

## JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Community Clinical Support Worker
<b>Reports to</b>	Nurse Specialist Community
<b>Band</b>	Band 3
<b>Department/Directorate</b>	Community Nursing Services

JOB PURPOSE
<ul style="list-style-type: none"> <li>• Work under the direction of the Nurse Specialist Community, to deliver safe, effective care to the cluster/General Practitioners (GP) practice populations</li> <li>• Develop skills to ensure that the cluster and practice population receive the appropriate care and treatment in their own preferred place of care enabling them to maximise their independence and optimise their quality of life.</li> <li>• Contributes to assessment of care needs and follows plans of care. Provides advice and information to patients, relatives and carers within the home environment or alternative care setting.</li> </ul>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>To support the registered practitioner in patient care delivery by undertaking a range of delegated clinical care duties</p> <p>To work autonomously under the delegation of care principles set out by the registered practitioner and within the base level of theoretical knowledge through the NVQ.</p> <p>To have a flexible approach to working as patient care demands to include working within different environments e.g. clinics and patient homes following patient safety guidelines/risk assessments.</p> <p>To be responsible for their decision making and actions.</p> <p>To provide a high standard of patient care as directed by the registered practitioner in accordance with the community patient requirements.</p> <p>To develop skills to ensure that the cluster and practice population receive the appropriate care and treatment in their own preferred place of care enabling them to maximise their independence and optimise their quality of life.</p> <p>Contributes to assessment of care needs and follows plans of care.</p> <p>Provides advice to clients and patients relatives and carers within the home environment or alternate care setting.</p>
KEY WORKING RELATIONSHIPS
<p>Areas of Responsibility: Working to support the Community Nursing Team</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. 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:

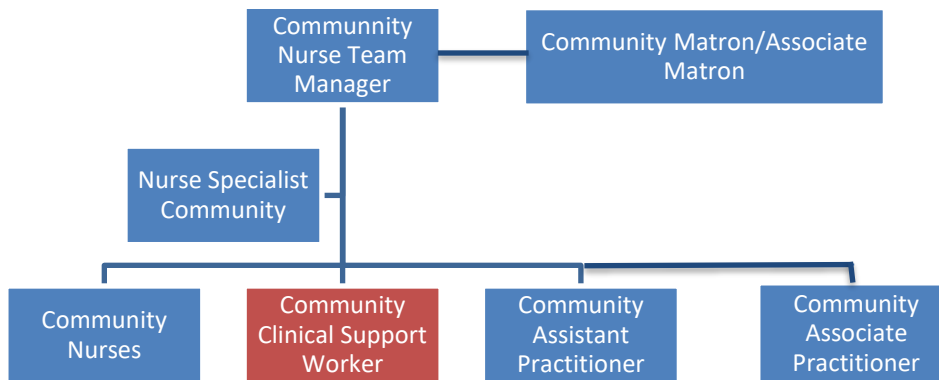
**Internal to the Trust**

- Community Nursing Teams
- Community Matron
- Multi-disciplinary Teams
- Urgent Community Response Teams
- Out of Hours Services

**External to the Trust**

- Patient, relatives and carers
- General Practitioners
- Other members of Primary care
- Agencies and other providers

**ORGANISATIONAL CHART**



**FREEDOM TO ACT**

Work autonomously without direct supervision within their area of practice.

Work will be prioritised work according to time scales required considering any clinical risks.

Work within codes of practice.

Work within organisational Policies, Procedures and Standard Operational Procedures (SOP) and knowledge of where to reference these.

Is responsible for taking decisions alone in emergency situations e.g. finding a collapsed patient.

**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. 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.

Effectively communicates information relating to patient’s health and nursing care. Utilises interpersonal skills, with support from the Nurse Specialist Community or Community Nurse to support patients, relatives and carers in the decision-making process regarding their nursing care.

Act as a positive role model to portray a consistent professional image of the Community Nursing service.

Keeps accurate contemporaneous documentation using the organisation's documentation, both written and electronic.

Awareness of different communication needs of patients, carers and relatives.

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.

### **ANALYTICAL/JUDGEMENTAL SKILLS**

The Community Clinical Support Worker is expected to develop competence to;

- Make judgements to review the patient's condition and feeds back to the Nurse Specialist Community or Community Nurse appropriately.
- Analyse and act appropriately in complex situations and escalate where required to the Nurse Specialist Community or Community Nurse.
- Recognise risk factors to staff, patients and carers and escalate as appropriate.
- Understand the implications of the Mental Capacity Act and acts to assess capacity as appropriate.

### **PLANNING/ORGANISATIONAL SKILLS**

Work without direct supervision to undertake delegated clinical activities as directed by the Nurse Specialist Community or Registered Practitioner.

### **PATIENT/CLIENT CARE**

The Community Clinical Support Worker will;

- Ensure that they are aware of and work within the standards set out in the Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.
- Able to implement clinical care packages related to clinical skills.
- Demonstrate own clinical competence developed through continual professional development, reflective practice and maintenance of clinical competencies.
- Work pattern may require a schedule of patient visits with frequent concentration for treating and interacting with patients/carers etc. The workload is unpredictable and subject to change and interruption i.e. calls being re-prioritised, interactions with work colleagues, family/patients/carers needs.
- Contributes to holistic assessments of patients.
- Develop skills to recognise risk factors to staff, patients and carers within the healthcare setting.
- Report any untoward incidents, complaints and clinical emergencies to the appropriate professional within the appropriate times.
- Promotion of health and wellbeing.

### **POLICY/SERVICE DEVELOPMENT**

To work within the Trust's Policies, Procedures and Standard Operating Procedures (SOP).

To maintain the Trust's Standards of Clinical Governance.

Support the Nurse Specialist Community with service development within the community nursing service to facilitate proactive timely, patient centred nursing care.

## **FINANCIAL/PHYSICAL RESOURCES**

Ensure the efficient use of resources i.e. appropriate wound dressing choice that is evidence-based. 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.

Assessing and ordering equipment needs to support patients within the home setting.

## **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.

Ensure adherence to safe lone working practices and use of staff tracking systems.

Participate in supervision and annual appraisal with a Community Nurse to support professional development.

Individual responsibility to complete mandatory training in line with electronic staff record.

Supports the Nurse Specialist Community and other registered professionals with Health and Wellbeing activities in the team e.g. act as a Health and wellbeing champion for the team.

To support other teams/areas where clinical risk has been identified

## **INFORMATION RESOURCES**

Recording, 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.

Recording and storing information on relevant IT systems.

Follow all information governance guidance and policies, maintain confidentiality as outlined within Trust policies.

## **RESEARCH AND DEVELOPMENT**

To actively promote and collect patients, relatives and carer feedback of the community services, to help facilitate learning and improvement.

To participate in relevant audits.

## PHYSICAL SKILLS

Develop a range of clinical skills that have been obtained through practice, these might include venepuncture and wound care but this is not an exhaustive list.

Developed physical skills through hand eye coordination when undertaking clinical tasks

Daily work includes frequent driving, sitting/standing and walking, moving equipment, frequent use of IT equipment, frequent manual handling and treatment of patients in restricted positions. The postholder will need to demonstrate keyboard skills to support their own learning and entering information into the patient record system.

## PHYSICAL EFFORT

Driving, including flexibility of moving between environments.

Manual handling of patients working within the confines of the patient's home.

Manual dexterity to perform clinical tasks including documenting on IT systems.

Ability to work a shift pattern over a 24hr period where the service requires.

## MENTAL EFFORT

Mental effort is required for more than half your individual shifts. This could be around:

- Understanding of a range of procedures which are evidence based.
- Frequent concentration to interpret guidance into practice.
- Ability to be able resilient to the predictable and unpredictability of workload.

## EMOTIONAL EFFORT

Caring for the terminally ill, chronically sick and their families, carers and friends. This includes supporting a registered practitioner having to break bad news or give distressing news to patients/relatives/carers and dealing with emotional circumstances.

Working with patients with mental health, learning disabilities and challenging behaviour

## WORKING CONDITIONS

Frequent daily contact with:

- Body fluids e.g. faeces, vomit
- Smells
- Infections
- Dust
- Frequent contact with adverse weather conditions whilst out in the community
- Working with patients who make unwise choices or who present with challenging behaviour

## 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.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.

# PERSON SPECIFICATION

<b>Job Title</b>	Community Clinical Support Worker; Band 3
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> <ul style="list-style-type: none"> <li>• A full practice-based level 3 qualification</li> <li>• English &amp; Mathematics at GCSE grade A-C (9-4) or level 2 functional skills</li> </ul>	X  X	
<b>KNOWLEDGE/SKILLS</b> <ul style="list-style-type: none"> <li>• Basic computer/keyboard skills.</li> <li>• Fine motor skills – for venepuncture, phlebotomy and other clinical tasks</li> <li>• Healthcare competencies appropriate to area of work</li> <li>• Good interpersonal and communication skills.</li> <li>• Understands the need for strict confidentiality.</li> <li>• Working knowledge of complex care needs of some families including Safeguarding Children &amp; Adults, Domestic Abuse and Mental Health.</li> <li>• Able to prioritise and organise work.</li> <li>• Able to work under instruction, under pressure and as part of a team.</li> <li>• Record keeping competency in handwritten and electronic records.</li> </ul>	X X  X X X X X X	X     X
<b>EXPERIENCE</b> <ul style="list-style-type: none"> <li>• Previous experience in a care environment or able to demonstrate a caring nature/ life experience.</li> </ul>	X	
<b>PERSONAL ATTRIBUTES</b> <ul style="list-style-type: none"> <li>• Able to demonstrate empathy, sensitivity, and to adapt communication style to circumstances.</li> <li>• Able to manage stress in themselves and others.</li> <li>• Able to offer support at times of emotional distress.</li> <li>• Willingness to undertake new skills and training</li> </ul>	X  X X X	

<ul style="list-style-type: none"> <li>• Physical ability to undertake demanding moving and handling tasks, maintaining ward hygiene and stock levels.</li> <li>• Able to work as a team member or independently</li> <li>• Ability to adapt behaviour to changing and challenging situations.</li> <li>• To be flexible, adaptable, reliable and punctual.</li> </ul>	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>	
<p><b>OTHER REQUIREMENTS</b></p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust</p> <p>Be willing to work throughout the Cluster, Division and Trust according to service need.</p> <p>Flexible working regarding working in a range of clinical settings, environments and shift patterns.</p> <p>Valid driving licence and use of car</p>	<p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p> <p style="text-align: center;">X</p>	



WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	Y				X
Contact with patients	Y				
Exposure Prone Procedures	Y		X		
Blood/body fluids	Y				
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)	Y			X	
Animals	Y				X
Cytotoxic drugs	Y		X		
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	Y		X		
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	Y			X	
Night working	Y				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y				X
Working in isolation	Y				X
Challenging behaviour	Y				X