
JOB DESCRIPTION

Job Title: Healthcare/Clinical Support Worker

Base: North Manchester General Hospital

Band/Grade: Agenda for Change Band 2

Organisational Arrangements

Reporting to: Ward / Departmental Manager

Other accountabilities: Ward / Departmental Manager.

Job Purpose

To assist the healthcare practitioner to carry out routine health related activities within the acute setting.

Main Tasks & Overview of Responsibilities

1. Establish and maintain communication with people on routine and operational matters
2. Contribute to own personal development
3. Assist in maintaining own and others' health, safety and security
4. Assist in maintaining and developing services
5. Ensure own actions help to maintain quality
6. Ensure own actions support equality, diversity and rights
7. Undertake routine assessment tasks related to individuals' health and well-being
8. Assist in delivering programmes of care to meet individuals' health and well-being

Communications and Relationships

1. To communicate with people clearly in a manner and at a level and pace appropriate to their abilities, preferences and beliefs.
2. To actively listen and respond, checking information from other people and confirming its accuracy
3. To establish any help people require and act on this appropriately
4. To communicate information only to those people who have a right and a need to

know it consistent with SRHT procedures and the law

Analytical and Judgmental Skills

1. To record data accurately using the agreed systems i.e. PAS.
2. To contribute to updating of patients records

Planning and Organisational Skills

1. To organise their own day to day tasks
2. To prioritise the care requirements for identified patients
3. To assist in the organisation of work as required

Responsibility for Patient Care

1. To correctly undertake tasks that have been delegated
2. To record information accurately and pass it to the relevant people in the team in a timely manner
3. To identify and report any changes that might affect the patients condition
4. To obtain agreement from patient/carers before commencing any care related tasks
5. To respect the individual's privacy, dignity and beliefs
6. To prepare and support the patient appropriately during any activity that is to be undertaken
7. To promptly alert the team where there are any changes in the patient's health and well-being or any possible risks

Responsibility for Policy/Service Development

1. To adhere to policies and procedures relating to own workplace
2. To offer constructive views on how the existing service and team work can be evaluated and improved upon
3. To contribute to service development

Responsibilities for Financial and Physical Resources

1. To ensure effective use of material resources/supplies in consultation with senior staff
2. To ensure patients valuables and belongings are documented and managed according to trust policy
3. To monitor, control and store resources / supplies according to the requirements and specifications of the clinical environment

Responsibilities for Human Resources

a. Personal and people development

1. To identify with the help of others own development needs and take responsibility for their continuing learning, development and performance
2. To undertake annual mandatory training updates and other relevant courses

- inline with Trust and local policies
3. To take an active part in learning opportunities and keep a personal development portfolio
 4. To seek help and advice when unsure

Responsibilities for Research and Development

Quality

1. To ensure own actions promote quality and alert others to quality issues
2. To participate in setting and maintaining optimal standards of care on the ward/unit
3. To have an understanding of how to maintain standards of care

Audit

1. To participate in audit / benchmarking within the clinical area supporting the introduction of a change in practice as appropriate

Partnership Working

1. To apply trust policies and procedures relating to own workplace
2. To offer constructive views on how the existing service and team work can be improved upon
3. To contribute to service development

Equality and Diversity

1. To act in ways that are consistent with trust procedures, policies and legislation
2. To treat everyone equitably and with respect
3. To act in ways that recognise people are different and not to discriminate against people because of those differences

Making Every Contact Count

1. Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing
2. Staff should engage with patients, relatives, carers and the public to give them additional advice on health and wellbeing
3. Staff will be given support to help them to signpost people to other services which may improve their health and wellbeing.

Health & Safety

1. To assist in maintaining health, safety and security of self and others in own work area
2. To ask for help and take immediate and appropriate action in relation to any adverse incidents within the workplace
3. Report any issues that may put health and safety at risk utilising the adverse incident reporting system.
4. To work within legislation and trust procedures on risk management

5. You have a personal responsibility to support your department/ward/clinic in reducing infection. You must comply with the Trust's policies on infection, prevention and control. You must maintain your competence in relation to infection control and highlight any issues to your manager.

Freedom to Act

1. Carries out routine personal care duties to set standards
2. Works to established protocols, practices and procedures.
3. Work is supervised

General Staff

You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Alliance's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.

Safeguarding

The Northern Care Alliance is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role.

Electronic Patient Record

The Northern Care Alliance uses an Electronic Patient Record (EPR). All Clinicians must use EPR as the primary patient record. Paper is used only for clinical record components (e.g. fluid charts) that do not at present have an EPR replacement.

The majority of clinical documentation is entered directly on the EPR including health issues, case histories and continuation notes, condition specific structured records and risk assessments. EPR also provides systems for prescribing, requesting most tests and some services, and for viewing results, a local integrated record and correspondence.

Access to this comprehensive EPR is via a unique login and password. All Clinicians working at the Northern Care Alliance must receive EPR training.

Code of Conduct

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

In order to work within the Trust Clinical Governance framework, which includes CNST Standards accreditation, you must be fully competent and trained to undertake the tasks allocated to you.

To practice competently, you must possess the knowledge, skills and abilities required for lawful, safe and effective practice without direct supervision. You must acknowledge the limits of your professional competence and only undertake practice and accept

responsibilities for those activities in which you are competent (see Trust Competency Policy 2004). This includes use of medical equipment.

Due to the Trust's commitment to continuous improvement, it is likely that the post will evolve over time. These duties will be subject to regular appraisal and any amendments will be made in consultation and agreement with the post holder.

Person Specification

	Specification	Essential / Desirable	Evidence
Essential Qualifications	Achievement of National Care Certificate or willingness to work towards	E	Certificate
	L2 Health related vocational qualification eg NVQ or willingness to complete level 2 apprenticeship within 18 months of employment	E	Certificate
	The ability to converse at ease with members of the public and provide advice in accurate spoken English.	E	Certificates/Application form/Interview
Knowledge, Skills and Experience	Experience of promoting care formally / informally	E	Application Form/Certificate
	Good communication skills (written & verbal)	E	Application Form/Certificate
	Good organisational skills	E	Application Form / Interview/References
	Good customer service skills	E	Application Form / Interview
	Ability to work flexibly to meet the demands of the service	E	Application Form / Interview
	Excellent personal appearance and adherence to trust policy on work wear.	E	References
	Reliable and punctual	E	Application Form / Interview/References
	Demonstrate an interest or previous experience in caring for patients in an acute setting	D	Interview/References
	Basic knowledge of IT packages	D	References
	Experience of working in a team	D	Application Form / Interview Application Form / Interview

Physical & Mental Requirements

<p>Physical effort:</p> <p>The post holder will be required to exert frequent moderate physical effort for several short periods during a shift e.g. moving patients over 15 kilos with mechanical aids</p> <p>Mental effort:</p> <p>To exert frequent concentration where the work pattern is unpredictable e.g. unpredictable patient / relative behaviours</p>	<p>Emotional effort:</p> <p>The post holder will at times be exposed to distressing and occasional highly distressing and emotional circumstances, caring for patients with life limiting conditions</p> <p>Working conditions:</p> <p>Frequent exposure to unpleasant working conditions/hazards e.g. uncontrollable body fluids, physical and verbal aggression</p>
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