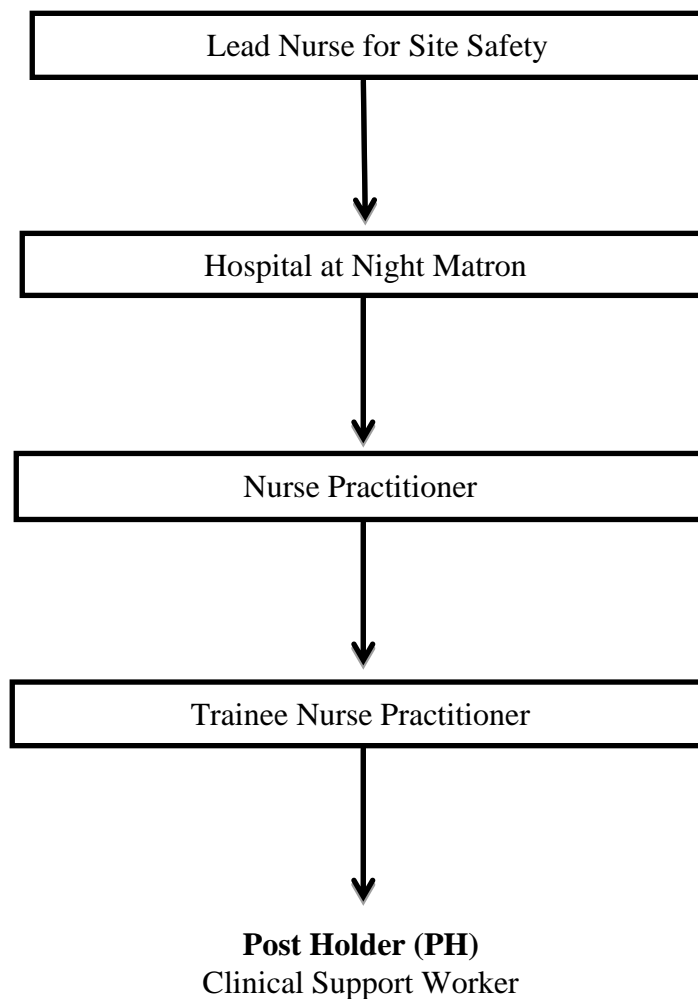


Job Description

Post Title:	BANK Clinical Support Worker, Hospital at Night
Band:	Band 3
Responsible to:	Hospital at Night Nurse Practitioner / Trainee Nurse Practitioner
Accountable to:	Hospital at Night Matron
Experience:	<p>Previous experience in an acute healthcare setting.</p> <p>Ability and willingness to study or work at a level equivalent to NVQ Level 3 in Care.</p>
Job overview:	<p>The Hospital at Night model has been at SaTH since 2009, the project supports the corporate trust objective: Improve patient safety and the patient experience through the continued improvement in the quality of our services.</p> <p>The Hospital at Night model proposes that the way to achieve effective clinical care (initially at night but this project is likely to roll out to include weekend day shifts) is to have one or more multidisciplinary teams working in the hospital, who between them have the full range of skills and competences to meet patients immediate needs.</p> <p>As part of this model, the post holder will be working under the guidance and direction of the Nurse Practitioner / Trainee Nurse Practitioner and other members of the out of hour's team.</p> <p>The post holder will be trained to undertake a wide variety of clinical tasks (e.g. venpuncture, cannulation, urethral catheterisation, ECG recording).</p> <p>The post holder will not be involved with 'front of house' work unless in exceptional circumstances (e.g. ED/AMU workload).</p>

Organisational Chart



Main Duties and Responsibilities

The post holder will primarily work within the Hospital at Night team but may be required to work anywhere within the Trust in exceptional circumstances this will be decided by the Hospital at Night Matron or Lead Nurse for Site Safety in the matrons absence. The post holder will normally work under the direction of the Hospital at Night Nurse Practitioner / Trainee Nurse Practitioner but will also be supervised by ward based registered nurses (RNs) and the out of hours team. The post holder will:

1. Be responsible for preparing and sending request/referrals for tests e.g. Radiological, biochemical and haematological investigations as directed by the Practitioner, and in accordance with local protocols. Be responsible for documenting these activities in patient's medical notes.
2. Be responsible for obtaining results of blood investigations at the request of the Practitioner or other members of the Hospital at Night Team.
3. Prepare patients for treatment, offering support to the patient and professional staff and assisting patients to recover from specific procedures. For example, to assist with procedures by preparing trolleys, labelling samples, and delivering urgent samples to the appropriate departments if required.
4. Develop and maintain effective communication systems as a key member of the Hospital at Night team. Be always contactable via bleep / other and liaise with the other Hospital at Night team members at pre-arranged times during the post holder's shift.
5. Interact with patients and relatives and visitors / significant others with respect, considering individual needs. To support the patient's right to correct information, identifying communication barriers and dealing with these appropriately. This includes seeking advice or support from other members of the Hospital at Night team.
6. Contribute to the ongoing support of individual patients and staff by always promoting dignity, promoting equality and ensuring individualised care.
7. Always maintain patient confidentiality.
8. Identify any maintenance, health & safety and security issues that may affect patients within their environment, reporting to the nurse in charge and / or Hospital at Night Practitioner any hazards which may endanger individuals and, where appropriate, personally acting.
9. To make an individual judgement to prioritise and ensure messages are responded to appropriately, correctly, and safely.
10. To undertake specific patient interventions as requested by the Nurse Practitioner / Trainee Nurse Practitioner or medical team in line with extended role competencies, which support work undertaken out of hours. Competence will have to be demonstrated in each task prior to it being undertaken. This will include for example:
 - a. Phlebotomy (including blood cultures)
 - b. Venous cannulation

- c. Removing intravenous cannula, urethral catheters and other invasive items relating to patient care as directed by RN
- d. Insertion of indwelling urethral catheters for males and female patients once competence demonstrated.
- e. Be an assessor for clinical skills named above
- f. Recording ECGs (Electrocardiograms)
- g. Apply simple dressing (as defined by Registered Nurse)
- h. Maintain established oxygen therapy (to include oral care)
- i. Perform last offices
- j. Escorting of patients following direct instruction of RN.
- k. Utilise the Vital Pac system to record observations.
- l. Undertake and record accurately patient observations (at a frequency determined by RN), reporting any abnormalities immediately to a registered nurse.

These may include:

- Temperature, pulse, blood pressure and respiratory rate
- Peak flows
- Oxygen saturation levels
- Consciousness levels (Glasgow Coma Score)
- Hourly urine output
- Patient at Risk/Early warning scores

- 11. To prepare for and attend Hospital at Night multidisciplinary team handover meetings, ensuring that appropriate information is provided.
- 12. Administration of clinical audits. Participate in the collection of audit data for work undertaken by the Hospital at Night Team.
- 13. To move patients safely using strategies taught by the manual handling team, including the safe use of mechanical and non-mechanical manual handling aids. This may include moving patients between departments and wards, as instructed by the Hospital at Night Practitioner / Trainee Nurse Practitioner.
- 14. Support patients who are distressed; be aware of the needs of people with mental illness or learning difficulties. Refer any such distress to a RN
- 15. To provide clinical administrative support to Registered Nurses.
This may include actions such as
 - a. Collate nursing documentation
 - b. Advise the Clinical Site Manager of patient movements
 - c. Record biographical details of patients in manual / computerised records
 - d. Collate patient documentation on discharge or transfer
 - e. Answer telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors

- f. To ensure that patients valuables and possessions are cared for as per available policy

Management

1. To effectively manage own workload when dealing with a number of allocated tasks, reporting to the Hospital at Night Practitioner / Trainee Nurse Practitioner when it is expected that allocated tasks are not likely to be completed.
2. Demonstrate tasks for which the post holder has been assessed as competent to others.
3. To ensure cost effective personal clinical practice is maintained.
4. To ensure that any observed incident, complaint, or other undue occurrence is reported in accordance with Trust policy.
5. Introduce new / Agency staff to the layout of the ward / hospital; demonstrate procedures and use of equipment as directed by Registered Nurses.

Education, Development and Supervision

1. To discuss and plan personal training with the Hospital at Night Practitioner / Matron and appraisal process.
2. Ensure personal knowledge of strategies, initiatives, policy development and guidelines are maintained by participation in at least half of the bi-monthly unit meetings, reading of newsletters, notice boards and e-mail systems and any other developed communication strategies.
3. To demonstrate tasks to other individuals.
4. To discuss and plan personal training with Hospital at Night Practitioner / Matron through the IPR process.

Human Resources

1. Be aware of and adhere to local and national HR policies, procedures, and guidelines.
2. Attend statutory training sessions as required, including the mandatory training day, resus training updates and others that are deemed mandatory by the trust or Hospital at Night Practitioner / Matron.

To carry out responsibilities in such a way as to minimise risk of harm to children, young people, and vulnerable adults, promoting their welfare and raising concerns in a timely manner in accordance with the Trust's policies relating to safeguarding children, young people, and vulnerable adults.

Use of information

1. To maintain and update PSAG to support patient care.
2. To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

Professional Conduct

1. To always adhere to uniform policy.
2. To conduct oneself in a manner perceived by others as constructive.
3. To address personal concerns constructively through appropriate channel.

The above job description is a summary of the main responsibilities of the post holder, and not an exhaustive list of duties to be undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to agreement between yourself and the person in charge of the Department and deemed by you both to be within your level of competence.

Manager's name:	
Signature:	
Date:	
Post Holders Name:	

Signature:	
Date:	