

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Clinical Support Worker Higher Level |
| **Reports to**  | Senior Nurse – G U Medicine |
| **Band**  | 3 |
| **Department/Directorate**  | Sexual Health Service |

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| **JOB PURPOSE**  |
| * The post holder will operate at an advanced level and will be responsible for delivering planned, high quality care that supports the department aim in providing an effective service that encompasses & responds to the sexual health needs of both male and female clients attending the department.
* The post holder will (after in-house training & successful completion of competency based assessments) provide evidence based, clinical patient care to both men and women attending the service, in relation to their sexual health. This will include screening of asymptomatic patients, Venepuncture, assisting medical and nursing staff performing intimate genital examinations and specimen collection, acting as a chaperone, performing diagnostic microscopy, and application of cryotherapy treatments.
* The post holder will be responsible for the preparation of the clinical area and assisting colleagues in performing genital biopsies, IUD/IUS fits, Nexplanon insertions and other medical/contraceptive procedures.
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Sexual Health Service offers both Dr and nurse led clinics across the week in order to meet national targets. Both new and follow up appointments are offered on any of those clinics. Clinics for HIV patients led by a consultant Physician held on a fortnightly basis with continued support from nursing staff at all other times. Clinics are based in the main centre at Sidwell Street as well as some localities, i.e., Tiverton.  |
| **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 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:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Nursing Staff
* Nurse Advisers
* Senior Nurse
* Medical Staff
* Admin Staff
* Lead Nurse
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| **ORGANISATIONAL CHART**  |
| **Lead Nurse for****Sexual Health****Senior Nurse GU Medicine****Nursing & Health Advising Staff, Medical Staff****Chlamydia screening team****And** **Lead Receptionist and team****Clinical Support Worker** **Higher Level****Key:** Denotes Line Management accountability Denotes a working relationship |
| **FREEDOM TO ACT**  |
| * Acts on own initiative delivering patient care, under the supervision of the Specialist Nurse.
* Prioritises own workload within a team context.
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| COMMUNICATION/RELATIONSHIP SKILLS  |
| * Act at all times in a manner which illustrates respect for privacy dignity and confidentiality
* The role requires good communication skills, verbal, written and use of IT.
* Ability to deal with distressing, sensitive & personal information in a skilled and knowledgeable manner, utilising well developed communication skills of listening, responding, engaging & empathising.
* The post holder will be required to discuss sensitive sexual health issues, such as condom use, sexual practices, sexuality issues, sexual assault & infections, including HIV.
* Be committed to a team approach to service provision and patient management.
* Liaise with other key staff within the Multidisciplinary Team (MDT) of the department.
* Responsibility to record care/treatment/advice/tests.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Straightforward job related facts, may assess patient conditions/comfort of patients.
* Perform diagnostic microscopy, diagnosing STIs and relaying diagnosis to clinical staff to prescribe therapy (including nursing staff working within PGDs).
* Able to assess patients level of understanding and experience in relation to consent to undergo clinical procedures (including HIV testing), intimate examinations and treatments, and refer complex clients/clinical situation where appropriate to senior staff.
* Have appropriate clinical and professional insight to acknowledge own clinical boundaries and limitations.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Works without direct supervision of the registered practitioner, prioritises own tasks under the appropriate delegation of the registered practitioner.
* Assist with setting up clinics and preparation of trolleys. Ensuring cryotherapy (Liquid Nitrogen) vessels are filled and in working order for use by clinical staff.
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| **PATIENT/CLIENT CARE**  |
| * Undertakes a range of clinical care duties and implements planned programmes of care.
* To always work within own competence.
* To undertake training to develop a range of knowledge and skills in order to deliver high quality clinical interventions.
* To report any untoward incidents, complaints and clinical emergencies to the appropriate professional within the appropriate timescale.
* To prevent adverse effects on health and wellbeing.
* To support good health for all patients within the local community.
* Professionally responsible & ensure their practice adheres to all clinic, Trust & national policies and procedures, that are determined by others working within appropriate clinic guidelines, in relation to screening asymptomatic patients, performing Venepuncture, HIV testing and diagnostic microscopy.
* Required to have a personal duty of care for handling patient’s valuables.
* Be able to demonstrate through training, experience & expertise within the specialism of sexual health, the key STIs (including HIV), their transmission, clinical presentation and diagnosis.
* Provide quality care and meet agreed standards when undertaking procedures such as: screening asymptomatic patients, taking blood pressure, urine testing, pregnancy testing, gram staining, diagnostic microscopy, cryotherapy treatment application & issuing condoms to clients – provide sexual health discussion/health promotion.
* Undertaking a chaperone/assistant role to nursing/medical staff performing intimate genital examinations and genital specimen collection in both male and female patients.
* Ensuring the safe handling of specimens, equipment and ordering stores and supplies, specifically related to the service.
* Actively participate in infection control practice and promotion.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * To work to Trust Policies
* To maintain Trust Standards of clinical governance
* To support professional Standards of Practice.
* Required to ensure an adequate supply of health promotion materials, stationary and other work related consumables in the clinical environment.
* The post holder will support the ethos outlined in the White Paper on Pubic Health ‘Choosing Health – making healthy choices easier’, both personally and professionally to patients and the wider community and actively promote healthy sexual & general lifestyles
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Support the efficient use of resources.
* Assist with maintaining stocks and supplies.
* At all times will ensure responsible and safe use of clinic/trust equipment and resources, but will not have any direct budgetary responsibility.
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| **HUMAN RESOURCES**  |
| * Supporting the training and supervising of new staff, pre registration students, support workers.
* Individual responsibility for ensuring attendance at mandatory training updates.
* Able to provide advice, demonstrate own activities or workplace routines to more junior members of staff and visitors to the department, such as students and new staff members.
* Undertake in-house training to gain competency in male & female clinics performing Venepuncture, asymptomatic screening, application of cryotherapy treatments, chaperoning/assisting in intimate examinations and specimen collection and performing diagnostic microscopy.
* Take part in teaching programmes within the department on a regular basis.
* Be accountable and maintain own professional portfolio, identifying role and self development via own Personal Development plan (PDP).
* Be committed to engaging with ongoing clinical supervision within the nursing team/trust supervisions scheme.
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| **INFORMATION RESOURCES**  |
| Inputting, storing & providing information relating to patient records. |
| **RESEARCH AND DEVELOPMENT**  |
| * To take a supporting role in collecting audit information
* Make recommendations for and support change within the service.
* The post holder will engage in and support multidisciplinary team surveys and audits within the department as necessary.
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| **PHYSICAL SKILLS** |
| A range of physical skills including for example Venepuncture. |
| **PHYSICAL EFFORT** |
| * Daily work involves frequent sitting/standing and walking.
* Working hours according to service need.
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| **MENTAL EFFORT** |
| Understanding of a range of procedures which are evidenced based* Specialist procedures
* Clinical observations
* Basic life support
* Support implementing and evaluating patient care.
* Infection control
* Work pattern can occasionally be unpredictable and subject to interruption
* Undertaking screening tests via the microscope

Instigate emergency procedures i.e. finding a collapsed patient and commencing basic life support.Accurately completing and maintaining effective patient’s records including addressing confidentiality issues. |
| **EMOTIONAL EFFORT** |
| * Working with patients with mental health, learning disabilities and challenging behaviour.
* Occasionally can be exposed to direct emotional circumstances
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| **WORKING CONDITIONS** |
| Frequent daily contact with * Body fluids e.g. blood, urine.
* Smells
* Infections
* Occasional exposure to unpleasant working environment
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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 is*  |

PERSON SPECIFICATION

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| **Job Title** | Clinical Support Worker Higher Level |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** |  |  |
| Good command of English Language. | 🗸 |  |
| NVQ 3 or equivalent qualification in healthcare. | 🗸 |  |
| Venepuncture qualification and recent experience. | 🗸 |  |
| **KNOWLEDGE/SKILLS** |  |  |
| Basic Key board skills, IT skills. | 🗸 |  |
| Knowledge of national initiatives that relate to the area of practice (National Sexual Health Strategy & Public Health White Paper). | 🗸 |  |
| Competent to assist/chaperone during intimate genital examinations. | 🗸 |  |
| Good people/interpersonal skills | 🗸 |  |
| Knowledge of sexually transmitted infections. | 🗸 |  |
| Ability to communicate complex & sensitive information using appropriate communication tools. | 🗸 |  |
| Confidentiality related to sexually transmitted infections, young people, child protection issues. | 🗸 |  |
| **EXPERIENCE**  |  |  |
| Up to date Venepuncture skills. | 🗸 |  |
| Experience in ‘autonomous role’ managing own workload. |  | 🗸 |
| Recent significant Healthcare Assistant experience in Sexual Health environment. | 🗸 |  |
| **PERSONAL ATTRIBUTES**  |  |  |
| Able to effectively work as a team member. | 🗸 |  |
| Non judgemental and with personal maturity to discuss matters related to sex and sexuality. | 🗸 |  |
| Ability to prioritise work and manage own caseload of assigned tasks. | 🗸 |  |
| Ability to identify own strength and limitations | 🗸 |  |
| Ability to work in isolation | 🗸 |  |
| Effective communication, interpersonal skills both written and oral. | 🗸 |  |
| Ability to work under pressure & manage a diverse workload. | 🗸 |  |
| Team Player | 🗸 |  |
| **Other Requirements** |  |  |
| The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust | 🗸 |  |
| Flexible working re working in a range of clinical settings and environments and shift patterns | 🗸 |  |
| Ability to travel within the community. | 🗸 |  |
| Able to demonstrate high levels of motivation and commitment to the role and team, with a strong determination to succeed. | 🗸 |  |

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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 |
| Laboratory specimens | 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 |  |