medical and nursing staff performing intimate genital examinations and specimen collection, diagnostic microscopy, and application of cryotherapy treatments. • Act as a chaperone during clinical examinations as required. • Be responsible for the preparation of the clinical area ensuring that the area is clear of potential hazards i.e. clinical waste and contaminated items to relevant collection areas, and assisting colleagues in performing genital biopsies, IUD/IUS fits, Nexplanon insertions and other medical/contraceptive procedures. • To participate in the patient monitoring and use of specific safety checks and protocols. • To contribute to the collection, recording and storage of information in relation to the patient's journey. • Assist in the cleaning of clinical areas and equipment, ensuring that the area is clear of potential hazards i.e. blood products, clinical waste and contaminated items to relevant collection areas. • Support the clinical team to turnaround the clinic rooms between patients/cases so ensuring patient flow is maintained and efficiency increased. • To contribute to the supervision, development and coaching of other support workers, new starters and students so that they function effectively within the roles and responsibilities. • To participate in the implementation of improvements to working methods and practices.

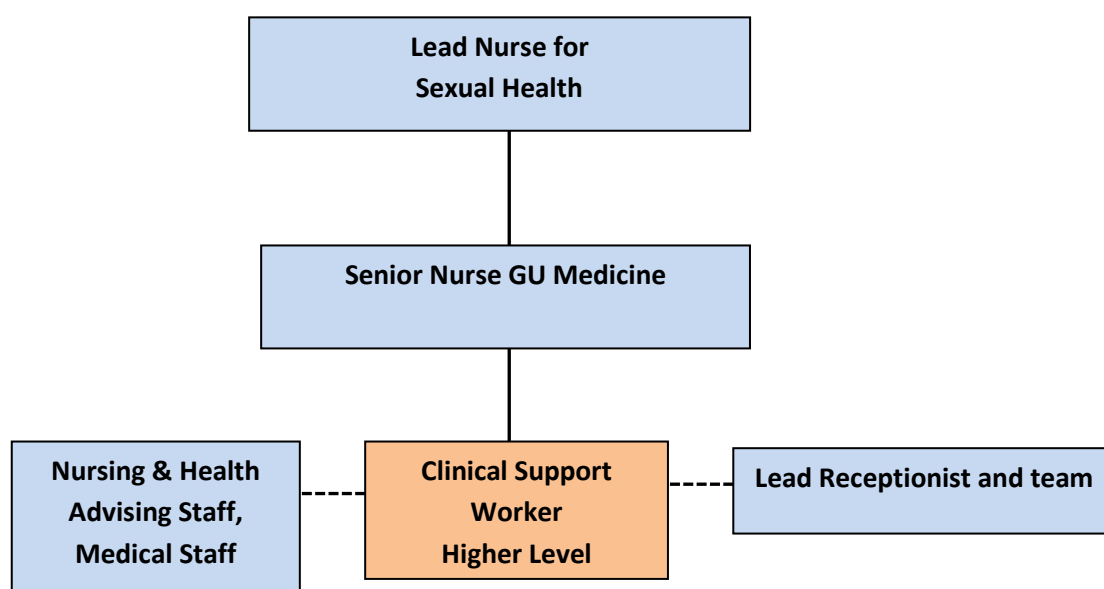
KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
- Registered Nursing Staff - Nurse Advisers - Medical Staff - Admin Staff - Learning & development team	Members of the public

ORGANISATIONAL CHART



Key: ——— Denotes Line Management accountability

..... Denotes a working relationship

FREEDOM TO ACT

The postholder will work in line with Trust Policies and Standard Operating Procedures under the direction of the designated Registered Healthcare Professional (HCP).

The post holder should raise concerns or any matter outside of their scope of competence, to the Registered HCP or appropriate person.

Works with direct supervision of the registered practitioner, can prioritise own tasks under the appropriate delegation of the registered practitioner.

Always work within own competence.

Have appropriate clinical and professional insight to acknowledge own clinical boundaries and limitations.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will communicate effectively across a wide range of channels and with a wide range of individuals, the public and health social and care professionals as well as the Multidisciplinary team (MDT) or the department.

They will use both verbal and non-verbal methods of communication, dependent on the needs of the patient and address communication barriers.

They should demonstrate the interpersonal skills that demonstrate empathy, compassion, courtesy, respect and trust.

Ensure clear, concise, accurate and legible records and all communication is maintained in relation to care delivered, adhering to local and national guidance.

Ensure all patient related information is treated sensitively and adhere to the principals of confidentiality at all times.

The postholder should be able to challenge constructively within the multidisciplinary team, in an appropriate and professional manner, whilst acting as the patients advocate.

Act at all times in a manner which illustrates respect for privacy dignity and confidentiality.

Be committed to a team approach to service provision and patient management.

Responsibility to record care/treatment/advice/tests.

Able to provide advice, demonstrate own activities or workplace routines to more junior members of staff and visitors to the department, such as students and new staff members.

ANALYTICAL/JUDGEMENTAL SKILLS

The postholder will exercise personal responsibility and work independently within defined parameters of practice and their scope of competence, taking the initiative in a variety of situations and performing a range of clinical interventions, consistent with their role, responsibilities and professional values.

Assess patients' level of understanding and experience in relation to consent to undergo clinical procedures (including HIV testing), intimate examinations and treatments, and refer complex clients/clinical situation where appropriate to senior staff.

PLANNING/ORGANISATIONAL SKILLS

The postholder will be responsible for working in an effective and organised manner, prioritising the clinical needs of their patients, demonstrating excellent time management and organisational skills to effectively deliver person centred care.

Assist in the preparation of the clinical area prior to procedure, ensuring all relevant equipment is available e.g. cryotherapy (Liquid Nitrogen) vessels are filled and in good working order.

Maintain their own compliance within their specific speciality, including mandatory training, e-learning modules and equipment training.

Be fully conversant with all Policies and Procedures, including safeguarding, Nitrogen collection, major accident/incident, resuscitation, fire, Health and Safety and act accordingly.

PATIENT/CLIENT CARE

Undertakes a range of clinical care duties and implements planned programmes of care.

Assist with patient monitoring, venous blood sample collection, and specimen management.

Support patients during local anaesthetic procedures and assist with patient transfer, manual handling, and positioning.

Provide general patient care as needed.

Undertake clinical duties including blood pressure checks, urine testing, pregnancy tests, and gram staining, ensuring safety in handling specimens and equipment.

Report incidents, complaints, and emergencies promptly.

Promote health and wellbeing for patients and the local community.

Act as a chaperone during intimate exams and specimen collection.

Follow safety protocols and conduct clinical observations, basic life support, infection control, and emergency procedures as needed.

POLICY/SERVICE DEVELOPMENT

The postholder will promote health and safety at all times. Share ideas with colleagues to improve care and suggest ideas for innovation.

Adhere to legislation, policies, procedures and guidelines, both locally and nationally.

Positively promote the sexual and reproductive health aims and objectives by supporting patients to improve their sexual and general health and wellbeing by making healthy choices.

Make recommendations for and support change within the service.

FINANCIAL/PHYSICAL RESOURCES

The postholder will exercise personal duty of care in the safe use and storage of equipment. Be environmentally aware and prudent in the use of resources and energy. Ensure safe keeping of patient property, in line with Trust policy.

Ensure that adequate stock levels are maintained through standard ordering procedure, non-stock requisition and sourcing individualised resources through procurement. Required to ensure an adequate supply of health promotion materials, stationery and other work-related consumables in the clinical environment.

Responsible for the safe use of specific equipment for procedures, to avoid damage or inappropriate use.

Support the efficient use of resources.

HUMAN RESOURCES

Act responsibly in respect of colleague's health, safety and welfare following safety at work practices, whilst working in compliance with local health and safety policy and guidance.

Recognises and respects equality and diversity, demonstrating an inclusive approach in all environments.

Understands the importance of role modelling and participates in the training and supervision of staff as appropriate to the postholders' competency.

Individual responsibility for ensuring attendance at mandatory training updates and teaching programmes, including undertaking in-house training to gain competency in male & female clinics and performing Venepuncture, chaperoning/assisting in intimate examinations and specimen collection.

Be committed to engaging with ongoing clinical supervision within the nursing team/trust supervisions scheme.

INFORMATION RESOURCES

The postholder will be expected to develop skills to maintain professional standards of record keeping.

They should follow all information governance guidance and policies, maintain confidentiality as outlined within Trust policies.

Accurately completing and maintaining effective patient's records including addressing confidentiality issues.

RESEARCH AND DEVELOPMENT

The post holder will engage in and support multidisciplinary team surveys and audits within the department as necessary.

Participate in audit activity undertaken in area of practice.

PHYSICAL SKILLS

Provide direct technical assistance to registered staff when required, safely utilising electronic and mechanical/manual equipment.

Use skills of manual dexterity and manipulation of clinical instruments and equipment, which includes undertaking venepuncture.

The postholder will need to demonstrate keyboard skills to support their own learning and entering information into the patient record system.

PHYSICAL EFFORT

Frequent moderate effort is required when undertaking the moving and handling of individuals and objects in line with organisational policy.

A combination of standing for long periods, walking long distances, bending, and stretching is required throughout the shift.

Contribute to the maintenance of work area e.g. disposal of linen, cleaning and tidying of equipment regularly throughout the day.

Working hours according to service need.

MENTAL EFFORT

A continual level of concentration will be required throughout the clinical shifts in order to provide a safe and harm free environment.

Maintain a professional approach while working in challenging and or distressing situations.

Daily, frequent concentration is required in this setting, ensuring compliance with specialist procedures, clinical observations, and supporting implementation and evaluating patient care. Work pattern can occasionally be unpredictable and subject to interruption.

EMOTIONAL EFFORT

Frequent exposure to unpleasant / stressful / emotional conditions / situations.

Frequent support of patients and reassure family members / parents in highly stressful situations regarding diagnosis and prognosis of condition.

Frequently working with patients with mental health, learning disabilities and challenging behaviour.

Ability to deal with distressing, sensitive & personal information in a skilled and knowledgeable manner, utilising well developed communication skills of listening, responding, engaging & empathising.

WORKING CONDITIONS

The postholder will be working in a busy and potentially noisy environment and will be subjected to a range of bodily odours, fluids e.g. blood and urine, and infections with the expectation of being able to support patients with these in a professional and non-judgemental manner.

The postholder may be exposed to a variety of challenging behaviours and should respond, within their individual competence whilst maintain their own health and safety and that of their colleagues and other patients.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct themselves 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.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

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.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Senior Sexual Health Clinical Support Worker
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• A full practice-based level 3 qualification OR equivalent experience	✓	
• English & Mathematics at GCSE grade A-C (9-4) or level 2 functional skills	✓	
• Venepuncture qualification and recent experience		✓
KNOWLEDGE/SKILLS		
• Basic computer / keyboard skills	✓	
• Fine motor skills for venepuncture and other clinical tasks		✓
• Healthcare competencies appropriate to area of work		✓
• Good interpersonal and communication skills	✓	
• Understands the need for strict confidentiality	✓	
• Able to prioritise and organise work	✓	
• Able to work under instruction, under pressure and as part of a team	✓	
• Record keeping competency in handwritten and electronic records	✓	
• Must be willing to gain knowledge and understanding of specific instruments and equipment	✓	
• Be able to demonstrate through training, experience & expertise within the specialism of sexual health, the key STIs (including HIV), their transmission, clinical presentation and diagnosis	✓	
EXPERIENCE		
• Up to date venepuncture skills		✓
• Recent significant Healthcare Assistant experience in Sexual Health environment		✓
PERSONAL ATTRIBUTES		
• Able to demonstrate empathy, sensitivity, and to adapt communication style to circumstances	✓	
• Able to manage stress in themselves and others	✓	
• Able to offer support at times of emotional distress	✓	
• Willingness to undertake new skills and training	✓	
• Physical ability to undertake demanding moving and handling tasks, maintaining environmental hygiene and stock levels	✓	
• Able to work as a team member or independently	✓	
• Ability to adapt behaviour to changing and challenging situations	✓	
• To be flexible, adaptable, reliable and punctual	✓	
OTHER REQUIREMENTS		
• The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	✓	
• Ability to travel within the community.	✓	
• Works well in a busy environment	✓	
• Must be able to work unsocial hours and have a flexible approach to work	✓	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y				X
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y				X
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y		X		
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y				X
Animals	N				
Cytotoxic drugs	N				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	N				
Challenging behaviour	Y			X	