



Job description

Section 1	
Job title	Clinical Support worker
Pay band	Band 3

Section 2	
Area of work	Bowmere Hospital
Accountable to	Clinical service manager
Reports to	Ward manager
Responsible for	Assisting qualified staff
Job summary	The Clinical Support Worker (CSW) will be responsible for assisting qualified staff in the provision of physical and psychological care to patients. The CSW will carry out duties as designated by the nurse in charge and report on the patient's condition to qualified staff. They will maintain the orderliness, hygiene and safety of the ward environment; and will be required to undertake basic routine clerical duties.
Liases with	Ward manager

Section 3	
Key responsibilities:	
Over view of responsibilities	
<ol style="list-style-type: none">1. To establish and maintain communication with patients, carers and staff about routine and daily activities, overcoming any differences in communication between the people involved.2. To contribute to own personal development.3. To assist in maintaining own and others' health, safety and security.4. To assist in maintaining and developing services.5. To ensure own actions help to maintain quality.6. To promote people's equality, diversity and rights.7. To undertake routine assessment tasks related to individuals' care needs.8. To assist in delivering programmes of care to meet individuals' care needs.9. To participate in team working with other individuals and groups.10. To monitor and maintain physical resources on the ward.	
Communication	
<ol style="list-style-type: none">1. Monitoring and modifying own ways of communicating to improve communication with people consistent with their:2. level of understanding3. culture and background4. preferred ways of communicating and needs5. Constructively managing obstacles to effective communication6. Creating opportunities for people to communicate effectively by:7. encouraging patients to communicate in 1-1 or group settings8. ensuring patient attend appropriate groups e.g. 'morning-meetings'9. personally attending appropriate staff meetings e.g. handover.10. Maintaining the confidentiality of information consistent with Trust policy and legislation; gaining any necessary authorisation for releasing information prior to doing so11. Contributing to the maintenance of accurate patient records by proving information to the person making the record or making records under instruction.	
Personal development and development of others	
<ol style="list-style-type: none">1. what tasks you can carry out within your role2. what you need to learn to do current job better	

3. when you need help
4. Setting personal development objectives with line manager in the context of the Trust appraisal system
5. Taking an active part in a variety of learning activities and keeping a record of them
6. Seeking help when unsure and reflecting on practice through:
7. Clinical Supervision
8. Reflective practice groups.

Health, Safety and Security

1. Undertaking work activities and related training as defined in Trust's health and safety policies and procedures
2. Assisting in maintaining a safe working environment for self, colleagues, patients and others
3. Making sure that colleagues know where you are during work hours
4. Summoning immediate help for any emergency and taking the appropriate action to contain it
5. Reporting any issues in the workplace that may put health, safety and security at risk.

Service development

1. Applying the Trust's policies and procedures correctly in own work
2. Explaining to others the reasons for undertaking work in a particular way
3. Correctly carrying out tasks related to evaluating services when asked
4. Offering own views on how services can be improved.

Quality

1. Understanding own position and job in the ward and the adjoining wards; and knowing where to go for support
2. Arriving promptly for duty and alerting others if late
3. Preparing self appropriately for the work to be carried out
4. Using, maintaining, handling and storing equipment and materials efficiently, effectively and safely
5. Recognising the meaning of quality procedures on how work is carried out and acts consistently with them
6. Identifying problems in own area of work and taking action to remedy them
7. Making suggestions on how quality in own area of work can be improved

Equality Diversity and rights

1. Recognising the importance of people's rights and interpreting them in a way that is consistent with the Trust's policies and legislation
2. Acting in ways that: are consistent with people's expressed beliefs and preferences acknowledge the benefits of diversity value people as individuals
3. Challenging behaviour which infringes the rights of others
4. Identifying and taking action to address discrimination and oppression.

Assessment of Individuals' Care Needs

1. Correctly undertaking assessment tasks that have been delegated in relation to the specific individual as agreed with the team
2. Recording the information related to the task accurately and passing it to the relevant person in the team on time
3. Identifying and reporting any significant changes that might affect the individual's health and wellbeing.

Addressing Individuals' Care Needs

1. Obtaining consent from individuals before starting to work with them
2. Respecting individuals' privacy, dignity, wishes and beliefs and minimising any unnecessary discomfort

3. Preparing individuals, self and materials appropriately for the activity to be undertaken
4. Supporting individuals throughout encouraging them to promote their own health and wellbeing
5. Undertaking activities as delegated and taught for that specific individual and consistent with Trust policy and legislation
6. Promptly alerting the nurse in charge when there are changes in individuals' health and wellbeing or any possible risks.

Team & Partnership Working

1. Acting consistently with joint decisions of the team and taking individual responsibility for joint decisions
2. Providing sufficient information on work in progress to enable individuals and groups to understand progress and issues
3. Addressing and handling any issues in joint working in a constructive manner
4. Offering help, advice and support to others when they ask for it consistent with own role
5. Making approaches to those in a more senior position who need information and advice consistent with own role and in a manner that recognises the potential difficulties of such interactions
6. Disseminating information to others who would benefit from it.

Management of Physical resources

1. Monitoring resource levels and obtaining more when needed e.g. stock requisitions
2. Checking resources received and identifying any issues
3. Taking the appropriate action in relation to issues with resources
4. Controlling and storing resources according to requirements and specifications
5. Accurately maintaining records of resource levels and use.

Section 4

1. Health and safety

All staff have a general duty to take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions. All safety rules, regulations and codes of practice relating to the work area should be observed.

2. Infection prevention and control

Infection Prevention and Control (IPC) is everybody's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection prevention and control at all times, thereby reducing the burden of Healthcare Associated Infections including MRSA and Clostridium Difficile in accordance with the Hygiene Code - Code of Practice for the Prevention and Control of Healthcare Associated Infections (DH 2008).

All staff employed by Cheshire and Wirral Partnership NHS Foundation Trust have the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas, between each service user contact and after any clinical or cleaning task;
- Staff members must attend mandatory infection prevention and control training provided for them by the Trust;
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to others have a duty to contact the IPCT and Occupational Health.

3. Equality and diversity

To value diversity and promote equality of opportunity ensuring that individuals are treated fairly and respected for their contribution in terms of experience, knowledge and skills.

4. Competency of health professionals

To maintain professional registration (as appropriate) and to act in accordance with professional codes of practice and guidelines. To follow Trust policies and procedures and maintain up to date skills and knowledge through participation in Continuing Professional Development.

5. Staff involvement - individual rights and responsibilities
To work in partnership to achieve service objectives and promote a culture of working together through good communications, openness and honesty.
6. Safeguarding
Everyone within CWP has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm. Every adult has a responsibility to protect children and as employees of the Trust we are duty bound always to act in the best interest of a child about whom we may have concerns.
7. KSF
The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.
8. Supervision
To take responsibility for personal development by accessing appropriate supervision and personal development as per CWP supervision policy .

Section 5			
Person specification			
	Essential	Desirable	Method of Assessment
Qualifications	•	• NVQ 2 or 3	•
Knowledge and Expertise	<ul style="list-style-type: none"> Be available to work flexible rotation which includes Days/Nights Understanding for the need of confidentiality Suitable to work with vulnerable adults. Good organisational skills. Awareness of Health and Safety issues. 	<ul style="list-style-type: none"> Some Working knowledge of Mental Health Act. 	Application form/Interview
Experience	<ul style="list-style-type: none"> Previous experience of caring Experience and interest in working with mental illness 	<ul style="list-style-type: none"> Evidence of good written and verbal skills. Basic computer skills 	Application form/Interview
Analytical and judgemental skills	•	<ul style="list-style-type: none"> Ability to relate to individuals with mental health issues Shows ability to use initiative when necessary 	Application form/Interview
Personal skills	<ul style="list-style-type: none"> Good communication and interpersonal skills. Ability to work as part of a team 	•	Application form/Interview

To be completed by HR

Job Number:		Version No:		Issue Date:	
KSF Number:		Version No:		Issue Date:	
Jurisdiction of JD:					