

JOB DESCRIPTION

JOB DETAILS

JOB TITLE:

Clinical Support Worker (Ward or Community based)

JOB REFERENCE NUMBER:

GG-GG-13

BAND:

3

WARD/DEPT.

Generic

DIRECTORATE/LOCALITY:

Trust Wide

ESSENTIAL QUALIFICATIONS:

Care Certificate – or completion of the Care Certificate within 12 weeks of start date
NVQ L2/3, in H&SC. Diploma L2/3 H&SC or an apprenticeship framework L2/3 in H&SC.

ORGANISATIONAL ARRANGEMENTS

ACCOUNTABLE TO:

Locality/IDT Manager

REPORTS TO:

Clinical Team Leader

RESPONSIBLE FOR:

ROLE SUMMARY

Undertake a range of delegated clinical health duties in relation to patient care in a hospital, community or other setting, under the direct supervision of a Registered Practitioner or Assistant Practitioner.

Undertake basic home visits and report back to Registered Practitioners after face to face contact with service users.

Undertakes medicine drops to service users.

Engages in joint working with Registered Practitioner e.g. support practitioner on assessments where a lone visit would not be appropriate.

Support service users in participating in daily activities within the community e.g. banking, shopping

Undertake home visits approved and risk assessed by the Registered Practitioner subject to regular review through regular supervision.

Complete the Care Certificate within 12 weeks of employment and commence a L2/3 H&S care framework if this has not already been achieved as this qualification is required for this role

DUTIES AND RESPONSIBILITIES

Undertake the Care Certificate within the first 12 weeks of employment – or have an existing qualification agreed as meeting wholly or partially the standards of the Care Certificate.

Commence a relevant H&S Care framework at L2/3 within the first 4 months of employment if this has not previously been achieved

Undertake a range of duties related to patient care. The degree of involvement will be determined by a Registered Practitioner or Assistant Practitioner who will assess the extent of supervision required, having considered the particular circumstances and assessed the post holder's experience.

Care for the patient's physical, psychological, social, spiritual, cultural and recreational needs within a defined programme of healthcare ensuring that the patient's dignity is maintained at all times.

Observe, report and record any changes, which may indicate an alteration in the patient's wellbeing as well as any routine observations required.

Converse with the patients and their relatives/carers in a positive and respectful manner, ascertaining their needs and assisting them as appropriate.

Communicate with patients, relatives and carers ensuring that professional boundaries are observed at all times.

Ensure any expression of dissatisfaction or complaint from a patient is referred to the Registered Practitioner in charge.

Escort patients within and outside the hospital grounds, reporting verbally and when necessary in writing on observations while escorting.

Provide support to service users within the community as outlined in the risk assessment, guided by the Registered Practitioner.

Care for patients' belongings and hospital property and comply with the instructions and guidance in relation to the handling of patients' cash and valuables.

Report any potential hazards, untoward incidents, accidents or complaints involving patients, relatives/carers or staff to the Registered Practitioner in charge.

Maintain a general knowledge of current ward, service and trust arrangements, operational policies, clinical objectives, procedures, overall philosophy and work in accordance with these.

Ensure good working relationships with all grades and disciplines, contributing to the effective running of the service by engaging in discussions and attending appropriate meetings.

Induct new starters to the work environment.

A duty and responsibility to maintain security (internal and external), reporting to the person responsible for the area concerned or the Registered Practitioner

Attend mandatory and non-mandatory in-service training sessions and refresher courses as required by the Trust and as identified in the Appraisal process.

Participate in receiving clinical and managerial supervision.

Participate in clinical audit and clinical governance activities under the direction of the Clinical Team Leader, Registered Practitioner and Assistant Practitioner.

Undergo ICT training and utilise basic ICT skills as required by the Trust.

Carry out basic administrative tasks as required such as photocopying, faxing and make and receive phone calls.

Engage proactively and positively in the change process during implementation of new ways of working or service redesign.

Carry out relevant Personal Safety interventions as required

SPECIFIC DUTIES

TRUST VALUES AND BEHAVIOURS

To promote and adhere to the workplace values of NSFT.

Our values and behaviours were created by 1,300 staff members, service users and carers all working together in the Putting People First project.

They reflect what we all believe makes the most positive difference to the care we offer and to the way we work with one another. By 'living our values' we will develop our Trust, our people, and continue to improve the quality of everything we do.

Our values... Our behaviours... Our future

Working together for better mental health...

Positively...



Be proactive...

Look for solutions, think creatively and focus on what we can do

Take pride...

Always do our best

Take responsibility...

Plan ahead, be realistic and do what we say we will

Support people to set and achieve goals...

And be the best they can

Recognise people...

Their efforts and achievements, and say thank you

Respectfully...



Value everyone...

Acknowledge people's unique experiences, skills and contribution

Step into other people's shoes...

Notice what's actually happening

Take time to care...

Be welcoming, friendly and support others

Be professional...

Respect people's time and be aware of our impact

Be effective...

Focus on the purpose and keep it as simple as possible

Together...



Involve people...

Make connections and learn from each other

Share...

Knowledge, information and learning

Keep people updated...

With timely, open and honest communication

Have two-way conversations...

Listen and respond

Speak up...

Seek, welcome and give feedback



nsft.nhs.uk

REGISTERED HEALTH PROFESSIONAL

All staff that are members of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure that they are familiar with and adhere to these requirements.

SUPERVISORY RESPONSIBILITIES

N/A

RISK MANAGEMENT / HEALTH AND SAFETY

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures as laid down by the

Trust. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

FLEXIBILITY

You are expected to be flexible in the duties you carry out and the Trust reserves the right to vary your duties from time to time in line with service needs and as commensurate with your Pay Band. You may, therefore, be required, during the course of your employment, to work in a different location and/or to carry out alternative duties consistent with your status, role, knowledge and experience, taking account of any professional registration and/or qualification requirements, and which are commensurate with your Pay Band; this may include a temporary or longer term transfer to work within a different Locality or Service. Arrangements under your Terms and Conditions of Service and Trust policies will apply.

RECORDS MANAGEMENT

The post holder has responsibility for timely and accurate record keeping where appropriate and in line with professional guidelines.

The post holder has responsibility for the creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and other relevant statutory requirements. Training will be provided in appropriate information management for the post.

SUSTAINABILITY

Carbon reduction and sustainable development are issues that impact on the lives of everyone and it is expected that all staff will commit to the principles of carbon reducing behaviours and sustainable development to ensure that resources are used efficiently, our carbon footprint is reduced and health services continue to improve.

SAFEGUARDING

Clinical

The NSFT expects all practitioners to act in accordance with statutory and local policies regarding recognition, reporting, information sharing, record keeping and joint working in relation to the Safeguarding of Children and Adults as outlined in Children Act 1989/2004, Working Together to Safeguard and Promote the Welfare of Vulnerable Children 2010 and No Secrets 2002.

WORKING WITH FAMILIES OF SERVICE USERS

Ensure that (practitioners / clinicians etc.) when working with service users consider the effects and impact of their mental health and risk behaviours on their families, and provide appropriate support, advice and education for all family members. The needs of children and young people within the household/family should be given special consideration in line with Social Care Institute for Excellence's guidance "Think Child, Think Parent, Think Family" and must always be the priority for NSFT staff across all roles and services.

CONFIDENTIALITY

The post holder is required to maintain confidentiality of information in accordance with professional and Trust policy. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of their duties.

This job description is an outline and account of the main duties required to carry out the post. It will be reviewed periodically to reflect changes and developments in service requirements. The post holder is advised that they have a responsibility to ensure they are familiar with their Terms and Conditions of Service detailed in the Contract of Employment.

Signed:.....Manager

Signed:.....Post Holder

PERSON SPECIFICATION

The person specification should set out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level.

JOB TITLE

Clinical Support Worker

	ESSENTIAL Without which the post holder could not be appointed	DESIRABLE Extra qualities that can be used to choose between candidates with all essential criteria	METHOD OF ASSESSMENT
QUALIFICATIONS	Care Certificate – must be achieved within first 12 weeks of employment NVQ L2/3 H&SC or Diploma L2/3 in H&SC or apprenticeship L2/3 in H&SC or to commence the framework within the first 4 months of employment.	NVQ L2/3 in H&SC or Diploma L2/3 in H&SC or apprenticeship L2/3 in H&SC VRQ L3 in mental health	Certificates
EXPERIENCE	Previous experience within the care sector	Mental health experience	Application Form / Interview / References
SKILLS	Ability to work without direct supervision, liaising appropriately with other practitioners in the team. Good interpersonal and communication skills. Good verbal and written skills. Good observation and reporting skills. Able to use own initiative whilst liaising with other team members		Application Form / Interview / References

	<p>Good level of self-awareness and interest in self-development</p> <p>Able to motivate others.</p> <p>Respectful of service users individual needs and requirements within their own environment.</p>		
KNOWLEDGE	<p>Awareness of professional boundaries in relation to client care.</p> <p>Understanding of issues surrounding confidentiality.</p>		Application Form / Interview / References
OTHER (Please specify)	<p>Flexibility and adaptability.</p> <p>Fitness to undergo personal safety training.</p> <p>Enthusiastic and well-motivated.</p> <p>Awareness and understanding of equality and diversity issues.</p> <p>Well-motivated with an interest in mental health issues.</p> <p>Able to travel independently.</p>		Application Form / Interview / Document Check

	Positively...	Respectfully...	Together...	METHOD OF ASSESSMENT
VALUES (APPLICABLE TO ALL POSTS)	Look for solutions, think creatively and focus on what we can do	Acknowledge people's unique experiences, skills and contribution	Make connections and learn from each other	Application and Interview
	Take pride... Always do our best	Step into other people's shoes... Notice what's actually happening	Share... Knowledge, information and learning	
	Take responsibility... Plan ahead, be realistic and do what we say we will	Take time to care... Be welcoming, friendly and support others	Keep people updated... With timely, open and honest communication	
	Support people to set and achieve goals... And be the best they can	Be professional... Respect people's time and be aware of our impact	Have two-way conversations... Listen and respond	
	Recognise people... Their efforts and achievements, and say thank you	Be effective... Focus on the purpose and keep it as simple as possible	Speak up... Seek, welcome and give feedback	

JOB DESCRIPTION SUPPLEMENTARY INFORMATION

POST TITLE:	Clinical Support Worker
WARD / LOCALITY:	Trust Wide
DATE COMPLETED:	Generic

Please indicate in the boxes whether the post holder will be expected to work in or be directly exposed to the following factors:

WORKING CONDITIONS

	YES	NO		YES	NO
1. Inclement weather	X		11. Humidity		X
2. Extreme Temperatures		X	12. Contaminated equipment/work area		X
3. Unpleasant smells	X		13. Driving/Being Driven (normal conditions)		X
4. Noxious Fumes		X	14. Driving/Being Driven (emergency conditions)		X
5. Excessive noise/vibration		X	15. Fleas/Lice/Infestation	X	
6. Continuous use of VDU equipment		X	16. Dangerous Chemicals – Substances in containers		X
7. Unpleasant substances	X		17. Dangerous Chemicals – Substances (uncontained)	X	
8. Infectious material	X		18. Exposure to verbal aggression (little/no support)	X	
9. Body Fluids, Faeces/Vomit	X		19. Exposure to physical aggression (little/no support)	X	
10. Dust/Dirt	X				

Each YES response requires completion in 'Further Information' Section

PHYSICAL EFFORT

	YES	NO		YES	NO
1. Working in uncomfortable conditions		X	9. Standing/sitting with limited scope for movement		X
2. Working in physically cramped conditions		X	10. Kneeling, crouching, twisting, bending, stretching	X	
3. Making repetitive movements		X	11. Walking for long periods		X
4. Lifting weights/equipment without mechanical aid		X	12. Heavy duty cleaning		X
5. Climbing or crawling		X	13. Pushing/pulling trolleys or similar equipment		X
6. Manipulating objects		X	14. Working at heights		X
7. Manual Digging		X	15. Controlled restraint i.e. in post requiring training/certification	X	
8. Running		X			

Each YES response requires completion in 'Further Information' Section

EMOTIONAL EFFORT

	YES	NO
1. Processing (e.g. typing/transmitting) news of highly distressing events		X
2. Giving unwelcome news to patients/clients/carers/staff		X
3. Caring for the terminally ill	X	
4. Dealing with difficult situations/circumstances	X	
5. Designated to provide emotional support to front line staff		X
6. Communicating life-changing events		X
7. Dealing with people with challenging behavior	X	
8. Attending scenes of accidents	X	

Each YES response requires completion in 'Further Information' Section

MENTAL EFFORT

		YES	NO			YES	NO
1.	Carry out formal student/trainee assessments		X	9.	Check documents		X
2.	Carry out clinical/social care interventions	X		10.	Drive a vehicle		X
3.	Analyse statistics		X	11.	Perform calculations		X
4.	Operate equipment/machinery	X		12.	Make clinical diagnoses		X
5.	Give evidence in court/tribunal/formal hearings	X		13.	Carry out non-clinical fault finding		X
6.	Attending meetings (if yes, describe role in "Further Information")	X					
7.	Carry out screening tests/microscope work		X				
8.	Prepare detailed reports		X				

Each YES response requires completion in 'Further Information' Section

FREEDOM TO ACT

		YES	NO
1.	Does the post holder generally work without close supervision	X	
2.	Does the post holder work without direct access to a manager		X
3.	Does the post holder work without access to a manager by telephone		X
4.	Is the post holder the lead specialist in their field		X

Each YES response requires completion in 'Further Information' Section

How often on average does the post holder give guidance and advice to others?

Daily: Weekly:

Other frequency (please comment)

How often is the post holder's work checked/monitored/assessed?

Daily: Weekly:

Other frequency (please comment)

FURTHER INFORMATION

Please enter here details of YES responses in the preceding sections

Element

(e.g. mental effort)	Ref No	Details of frequency and intensity
Working conditions	1	Rare exposure to inclement weather
	3	Occasional exposure to unpleasant smells
	7	Rare exposure to unpleasant substances
	8	Occasional exposure to infectious materials/foul linen
	9	Occasional exposure to body fluids/ may be frequent in certain localities
	10	Rare exposure to dust and dirt
	15	Occasional exposure to infestation
	18	Occasional exposure to verbal aggression
	19	May potentially be exposed to frequent physical aggression within certain locality settings
	Physical effort	10
15		PMA as relevant to area of practice. Ward based staff full pma / community based staff – breakaway
Emotional effort	3	Rare exposure to caring for terminally ill
	4	Occasional exposure to dealing with difficult circumstances
	7	Frequent exposure to dealing with people with challenging behaviour
	8	Rare exposure to attending scenes of accidents or incidents
Mental effort	2	Frequent exposure to carry out clinical/social care interventions
	4	Occasional requirement to operate machinery
	5	Occasionally required to give evidence at formal hearings
	6	Occasional requirement to attend meetings/patient reviews

Manager responsible for completion of this document

Name:	
Member of Staff to whom this document relates:	
Date Completed:	
Review Date:	

DISTRIBUTION: One copy to member of staff, one copy to personal file.
Please ensure Job Description is agreed and signed by both manager and employee