



## **JOB DESCRIPTION**

### **1. JOB DETAILS**

**Job Title:** Emergency Support Worker (Non-Clinical)

**Band:** 2

**Responsible to:** Nurse in Charge

**Accountable to:** Matron

**Directorate:** Medicine

### **2. JOB PURPOSE**

This role is part of a scheme exploring new ways of working in Emergency Services at the RD&E.

The Emergency Services Support Worker will enable the departments to maximise the through put of patients and will play a key role in ensuring that the department is always ready to receive and care for patients by ensuring:

- Bed spaces are always clean and stocked
- General areas in the departments are kept clean and continuously restocked
- Patient tests and specimens are delivered and retrieved in a timely manner
- Patients move around the organisation as required
- Patient Equipment cleaning

### **3. KEY WORKING RELATIONSHIPS**

As a key member of the Departmental team the post holder will need to maintain working relationships with the following staff groups:

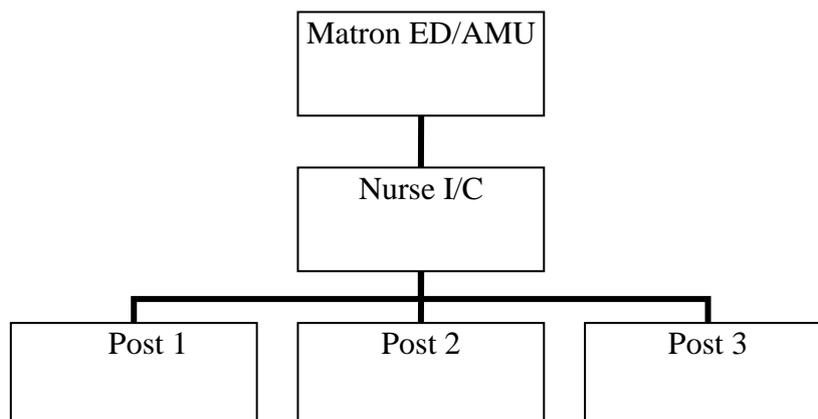
- Nurse I/C
- Ward Nursing Staff
- General Services
- House keeping staff – Ward Housekeepers and Domestic Assistants
- Other Allied Health Professionals
- Medical Staff

### **4. DIMENSIONS**

WTEs

This is a generic job description. Additional specific responsibilities and requirements depending on speciality will be confirmed during the selection procedure.

## 5. ORGANISATION CHART



## 6. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES

### Transport

The post holder will be allocated to the Emergency Department or Acute Medial Unit and will work closely with the Nurse in Charge. They will be responsible for:

- The transfer of patients to all wards
- The transfer of deceased patient transfers to the mortuary as required.
- Ensuring that there is sufficient equipment for moving patients in the department
- Ensuring equipment for moving patients is functioning and clean
- Ensuring there is an appropriate supply of O<sub>2</sub> cylinders in the department and on trolleys/unit daily.
- Undertaking transport duties such as retrieving and delivering specimens or test request as necessary.
- To assist in the manual handling of patients at the request of the nursing staff.

### Cleaning Duties

The post holder will be responsible that the department is maintains a high level of cleanliness in all areas according to Trust Guidelines for Infection Control. This will include the thorough cleaning of:

- Trolleys and beds
- Ambulance equipment such as spinal boards, vacuum splints, box splints, head blocks.
- All floors following spills
- The plaster buckets as needed.
- Other duties may also be requested such as emptying and relining clinical and household waste bags
- Cleaning and preparation of bed spaces and side room including the changing of curtains where required
- Commodes
- Sluice areas

## **6. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES**

### **Stock Levels**

The post holder will play an important role in ensuring the department is appropriately stocked to ensure the effective delivery of patient care at all times. This will include duties such as restocking:

- Each cubicle/Bay with essential items for example, gloves/gowns, inco sheets, tissues and patient bedside TV unit earpieces.
- Blood trolleys with bottles, cannulae and alcohol hand rub. Re-fill earpieces.
- Various items around the department such as Tempa dots, syringes, needles and IV fluids.
- Dressing and plaster trolleys as well as linen skips
- Maintenance of stock levels for essential clinical equipment such as Cardiac Monitors

### **House keeping**

The post holder will be required to be flexible in the management of his/her time and will be called upon to undertake:

- The distribution of meals/beverages to patients under the direction of the nursing staff.
- Making beds

### **General**

- To report faults on machinery and damage, faults etc to the fabric of the building to Estates
- To respect the privacy and dignity of patients whilst carrying out duties
- To refer complaints your line manager
- To attend and participate in meetings as required

### **Working Practices and Relationships**

- To ensure own actions reduce risks to health and safety and to promote a health and safety culture within the workplace. Always work in compliance with rules and working practices. Report all unsafe situations, incidents and accidents as appropriate
- To observe the Trusts infection Control Policy at all times and include hand washing, barrier / terminal cleans and colour coding of cloths, mops and buckets
- To maintain effective working relationships
- To foster people's equality, diversity and rights
- To maintain environmental hygiene and personal hygiene by wearing the correct full uniform at all times. This includes wearing the correct personal protective equipment when required
- To participate in performance review. To undertake any mandatory training or other training required to maintain competency in the role
- To maintain complete confidentiality with regard to patient issues
- Where appropriate to the grade, undertake such duties as deemed necessary as directed by your team leader or the housekeeping supervisor to ensure that patients' needs are met

### **Other Responsibilities:**

To take part in regular performance appraisal

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

To contribute to and work within a safe working environment

The post holder is 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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

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

## **THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity  
Fairness,  
Inclusion & Collaboration  
Respect & Dignity

We recruit competent staff that 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.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

## **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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

**PERSON SPECIFICATION**

**POST: Support Worker**

**BAND: 2**

| REQUIREMENTS   | AT<br>RECRUITMENT               | AT<br>PDR                       |
|--|---------------------------------|---------------------------------|
| <b><u>QUALIFICATIONS/SPECIAL TRAINING:</u></b><br>Good general education<br>Willing to undertake any training relevant to the post   | E<br>E                          | E<br>E                          |
| <b><u>KNOWLEDGE/SKILLS:</u></b><br>Numerate and literate<br>Effective communication skills<br>Good interpersonal skills  | E<br>E<br>E                     | E<br>E<br>E                     |
| <b><u>EXPERIENCE:</u></b><br>Previous acute trust healthcare experience<br>Previous direct customer care experience  | E<br>E                          | E<br>E                          |
| <b><u>PERSONAL REQUIREMENTS:</u></b><br>Enthusiastic, approachable and motivated<br>Good attendance record<br>Standing for long periods of time, lots of walking, use of floor equipment, pushing trolleys etc<br>Reliable<br>Neat and tidy appearance with a good standard of personal hygiene<br>Able to work to a detailed schedule<br>Have an understanding on confidentiality | E<br>E<br>E<br>E<br>E<br>E<br>E | E<br>E<br>E<br>E<br>E<br>E<br>E |
| <b><u>OTHER REQUIREMENTS:</u></b><br>Able to work as part of a multi-disciplinary team managing multiple requests<br>Ability to be flexible e.g. break times, hours of work due to alternating shift pattern   | E<br>E                          | E<br>E                          |

\* Essential/Desirable

| HAZARDS:- Updated 31 <sup>st</sup> May 2013 |   |                                |   |  |   |
|---|---|--------------------------------|---|--|---|
| Laboratory Specimens                        | X | Clinical contact with Patients |   | Dealing with violence & aggression of patients/relatives |   |
| Blood / Body Fluids                         | X | Dusty Environment              |   | VDU Use (occasional)                                     |   |
| Radiation / Lasers                          |   | Challenging Behaviour          |   | Manual Handling  | X |
| Solvents                                    | X | Driving                        |   | Noise / Vibration  |   |
| Respiratory Sensitisers                     | X | Food Handling                  | X | Working in isolation                                     |   |
| Cytotoxic Drugs                             |   | Electrical work                |   | Night Working  |   |