

# JOB DESCRIPTION

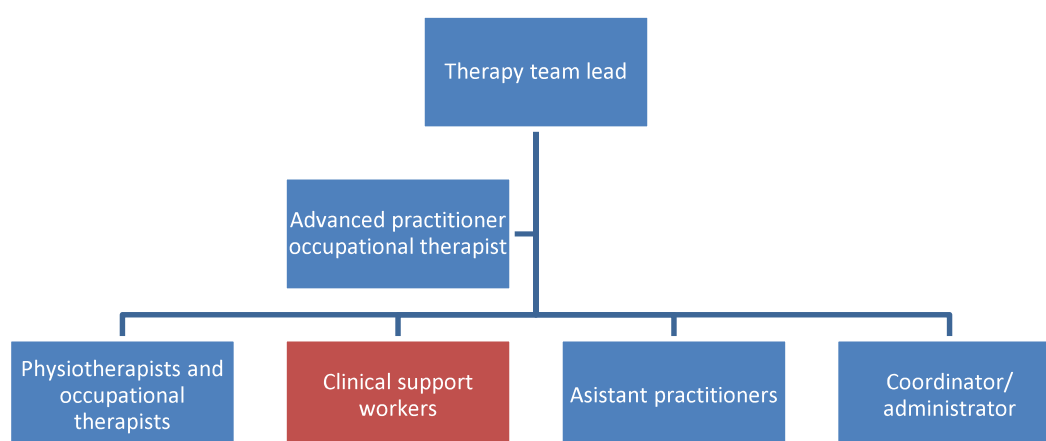
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JOB DETAILS				
Job Title	Clinical Support Worker	Higher Level	(Community)	
Reports to	Therapy team lead			
Band	Band 3			
Department/Directorate	Clinical support and specialist services			

JOB PURPOSE				
<p>The post holder will work as part of the community nursing team providing nursing care to patients in the home environment or appropriate care setting.</p> <p>The post holder will work under the direction of the Nurse (Community) and Nurse Specialist (Community) and registered nurse.</p> <p>The post holder may contribute in the assessment of care needs and the delivery of planned care under delegation and direction of the registered nurse.</p>				
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES				
<ul style="list-style-type: none"><li>• The post holder will work under the direction of the Nurse (Community) and the Nurse Specialist (Community) using their skills and knowledge.</li><li>• Lone working</li><li>• Remote working without direct supervision</li></ul> <p>The Clinical Support Worker Higher Level will be based in the community setting.</p> <p>The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service the post holder may be required to work in other areas as appropriate and under the direction of line manager or appropriate manager.</p>				
KEY WORKING RELATIONSHIPS				
<p>Areas of Responsibility: (type of work undertaken)</p> <p>No. of Staff reporting to this role: (If applicable)</p> <p>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</p> <p>In addition the post holder will deal with the wider healthcare community, external organisations and the public.</p> <p>This will include verbal, written and electronic media.</p> <p>Of particular importance are working relationships with:</p> <table><tr><th>Internal to the Trust</th><th>External to the Trust</th></tr><tr><td><ul style="list-style-type: none"><li>• Members of the community therapy team: physiotherapists, occupational therapists,</li></ul></td><td><ul style="list-style-type: none"><li>• GP practices – S Molton and Wallingbrook.</li><li>• Carers and care agencies.</li></ul></td></tr></table>	Internal to the Trust	External to the Trust	<ul style="list-style-type: none"><li>• Members of the community therapy team: physiotherapists, occupational therapists,</li></ul>	<ul style="list-style-type: none"><li>• GP practices – S Molton and Wallingbrook.</li><li>• Carers and care agencies.</li></ul>
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assistant practitioners, clinical support workers. • Members of the Health and Social Care team: community nursing, adult social care, admin/coordination. • Staff and public at South Molton community hospital – work base. • Staff in acute settings	• Patients, loved ones and family members. • Community groups and individuals. • Residential and nursing homes.
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## ORGANISATIONAL CHART



## FREEDOM TO ACT

Work within organisational Policies, Procedures and Standard Operating Procedures (SOP).

Acts on own initiative to take decisions alone when required, and escalates to the registered nurse or nurse specialist (community) as appropriate.

Can identify through risk assessment when to escalate to: Registered Nurse, Nurse Specialist (Community), Community Nurse Team Manager, Community Services Manager, Senior Nurse Community and if required the use of the on-call escalation process and other healthcare professionals.

## 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.

Able to keep accurate contemporaneous documentation using and supporting the organisation's documentation.

This role requires excellent communication skills, verbal, written and use of IT.

### **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**

The post holder will be expected to:

Work without the direct supervision of the registered nurse.

Prioritises own workload.

Undertakes delegated clinical activities as directed by the registered nurse.

Liaising with other providers where appropriate regarding care provision.

### **PATIENT/CLIENT CARE**

Implement and evaluate delegated clinical care; implement planned programmes of care.

Demonstrate clinical competence developed through continual professional development, reflective practice and maintain a skills portfolio relevant to the service specification.

Undertake training to develop a range of knowledge and skills in order to deliver a high-quality nursing service.

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 local community.

Prevention of adverse effects on health and wellbeing.

### **POLICY/SERVICE DEVELOPMENT**

To work to Trust Policies, Procedures and Standard Operating Procedures (SOP).

To maintain Trust Standards of Clinical Governance.

### **FINANCIAL/PHYSICAL RESOURCES**

Support the efficient use of resources.

Assist with maintaining stocks and supplies.

### **HUMAN RESOURCES**

Training, supervising and supporting new unregistered staff through care certificate.

Individual responsibility for ensuring attendance at mandatory training.

Participate in supervision and appraisal with line manager to support professional development focussing on the individual skill set and competency.

### **INFORMATION RESOURCES**

Inputting, storing and providing information in relation to patient records.

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

Completing activity data using Trust agreed data collection sets.

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.

### **PHYSICAL SKILLS**

A range of clinical skills including e.g. dexterity and accuracy for injections, wound care and venepuncture. This is not an exhaustive list.

### **PHYSICAL EFFORT**

Daily work involves frequent driving, sitting/standing, walking and moving equipment, manual handling in restricted positions.

Working hours negotiated according to service need.

Use of IT equipment.

### **MENTAL EFFORT**

Understanding of specific procedures which are evidenced based:

Community procedures

Clinical observations

Basic life support

Implementing, reviewing and evaluating patient care.

Infection control

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

Frequent requirement for short periods of concentration; work pattern is unpredictable and subject to interruption i.e. calls being prioritised, other work colleagues, patient/relative or carers needs.

Ability to use and concentration for long periods using IT.

## EMOTIONAL EFFORT

Caring for patients at end of life, chronic conditions and their families, carers and friends. This includes supporting patient's relatives and carers in dealing with emotional circumstances.

May, rarely, be required to instigate emergency procedures i.e. finding a collapsed patient and commencing basic life support.

Working with patients who have mental health problems, learning disabilities and challenging behaviour.

Ability to cope and deal with areas of conflict.

## WORKING CONDITIONS

Frequent daily contact with:

- Body fluids e.g. faeces and vomit
- Smells
- Infections
- Dust
- Occasional exposure to unpleasant working environment
- Driving hazards
- Transportation of samples in own vehicle
- Visual Display Units (VDU)

## 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 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.

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 (DES) 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.

# PERSON SPECIFICATION

<b>Job Title</b>	Clinical Support Worker Higher Level (Community)
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
National Vocational Qualification (NVQ) Level 3 or equivalent qualification or commitment to working towards relevant qualification	E	
Good general education (numerate/literate)	E	
Completion of the Care Certificate programme provided by the trust within 12 weeks of commencing in post	E	
<b>KNOWLEDGE/SKILLS</b>		
Evidence of developing clinical skills and competencies.		D
Basic key board skills, IT skills.	E	
<b>EXPERIENCE</b>		
Previous experience in a health/social care setting.	E	
<b>PERSONAL ATTRIBUTES</b>		
Able to effectively work as a team member	E	
Ability to prioritise work and manage own delegated tasks	E	
Ability to identify own strength and limitations	E	
Ability to work in isolation	E	
Effective communication, interpersonal skills both written and oral	E	
Motivation and enthusiasm for community nursing services	E	
<b>OTHER REQUIREMENTS</b>		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by The Trust	E	
To be willing to work throughout the Trust	E	
Flexible working re working in a range of clinical settings and environments and shift patterns	E	
Ability to travel in the community	E	

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WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	Y/N				
Contact with patients	Y/N				X
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y				X
Laboratory specimens	Y				X
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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)	N				
Animals	Y		X		
Cytotoxic drugs	N				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
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	N				
Challenging behaviour	Y				X