

Job Description

Job Title:	HCSW – Clinical Support Worker
Job Band:	Band 3
Department:	Outpatients
Responsible to:	Sister Karen Fisher

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



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 individualized 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 recognize 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.

Structure Chart

Matron – Catherine Whorton
Deputy Matron – Michelle Jinks
Lead Nurse Sister Karen Fisher

Principal Duties & Responsibilities

Principal duties and responsibilities

1. To self-manage and work without direct supervision in clinics specified by Team Leader/Registered Nurse in charge of Team.
2. To participate in the preparation of clinic rooms, equipment and trolleys. To ensure all relevant equipment and resources are available for clinics.
3. To chaperone patients as requested.
4. To take, record and report base line vital signs and observations including reporting abnormal findings to the Registered Nurse/Medic
5. Be responsible for ensuring all routine recordings are recorded and documented relative to the designated type of clinic e.g., weight, height, blood pressure, BMI, urinalysis etc.
6. To answer telephone calls/bleeps and take messages information appropriate person of the call or bleep received.
7. To ensure all infection control procedures / guidelines adhered to.
8. To obtain and label specimens and arrange transportation to the laboratory as directed by the Registered Nurse and report findings where relevant.
9. To perform diagnostic tests e.g., venepuncture, ECG, flow clinics, BM samples etc as directed by the Registered Nurse and report findings.
10. To assist patients with basic activities of daily living whilst in the department e.g., elimination and mobility.
11. To perform clinical procedures e.g., simple dressings, stitch and clip removal, as directed by the Registered Nurse and report any findings.
12. To assist with preparing examination couches and maintaining the general tidiness and cleanliness of the department, including waiting areas, linen rooms and store cupboards.
13. To be responsible for ensuring adequate stocks are available in all clinical areas and relevant equipment for clinical use is available and in safe working order.
14. To ensure the cleanliness and tidiness of the department.
15. To assist in handling patients' property and valuables according to Trust policy, using approved documentation and acting in a trustworthy manner at all times.
16. To escort patients outside the department area as required.
17. To summon medical aid in an emergency and perform basic adult resuscitation until assistance arrives.
18. To assist in maintaining the privacy, dignity and spiritual and cultural beliefs of the patients whilst in hospital.
19. To assist in observing patients recording any concerns regarding patient's condition and reporting these to the Registered Nurse.



20. To assist the Registered Nurse/medical staff in clinical procedures as instructed. To assist and support the Registered Nurse in dealing with patients receiving bad news.
21. To assist the Registered Nurse in delivering aspects of clinical care e.g., preparing and supporting patients.
22. To undertake any other duties of a similar level consistent with the responsibilities of this post to provide a quality service.
23. To ensure, in conjunction with the Registered Nurses, that all patients are supported and provided with any aids required to assist them in communication.
24. To work with Registered Nurses in supporting Band 2 nurses in their personal development and in achieving relevant competencies.
25. To participate in teaching and mentoring other Clinical Support Workers.
26. To teach agreed components of patient education and health promotion programmes to patients and their carers and report progress to Registered Nurse.
27. To support the Registered Nurse in promoting, monitoring and maintaining health, safety and security in the workplace.
28. To deal with concerns and simple complaints and provide feedback to the Registered Nurse. Report more complex complaints directly to the Registered Nurse.
29. To handle patient property and valuables according to Trust Policy, using approved documentation.
30. To undertake any other duties of a similar level consistent with the responsibilities of this post to provide a quality service. 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. There may also be a requirement to undertake other similar duties as part of this post in order 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 in light of developments and may be amended in consultation with the post holder.

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:	Karen Fisher
Date:	October 2021
Job evaluation completed:	
Job evaluation reference number:	

