

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | **Clinical Support Worker** |
| **Reports to**  | **Senior Sexual Health Nurse** |
| **Band**  | **2** |
| **Department/Directorate**  | **Sexual Health Service** |

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| **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. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| 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**  |
| Areas  of  Responsibility: (type of work undertaken)No. of Staff reporting to this role: (If applicable) 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 (Delete/amend as necessary)In addition the post holder will deal with the wider healthcare community, external organisations and the public. (Delete/amend as necessary)This will include verbal, written and electronic media. (Delete/amend as necessary)Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Nursing Staff
* Nurse / Health Advisers
* Senior Nurse
* Medical Staff
* Admin Staff
* Lead Nurse
* Clinical Support Staff
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| **ORGANISATIONAL CHART**  |
| **Lead Nurse for****Sexual Health/Contraception****Senior Nurse Sexual Health****Nursing & Health Advising Staff, Medical Staff****Chlamydia screening team****And** **Lead Receptionist and team****Clinical Support Worker Band 2****Key:** Denotes Line Management accountability Denotes a working relationship |
| **FREEDOM TO ACT**  |
| * 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.
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| **COMMUNICATION/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.
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| **ANALYTICAL/JUDGEMENTAL 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.
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| **PLANNING/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.
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| **PATIENT/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
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| **POLICY/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 .
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| **FINANCIAL/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.
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| **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.
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| **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.
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| **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.
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| **PHYSICAL SKILLS** |
| * Use standard keyboard skills in day to day activities.
* Undertake clinical skills i.e. venepuncture.
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| **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
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| **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.
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| **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.
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| **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.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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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| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:* Championing health and wellbeing.
* Encouraging and support staff engagement in delivery of the service.
* Encouraging staff to comment on development and delivery of the service.
* Ensuring during 1:1’s / supervision with employees you always check how they are.
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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 & 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.T*his i* |

PERSON SPECIFICATION

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| **Job Title** | Clinical Support Worker |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ 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 | 🗸 |  |
| **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. | 🗸 |  |
| **EXPERIENCE**  |  |  |
| Assisting medical & nursing staff with procedures. |  | 🗸 |
| Able to keep accurate documentation | 🗸 |  |
| Previous experience in a clinical setting. |  | 🗸 |
| Working with the public. | 🗸 |  |
| **PERSONAL ATTRIBUTES**  |  |  |
| 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. | 🗸 |  |
| **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 | 🗸 |  |

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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 |  |  | X |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | Y | X |  |  |  |
| Blood/body fluids | Y |  |  |  | X |
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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 | X |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | Y | X |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | 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 |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y |  | X |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  |  |  | X |
| Mental Effort  | Y |  |  |  | X |
| Emotional Effort  | Y |  |  |  | X |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  |  | X |  |