

|  |  |
| --- | --- |
| **JOB DESCRIPTION** |  |
| **Job Title:** | **Clinical Support Worker** |
| **Band:** | **2** |
| **Responsible To:** | **Senior Sexual Health Nurse** |
| **Accountable To:** | **Lead Nurse Sexual Health** |
| **Section/Department/Directorate:** | **Sexual Health Service** |

**Job Purpose:**

|  |  |
| --- | --- |
| The post-holder will be part of the Sexual Health team, working under the supervision of qualified nursing staff. They will assist in the care of patients within the department and carry out general duties to enable the effective running of clinics including entering data as necessary. To carry out clinical and non-clinical duties as required by the department i.e. chaperoning medical and nursing staff. The post holder will be responsible for the preparation of the clinical area and assisting colleagues in performing genital biopsies, IUD/ IUS fits, Nexplanon insertion and removals and other medical / contraceptive procedures.  **Context:**  The Sexual Health Service offers both doctor and nurse led clinics across the week in order to meet local and national targets. Both new and follow up appointments are offered at the clinics, as well as a sexual health walk-in service. Regular HIV clinics which are led by consultants in collaboration with specialist nursing staff are also provided. The post holder will fulfil all tasks and work as part of a team. Clinics are primarily based at the Centre Exeter or Barnstaple, with regular outlying clinics.  To meet the needs of the service, the post holder may be required to work in other areas as appropriate and as directed by the line manager.  Counselling and psychological support is offered to patients presenting to the service with sexual health related problems; this is provided by the Clinicians and Psychologists within the department.  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 as directed by the line manager. | |
|  |
| |  | | --- | | **Key Working Relationships:**  The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.  Nursing Staff  Nurse / Health Advisers  Senior Nurse  Medical Staff  Admin Staff  Lead Nurse  Clinical Support Staff | |
| **Organisational Chart:**  Lead Nurse for  Sexual Health/Contraception |
| Senior Nurse Sexual Health  **Clinical Support Worker Band 2**  Nursing & Health Advising Staff, Medical Staff.  Chlamydia screening team  And    Lead Receptionist and team.      **Key:** Denotes Line Management accountability  Denotes a working relationship |
| **Key Result Areas/ Principal Duties and Responsibilities** |
| **Communication and Relationship Skills**   * Communicate with colleagues and other services using appropriate communication skills. * Communicates in a clear manner offering support to patients and being non-judgemental, reassure clients whilst they are being examined. * Provide reception services as required, answering the telephone in a timely and courteous manner and passing on messages accurately and promptly. * Communicates in an appropriate manner being sensitive as required. * Ensure that all non-routine and medical enquiries are referred to the appropriate person. * To report any untoward incidents, complaints and / or clinical emergencies to the appropriate professional within the appropriate timescale.   **Analytical and Judgement Skills**   * Straightforward job related facts. Working alongside a trained Nurse, makes judgements on patients condition and take appropriate action. * Assist as far as possible in non-medical enquiries ensuring that all non-routine and medical enquiries are referred to the appropriate person. * Signpost and accompany service users around the sites as required. * Prepare and set up clinic rooms and clean/tidy away at the end of the clinic.   **Planning and Organisational Skills**   * Deliver day to day activities and plan straightforward tasks. * Ensure all necessary resources are available to enable the clinics to run efficiently. * Be able to help cover the reception area as required. * Prepare and set up clinic rooms and clean and tidy away at end of clinic. * Ensure the safe handling of specimens and equipment. * Ordering stores and supplies specifically related to the service.   **Physical Skills**   * Use standard keyboard skills in day to day activities. * Undertake clinical skills i.e. venepuncture.   **Responsibility for Patient and Client Care**   * Assist sexual health practitioners as required, acting as a chaperone where necessary. * Carry out patient care, once appropriate training has been undertaken as delegated by qualified nursing staff i.e. support patient during clinical procedures, assist the practitioner with specific procedures. * For patients undergoing examination or procedures, provide information and reassurance. * Undertake specific duties relevant to clinical area i.e. venepuncture, filing of results. * Provide reception services as required, answering the telephone in a timely and courteous manner and passing on messages accurately and promptly. * Adheres to infection control guidelines at all times e.g. when handling specimens. * Ensuring the safe handling of specimens, equipment, ordering stores and supplies, specifically related to the service   **Responsibility for Policy and Service Development**   * To maintain Trust Standards of clinical governance. * Undertake practice in accordance with relevant policies. * Be aware of Health & Safety and security procedures and work within local guidelines. Reporting all incidents/accidents to a senior member of staff. * Understands and works in accordance of principals of infection control and infection control policy. * Contribute where appropriate to meetings e.g Clinical governance, supervision . * **Responsibility for Financial and Physical Resources** * Take delegated responsibility for the maintenance of adequate clinical supplies to agreed stock levels. * Take delivery of and distribute clinical stores. * Highlight any difficulties in advance to senior nurse re supplies for any clinics.   **Responsibility for Human Resources**   * Participate in annual personal development review. * Participate in mandatory training as required by NDHCT. * Participate in other training programmes as identified through service development and the appraisal process. * Attend staff meetings as required. * Support new staff and guide as necessary.   **Responsibility for Information Resources**   * Daily inputting, storing & providing information in relation to patient records. * Complete patient documentation thoroughly and clearly as required i.e. specimen forms. * Assist in the retrieval of data to support audit.   **Responsibility for Research and Development**   * Comply with Trust requirements and undertake surveys as necessary to own work. * Support research and development in the Sexual Health service by assisting in data retrieval.   **Decision Making**   * Carry out other designated duties within the general scope of the job description and grade. * Works under the supervision of registered nurses / health advisors. * Autonomy when completing venepuncture/collecting blood specimens.   **Physical Effort**.   * Positions patients for procedures, e.g. manoeuvring of clients /manual handling – positioning clients for procedures, putting legs in leg rests. * Manual handling, and moving of stock and equipment   **Mental Effort**   * Concentration when dealing with Clients in clinic on a daily basis, predictable work pattern. * Supports medical and nursing staff in supporting of clients in clinic. * Remains calm in stressful situations.   **Emotional Effort**   * May be directly exposed to distressing/emotional situations while carrying out their duties. * Supports clients when chaperoning medical and nursing staff in clinic. * Responds appropriately in difficult situations. * Strive to provide a welcoming friendly atmosphere at all times. * Act in a professional manner, remaining calm and efficient at all times. * Actively work to maintain a tidy calm environment in all public areas. * Effective team player demonstrating good interpersonal skills at all times.   **Working Conditions**   * Frequent collection of blood and specimens, every day. The post holder may have to deal with uncontained body fluids maybe monthly. * Can be exposed to aggressive behaviour. * Use display screen equipment.   **GENERAL**  This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.    We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.    We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.    We recruit competent staff whom 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.    The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.  All employees must demonstrate a positive attitude to The Trust’s equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.  If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Disability Discrimination Act.  **SAFEGUARDING**  To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.  To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.  Everyone within 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.  **HEALTH AND SAFETY AT WORK**  The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.  **INFECTION CONTROL - ROLE OF ALL STAFF**  It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.  All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:  • Attending mandatory and role specific infection prevention education and training.  • Challenging poor infection prevention and control practices.  • Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents  **CONFIDENTIALITY**  You may not process or disclose any information of a confidential or personal nature relating to the employer or in respect of which the employer has a duty of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer’s disciplinary procedure.  **CARE CERTIFICATE**  It is a Trust requirement that as part of your new role you complete the Care Certificate programme provided by Northern Devon Healthcare NHS Trust. You will be allocated 12 weeks in which to complete the programme, and will be provided with the necessary support and opportunities in order to achieve this.  If there are extenuating circumstances preventing you from achieving the Care Certificate within 12 weeks of commencing employment with the Trust your line manager in discussion with you should identify this and request an extension from Workforce Development.  Please note that your appointment and continuation of employment with the Trust is conditional upon completion of the Care Certificate Programme, within 12 weeks of your commencement with the Trust. If you do not successfully complete the programme within the 12 week time frame and an extension has not been approved, your employment with the Trust may be terminated. |

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST :**  **Band 2** **Clinical Support Worker – Sexual Health Services**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING :  Good level of education.  Venepuncture or willingness to undertake training.  NVQ 2 or equivalent experience/qualification or willingness to undertake training  Completion of Care Certificate | E  E  E  E |  |  |  |
| KNOWLEDGE/SKILLS:  Awareness of safeguarding issues.  Good written and verbal communication skills.  Standard IT Skills.  Good understanding of confidentiality.  Has an understanding of infection control. | E  E  E  E  E |  |  |  |
| EXPERIENCE:  Assisting medical & nursing staff with procedures.  Able to keep accurate documentation  Previous experience in a clinical setting.  Working with the public. | D  E  D  E |  |  |  |
| PERSONAL REQUIREMENTS:  Ability to travel  Good interpersonal skills.  Good time management.  Able to work well within a team.  Remains calm in stressful situations.  Able to follow instructions thoroughly.  Organised and methodical.  Non judgemental attitude. | E  E  E  E  E  E  E  E |  |  |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Flexible to work in all clinic sites especially during unsocial hours.  Flexible to the requirements of the post | E  E  E | Interview  Interview |  |  |

\*Essential/Desirable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts | X | Clinical contact with patients | X | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids | X | Dusty Environment |  | VDU Use | X |
| Radiation |  | Challenging Behaviour | X | Manual Handling | X |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |