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**Job Description**

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**Job Title:** Clinical Support Worker (Higher Level)

**Grade:** Band 3

**Reports To:** Department Manager

**Accountable To:** Professional Lead

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**Job Purpose:**

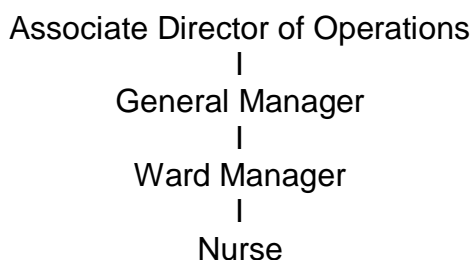
The Band 3 Clinical Support Worker will undertake high quality, caring and compassionate personal care and associated duties under the direction but not direct supervision of the registered staff and working as part of the multi-disciplinary team.

As a Band 3 Clinical Support Worker (CSW) you make a valuable and important contribution to the delivery of high quality healthcare, supporting the registered professional in the delivery of safe, effective, compassionate patient care. This job description is to be read in conjunction with the person specification for this particular job.

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**Organisation Chart:**

Please include an organisation chart for the department. This helps people reading the document know where this roles fits into the context of the wider department and helps to place the responsibilities and duties of the role correctly for banding purposes. The following can be used as an example:



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## **Key Result Areas:**

### **Professional Values**

- To act in a professional manner and ensure Trust standards are maintained and monitored to improve the quality of care to all who come into contact with the services provided by South Warwickshire NHS Foundation Trust
- Uphold the Trust values and standards at all times.
- Ensure records and documentation are maintained, kept confidential and meets Trust standards in line with the Data Protection Act
- Demonstrates a positive and enthusiastic approach to their work in order to maintain high morale and motivation within the team. Promoting a professional and positive working environment
- To report any accidents or incidents as described by the Trust's policy and procedures ensuring an open and transparent culture.
- To take reasonable care of the health and safety of themselves and of other persons
- To adhere to the Trust's dress code policy, maintaining a smart appearance at all times
- To assist other wards, departments and teams within the Trust as and when required by service needs
- To adhere to the Trust's IT policies regarding e-mail and internet usage
- To ensure children and adults are protected from abuse and avoidable harm and report any safeguarding concerns in accordance with Trust policies and procedures.

### **Clinical Practice**

- To accurately and promptly carry out the instructions of the registered professional who is professionally accountable for the delivery of care.
- To assist in the supervision of other healthcare and support staff as directed.
- To carry out duties as specified within the Trust's approved core task list for Clinical Support Workers/Healthcare Assistant without direct supervision.

- To report to the registered professional any patient who gives cause for concern or any observed changes in the client or patient's condition.
- Provide and deliver a high standard of individualised care under the direction but not direct supervision of the registered professional.
- To report all care that has been given to patients within the team to a registered professional
- To accurately document all care delivered to patients, countersigned by a registered professional, maintaining confidentiality at all times.
- To assist in the preparation of patients for treatment, investigations or procedures as directed by the registered professional.
- To keep the clinical area clean and tidy, maintaining a safe environment.
- To adhere to Trust infection control procedures, demonstrating an understanding of cross infection.
- To chaperone or escort patients as needed under the direction of the registered professional.
- To support relatives demonstrating compassion and empathy under the guidance of a registered professional.
- To assist with the discharge process for patients as directed by the registered professional.

### **Communications and Interpersonal Relationships**

- Welcome patients, relatives and visitors to the clinical area, providing assistance, support and information where required. Being aware of barriers to effective communication and the means to overcome them.
- Always introduce yourself in line with the Trusts privacy and dignity promises and the principles of good customer service.
- To answer the telephone when necessary in a polite, courteous manner and pass on enquiries to the registered professional.
- Communicate effectively within the multi-disciplinary team and other departments to ensure that patient care is well planned and coordinated.
- Contribute to the reporting, handover and documentation of patient care as delegated by a registered professional maintaining confidentiality at all times.
- Report incidents, accidents and complaints as per Trust Policy and to

the senior professional on duty, ensuring an open and transparent culture.

- Use the Trust information support system and other computer systems as required by the clinical area.

### **Team Working**

- Take all reasonable steps to ensure the safe keeping of patient's property in accordance with Trust policy.
- Promote a professional, welcoming and uncluttered environment; keep all storage areas safe, clean and tidy.
- To share responsibility in the care and maintenance of all equipment in the clinical area including all equipment cleaning.
- Ensure all waste and soiled linen is disposed of in line with Trust policy.
- Participate in audit under the direction of the registered professional
- Clean and check of beds, bed spaces and lockers in the patient area following discharge and in preparation for admission (inpatient areas only).
- Ensure deliveries are stored correctly and stock maintained to the required level.
- Support the house keeper with general house keeping duties, reporting as necessary essential cleaning needs (inpatient areas only).

### **Education, Training and Personal Development**

- To ensure attendance at mandatory training sessions, i.e. infection control, resuscitation and manual handling training.
- To complete the Trust's Clinical Support Worker/Healthcare Assistant Induction programme.
- To participate in appraisals and personal reviews and work to achieve agreed set objectives.
- To undertake training as necessary for the development of the post and the relevance of the department including IT and clinical skills.
- To continue personal development in relation to identified objectives.
- Maintain up to date knowledge of changes in policies and procedures relevant to the post.

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### General Items:

These are standard items that need to be included at the end of job descriptions:

To provide short-term cover for colleagues during periods of leave.

To ensure that all Trust standards are maintained and monitored to improve the quality of care to all whom come into contact with services provided by South Warwickshire NHS Foundation Trust.

Every employee has a duty to take reasonable care of the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work, and to co-operate with the South Warwickshire NHS Foundation Trust to ensure that statutory and Trust regulations are complied with.

To participate in appraisals and personal reviews and work to achieve agreed set objectives.

To participate in appropriate training and development activities

To participate in team, professional and personal development activities and promote commitment to continuous development and improvement.

Ensure that all staff consciously review mistakes, complaints and incidents/near misses as well as successes to improve performance and the level of customer care.

All employees will have an organisational and individual responsibility towards safeguarding vulnerable adults, young people and children. Where employees are working with children, young people and families they have a responsibility to cooperate in national safeguarding policy around early intervention activities appropriate to improving health outcomes.

As a major provider of health care, South Warwickshire NHS Foundation Trust operate a Smoke Free Policy by providing a totally smoke free environment to help aid patients' recovery, promote health and wellbeing and minimize the risks of complications attributed to smoking tobacco and second hand smoke.

To abide by Infection Prevention and Control policies relevant to their area of work, and undertake the necessary level of training. This will be appraised through the KSF review process or other relevant professional review process.

To contribute to promoting and implementing the Trust's Carbon Management policy, in line with team and organisational objectives.

**This job description is subject to review at any time in consultation with the post holder.**