

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Clinical Site Support Worker (CSM) |
| **Reports to** | Clinical Site Manager – Nominated Lead |
| **Band** | Band 3 |
| **Department/Directorate** | Corporate Services/Operations |

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| **JOB PURPOSE** |
| The senior clinical site support worker will work closely with the Clinical Site Manager (CSM) to facilitate and support patient flow through the relevant bed resources.  To assist with appropriate and timely placement of elective and emergency patients, in consultation with the CSM.  To undertake out of hours bookings of non-emergency patient transport for Royal Devon University Healthcare NHS Foundation Trust (Royal Devon).  Ensure good and effective communication between Royal Devon and non-emergency transport suppliers to Royal Devon.  To support and assist clinical areas when required, as directed by the CSM and may contribute to the assessment of the care needs and the delivery of care under direction of the CSM. This will include recording and documenting physiological observations and changes to the patients’ clinical condition.  Assist in the delivery of high standard clinical care, working on one’s own initiative or under direction from the ward/department nurse in charge.  **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Support the CSM by maintaining an up to date bed state record and informing of any potential bed shortages. * Assist the CSM with accurate collection of data pertaining to breaches, closed beds, extra beds and emergency/non-emergency admissions. * Ensure that comprehensive handover occurs between shifts and all documentation is accurate and up to date. * To establish and maintain good interpersonal skills. To provide an receive factual and accurate information and to overcome communication barriers using other methods, such as visual prompts, reassurance, empathy, persuasion. * Utilise the EPR system to ensure up to date patient records, assist in the allocation of beds (under CSM direction) and keep live bed state up to date with EDDs, Discharge orders, and transfer orders * Undertake and/or arrange patient escorts and transfers between departments as necessary, and as directed by the CSM. * Maintain the health, safety and security of individuals and their environment. * Undertake training in order to perform high quality clinical observations effectively and remain competent to practice these interventions, such as clinical observations, blood glucose monitoring, venepuncture, insertion and or removal of peripheral cannulas, perform ECGs. This is not an exhaustive list and other clinical interventions may be required. * Assist with manual handling activity as required to support ward and Emergency areas, using the appropriate manual handling equipment as required * Have an understanding of the care and protection of vulnerable people in line with Trust policies including Safeguarding, DoLs and Mental Capacity Act. * Support bereaved and distressed patients, relatives and carers as appropriate. Assist with last offices and escorting relatives/carers to chapel of rest. * Maintain and update list of patients awaiting transfer from/to Royal Devon hospital sites, ensuring up to date repatriation records are kept. Direct liaison with other organisations to arrange the same transfer to/from our site. * Assist in coordinating and/or undertaking bed washing as required to support patient flow. Coordinate bed washers to prioritise bed washing, directing to terminal cleans etc. * Provide break cover for the CSM out of hours, ensuring any issues escalated to CSM as required. * Following instruction from CSM, support staffing out of hours, redirecting staff and answering staffing bleep as appropriate. * Daily collect the nurse in charge information from each ward and provide details to CSM, Matron of Flow and set up team chats on EPR system. * Apply the Royal Devon medical criteria to all requests for non-emergency transport and report on the internal Royal Devon booking system. * Liaise with Royal Devon suppliers of non-emergency transport such as South Western Ambulance Service NHS Foundation Trust and other private suppliers. * Liaise with urgent transport providers eg SWAST to enable timely upgrades in care as directed by the CSM/nurse in charge * Attend cardiac arrest bleeps ensuring swift support to clinical teams who are leading the arrest situation * Attend fire bleeps with the CSM to support standing down of event or evacuation as required. * Physical effort for long periods of time standing/walking with periods of intense effort supporting the moving and transportation of patients between areas and using effective manual handling techniques. * Frequent exposure to hazards, such as physical, challenging or aggressive behaviours and unpleasant conditions such as working with bodily fluids, soiled linen and specimen collection. |
| **KEY WORKING RELATIONSHIPS** |
| 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** | **External to the Trust** | | * Clinical Site Manager | * Social care providers/agencies | | * Care group Directors * Senior nursing team | * South Western Ambulance Service NHS Foundation Trust | | * Ward managers * Service managers | * Private Ambulance Suppliers * Other acute Trusts * Members of the public | | * Specialist nursing teams * Wards/Departments * A&E Nurse in Charge * Hospital Discharge Team |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| * There will be frequent times particularly out of hours, where the postholder will have to work without supervision and make decisions regarding patient flow and bed allocations. * The post holder will work autonomously, in line with Trust Policies and Standard Operation Procedures. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Provide effective communication in person, over the phone and via EPR regarding managing patient flow and patient flow. They will ensure all patient related information is treated sensitively and adhere to the principals of confidentiality at all times. * To be able to communicate effectively to ensure that safe running of the site which will involve communicated effectively across a wide range of channels and with a wide range of individuals, the public and health care professionals. They will use both verbal and non-verbal methods of communication dependent on the needs of the patient. * To attend and support with patients with behaviour/mental health needs that may require de-escalation of behaviour, support with rapid tranquilisation and safe restrictive practice in line with trust policies * Be able to discuss distressing/sensitive news with patients, family/relatives other agencies, this may be frequently due to the nature of the hospital. They will be able to demonstrate empathy, compassion, courtesy, respect and trust. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * The postholder will exercise personal responsibility and work independently within defined parameters of practice and their scope of competence, taking the initiative in a variety of situations and performing a range of clinical interventions, consistent with their role, responsibilities and professional values. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Plan and manage competing demands of job role whilst working in an effective and organised manner, prioritising the clinical neds of the organisation. * Work in an effective and organised manner demonstrating excellent time management and   organisational skills to effectively deliver person-centred care for an allocated group of individuals   * The individual will be able to follow treatment plans determined by the Registered Nurse or registered care professional for ward based care. |
| **PATIENT/CLIENT CARE** |
| * The postholder will be in continual direct contact with patients, providing personal care at times, performing clinical interventions and supporting the health and well being of the patient. * To be able to safely and competently support the wards in clinical tasks including taking observations, cannulation, ECGs, |
| **POLICY/SERVICE DEVELOPMENT** |
| * To work within existing Trust policies and have an understanding of policies relating to day to day practice within patient flow * Promote health and safety maintaining best practice in health, safety and security * Share ideas with colleagues to improve care and suggest ideas for innovation * Contribute to the improvement of service by reflecting on own practice and supporting that of others * Adhere to legislation, policies, procedures and guidelines both local and national * Regularly attend workplace and staff engagement meetings and contribute positively to discussions about the improvement of care |
| **FINANCIAL/PHYSICAL RESOURCES** |
| * The post holder may be responsible for the ordering of general stock for CSM team through standard ordering procedure. * Be responsible for ordering transport/up grades by ensuring most affordable crew used * Be responsible for the issuing of bus tickets and reordering for site when applicable |
| **HUMAN RESOURCES** |
| * Act responsibly in respect of colleagues’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. * Under stands the importance of role modelling and participates in the training and their own supervision of staff as appropriate to the postholders’ competency. |
| **INFORMATION RESOURCES** |
| * To have expert knowledge of the Grand Central EPR system to be able to support wards and CSM in the allocations of beds, pre-registering of patients, movement of patients, assigning infection control status to patients, adding EDDs and discharge orders, manage and maintain community hospital transfer list, to manage and delegate tasks from hospital Out of Hours triage list, monitor ED board and ensure up to date with discharges and bed requests, ensure BCA devices are up to date and support wards in outage of EPR * Provide SITREPs of hospital overview to duty manager, on call execs and ICB as required * Follow all information governance guidance and policies, maintain confidentiality as outlined within Trust policies. |
| **RESEARCH AND DEVELOPMENT** |
| * The postholder will engage with local audit in their clinical areas focused of maintaining and improving standards. |
| **PHYSICAL SKILLS** |
| * The postholder will need to demonstrate keyboard skills to support their own learning and entering information into the patient record system * The postholder will demonstrate skills of manual dexterity of equipment in line with appropriate training. |
| **PHYSICAL EFFORT** |
| * The postholder will be required to use a combination of standing/walking/bending/stretching/pushing/pulling/carrying throughout the shift * Frequent and moderate effort will be required when undertaking moving and handling of individuals and equipment, in line with organisational guidelines |
| **MENTAL EFFORT** |
| * The postholder may be required to work a variety of irregular shift patterns, in line with the E-roster policy. A continual level of concentration will be required throughout the clinical shifts in order to provide a safe and harm free environment * Maintain a professional approach while working in challenging, distressing situation or dealing with challenging behaviours. * Support individuals, families and carers when faced with life changing diagnoses and through periods of end of life care. This may include escorting individuals to the Chapel of Rest to support viewings of deceased patients. |
| **EMOTIONAL EFFORT** |
| * The post holder will be required to support the emotional needs of patients, families, and carers experiencing a range of complex and varied clinical conditions, which may be life changing or life limiting. |
| **WORKING CONDITIONS** |
| * The postholder will be working in a busy and potentially noisy environment and will be subjected to a range of bodily fluids/odours, with the expectation of being able to support patients with these in a professional and non-judgemental manner. * The postholder may be exposed to a variety of challenging behaviours and should respond, within their individual competence whilst maintain their own health and safety and that of their colleagues and other patients. |
| **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. |
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| **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 and 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.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Clinical Site Support Worker Band 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Basic secondary education.  NVQ 3 in Healthcare in acute hospital setting | 🗸  🗸 |  |
| **KNOWLEDGE/SKILLS**   * Computer/ keyboard skills * Fine motor skills: Venepuncture, phlebotomy, and other clinical tasks * Healthcare competencies appropriate to area of work * ECG Recording. * Good interpersonal and communication Skills. * Good telephone and customer care skills. * Good knowledge of confidentiality and GDPR * Working knowledge of Royal Devon and community hospitals. * Working knowledge of complex care needs of some families including Safeguarding Children & Adults, Domestic Abuse, and Mental Health. | 🗸  🗸  🗸  🗸  🗸  🗸  🗸 | 🗸  🗸 |
| **EXPERIENCE**  Previous experience in a care environment or able to demonstrate a caring nature/ life experience. | 🗸 |  |
| **PERSONAL ATTRIBUTES**   * Able to demonstrate empathy, sensitivity, and to adapt communication style to circumstances * Able to manage stress in themselves and others * Able to offer support at times of emotional distress * Willingness to undertake new skills and training * Physical ability to undertake demanding moving and handling tasks, maintaining ward hygiene and stock levels * Able to work as a team member or independently * Ability to adapt behaviour to changing and challenging situations * To be flexible, adaptable, reliable and punctual | 🗸  🗸  🗸  🗸  🗸  🗸  🗸  🗸 |  |
| **OTHER REQUIREMENTS**   * The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. * Ability to travel to other locations as required. * Works well in a busy environment * Must be able to work unsocial hours and have a flexible approach to work | 🗸  🗸  🗸  🗸 |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y |  |  | / | Y |
| Contact with patients | Y |  |  |  | / |
| Exposure Prone Procedures | Y | / |  |  | Y |
| Blood/body fluids | Y |  |  | / | Y |
| Laboratory specimens | Y |  |  | / | Y |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | Y | Y |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y | Y |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y |  |  |  | Y |
| Animals | Y | Y |  |  |  |
| Cytotoxic drugs | N | N |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | Y |
| Heavy manual handling (>10kg) | Y |  |  |  | Y |
| Driving | Y |  |  | Y |  |
| Food handling | Y |  |  |  | Y |
| Night working | Y |  |  |  | Y |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  |  |  | Y |
| Mental Effort | Y |  |  |  | Y |
| Emotional Effort | Y |  |  |  | Y |
| Working in isolation | Y |  |  | Y |  |
| Challenging behaviour | Y |  |  |  | Y |