

Job Description

Job Title:	Bank Clinical Support Worker
Job Band:	Band 2
Department:	Staff Bank
Responsible to:	Staff Bank

Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high-quality patient experience in a caring and supportive environment that aligns with our vision of providing excellent health care, improved health for all.



Shaping #OurFuture

Vision
Excellent health care, improved health for all



Goals



Deliver right care every time



To be a brilliant place to work and thrive



Drive sustainability financial and environment



Build innovative partnerships in Dudley & beyond



Improve health and wellbeing

Values



CARE



RESPECT



RESPONSIBILITY

Measures of success

Care Quality Commission rating good or outstanding Improve the patient experience survey results	Reduce the vacancy rate Improve the staff survey results	Reduce cost per weighted activity Reduce carbon emissions	Increase the proportion of local people employed Increase the number of services jointly delivered across the Black Country	Improve rate of early detection of cancers Increase planned care and screening for the most disadvantaged groups
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Programmes

Black Country system service transformation	Local leadership to address health inequalities	Research and development, education and innovation
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Dudley Improvement Practice



CARE

A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.



RESPECT

A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



RESPONSIBILITY

A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

Job Summary

The Clinical Support Worker will work together with members of the Nursing / Midwifery team and contribute to the implementation of a high standard and individualised patient care under the direction of a registered nurse. The post holder will be required to communicate effectively with other members of the health care team, patients and relatives and must be able to recognise and report to the appropriate person any changes in the patient's condition which may require the intervention of others. The post holder will be assessed on appointment on their level of competence and required as part of the Trusts training and development programme for clinical support workers to undertake a structured pathway of development to include basic skills and in house development programme.

Principal Duties & Responsibilities

To attend to the patient's hygiene requirement including skin care, oral care, hair care, etc and report to the registered nurse.

2. To assist in the prevention of pressure sores and report to the registered nurse.
3. To undertake patient comfort rounds under direction of the registered nurse and report any changes in the patient's condition.
4. To assist patients with their basic elimination needs and report to the registered nurse.
5. To assist in fulfilling the patient's nutritional needs by serving meals, feeding patients, and monitoring dietary and fluid intake and reporting to the registered nurse.
6. To attend to patient's basic mobility needs.
7. To assist in the collection of specimens and undertake ward testing of urine and report the findings to the registered nurse.
8. To assist with bed making and maintaining the general tidiness and cleanliness of the ward or department.
9. To assist in the cleaning of clinical equipment as directed by the nurse in charge to include drip stands, beds, commodes, etc.



10. To assist in completing routine recordings e.g. patients' weight and fluid balance charts and maintaining accurate records of the same.
11. To assist in handling patients' property and valuables according to Trust policy, using approved documentation and always acting in a trustworthy manner.
12. To escort patients outside the department area as required.

Personal Responsibilities

1. To maintain standards of organisational conduct e.g. correct wearing of uniform, punctuality etc.
2. To work effectively within a team and assist in maintaining a good working atmosphere.
3. To present a positive attitude and demonstrate a commitment to the Trust.
4. Keep up to date with changes in Trust Policies and comply with these in carrying out duties, in particular
 - your personal responsibilities as defined in the Health and Safety at Work Act the requirements in the Fire Safety Policy.
 - the requirements of the Sickness and Absence Policy and your responsibilities in respect of this.
5. To attend Mandatory lectures relating to Lifting & Handling, Fire and Basic Life Support annually and any others identified.



Organisational Values

The post holder will:

Care: You will listen, be respectful and treat others with compassion and kindness.

Respect: You will behave with respect to everyone you meet and encourage an inclusive culture where we respect the contribution everyone makes.

Responsibility: You will take responsibility for yourself and your team.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

Code of Conduct

It is expected that all staff would be able to show that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

Equality, Diversity, and Inclusion

All Trust staff have a responsibility to embrace the diverse cultures of both our staff and the communities that we serve, and as such, all staff should ensure that equality, diversity, and inclusion are embedded in their work philosophy and reflected in their behaviour. Equality, Diversity, and inclusion are pivotal to the values and vision of the Dudley Group so that they shape everything that you do every single day.

Safeguarding Children and Adults

All Trust staff have a responsibility to ensure the safeguarding of children, young people, and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as showed in the Trust's Safeguarding policies and procedures.

Improvement Practice



The trust has a long-term commitment to its continuous quality improvement programme; “Dudley Improvement Practice.” As part of your role, you will be asked to take part in improvement activity relevant to your post.

No Smoking

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

Health and Safety

The Trust has a duty of care to employees and will ensure that, as far as is practical, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee’s responsibility, however, to manage their own health and wellbeing.

All Trust employees must follow relevant Health and Safety legislation and the Trust’s policies relating to Health & Safety and Risk Management.

Prepared by:	
Date:	
Job evaluation completed:	
Job evaluation reference number:	

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