

JOB DESCRIPTION

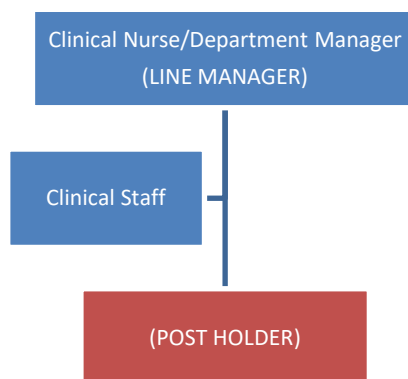
JOB DETAILS	
Job Title	Ward Support Worker
Reports to	Clinical Nurse Manager
Band	Band 2
Department/Directorate	Trustwide

JOB PURPOSE
The post holder will be responsible for assisting the ward/department staff to carry out predominantly non-clinical delegated tasks directed by the clinical staff.
The Ward/Department Support Worker will be based in a designated area across the Trust to support operational activities, which will have a direct impact on improving patient care through efficiencies.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The post holder will be responsible for assisting the ward/department staff to carry out mainly non-clinical delegated tasks directed by the supervising clinical staff. These tasks can include any of the duties below, and any other duties that would fall within the remit of this role</p> <ul style="list-style-type: none"> The post holder will receive daily supervision and direction for delegated tasks that support the smooth running of the ward/department. The post holder will work under the direction of the co-ordinating nurse/qualified practitioner to rotate stock and top up stores in the designated areas. The post holder will work under the direction of the Clinical Nurse/department Manager to maintain a clean and safe ward/department environment. The post holder will offer refreshments to patients (including checking of expiry dates for fresh items). They will ensure that any fresh items are returned to the refrigerator after being offered to patients. The post holder will support the ward/department staff in cleaning and labelling of equipment in line with the Trusts infection prevention and control policy. The post holder may be asked to deliver and collect items from other departments within the Trust (likely to be other ward areas, Pharmacy and blood samples to the laboratory). The post holder will hold a trust phone to receive calls from members of staff to go and collect equipment for cleaning or maintenance purposes. The post holder may need to order items of stock and liaise with our internal procurement team or external supplier.

KEY WORKING RELATIONSHIPS	
No. of Staff reporting to this role: None	
The post holder is required to deal effectively with staff of all levels throughout the Trust.	
This will include verbal, written and electronic media. Of particular importance are working relationships with:	
Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• Clinical Nurse Manager• Clinical Matron• Unit nursing staff• Administrative staff• Unit therapy staff• Pharmacy	

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder will be directly supervised by the Clinical nurse/department Manager and nurse co-ordinator on a daily basis and will only undertake delegated tasks.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisations standards of customer care when communicating with a range of people/patients on day to day matters. They will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients or external contacts.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

ANALYTICAL/JUDGEMENTAL SKILLS

To assist as far as possible in ensuring stocks and equipment are adequate for unit/department. Recognise the need for further advice, guidance and support as needed.

PLANNING/ORGANISATIONAL SKILLS

The post holder will exercise good personal time management, punctuality and consistent reliable attendance. They will manage the delegated workload and organise their activities across the ward/departments, liaising with clinical staff if further guidance is needed. These tasks will be ongoing and will require daily planning.

PATIENT/CLIENT CARE

The post holder may have contact with patients/ relatives when working in the clinical areas.

POLICY/SERVICE DEVELOPMENT

To adhere to all relevant Trusts policies relevant to role.

FINANCIAL/PHYSICAL RESOURCES

Maintain stock levels and report any shortages to Clinical Nurse/department Manager. This might involve ordering of stock items to ensure a smooth running of the ward/department. The post holder will maintain an awareness of the financial impact of inappropriate use of resources.

HUMAN RESOURCES

To take an active part in the development review of own work, suggesting areas for learning and development in the year ahead.

INFORMATION RESOURCES

Responsible for data entry, text processing or storage or data, utilising paper or computer based data entry systems.

RESEARCH AND DEVELOPMENT
The post holder will comply with Trust requirements and undertake surveys as necessary to own work.
PHYSICAL SKILLS
Occasional use of keyboard skills and computer work. Will require dexterity to manage equipment cleaning.
PHYSICAL EFFORT
The role will involve a lot of walking and a combination of sitting and standing. There is an ongoing requirement to exert light physical effort for long periods during the shift. The post holder will need to be able to move and handle equipment in line with risk assessments and safe operative procedures.
MENTAL EFFORT
There will be variance in daily duties and occasional interruptions. The post holder will required to concentrate where the work pattern is predictable with a few competing demands for attention.
EMOTIONAL EFFORT
The post holder may be exposed to distressing and emergency situations whilst working in the clinical a setting.
WORKING CONDITIONS
There may be use of display screen equipment for some tasks of the role. There will be occasional exposure to unpleasant working conditions/odours.
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: <ul style="list-style-type: none"> • 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.
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

Job Title	Ward/Department Support Worker
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education		D
Willingness to undertake training	E	
Completion of Project Search induction and planned programme	E	
KNOWLEDGE/SKILLS		
Effective communication skills	E	
Listening and observation skills	E	
Ability to prioritise and manage own workload within busy environment	E	
Able undertake direction and delegation of duties in line with role	E	
EXPERIENCE		
Experience of working in a clinical area	E	
PERSONAL ATTRIBUTES		
Reliability and flexibility and able to contribute to changing demands of the service	E	
Working well within the team	E	
Kind and compassionate approach	E	
Willing to undertake further training for the role	E	
Able to maintain confidentiality	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y/N				✓
Contact with patients	Y/N				
Exposure Prone Procedures	N				
Blood/body fluids	Y/N			✓	
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				
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		✓		
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	Y		✓		
Night working	N				
Electrical work	N				
Physical Effort	Y				✓
Mental Effort	Y			✓	
Emotional Effort	Y		✓		
Working in isolation	N				
Challenging behaviour	Y	✓			