

Profile label:

**Clinical Support Worker Higher Level Nursing (Hospital)**

Job Statement:

1. Undertakes a range of delegated clinical patient care duties in a hospital or similar setting
2. Records patient information

Factor	Relevant Job Information	JE Level
1.Communication & Relationship Skills	<b>Provide and receive routine information requiring tact or persuasive skills; barriers to understanding</b> Exchanges factual information with patients using persuasion, reassurance, tact and empathy; may overcome barriers to understanding, e.g. patient has physical or mental disabilities	3 (a)
2.Knowledge, Training & Experience	<b>Range of procedures and practices, base level of theoretical knowledge</b> Knowledge of care and related procedures, clinical observations, NVQ3 or equivalent experience	3
3.Analytical & Judgemental Skills	<b>Judgements involving facts or situations, some requiring analysis</b> Assess patient's condition through basic test results, assess comfort of patient, instigate emergency procedures	2
4.Planning & Organisational Skills	<b>Organise own day to day work tasks or activities</b> Plans own work activities	1
5.Physical Skills	<b>Physical skills obtained through practice/highly developed physical skills, accuracy important, manipulation of fine tools, materials</b> Hand eye co-ordination required when using test equipment, manipulating trolleys and wheelchairs/takes bloods, carries out venepuncture	2-3(b)
6.Responsibility for Patient/Client Care	<b>Implement clinical care, care packages</b> Undertakes a range of delegated clinical care duties, records patient observations, collects specimens	4 (a)
7.Responsibility for Policy/Service Development	<b>Follow policies in own role, may be required to comment</b> Follows policies, may participate in discussions on proposed changes to ward procedures	1
8.Responsibility for Financial & Physical Resources	<b>Personal duty of care in relation to equipment, resources/ handle cash, valuables; maintain stock control</b> Careful use of equipment/ handles patients' personal possessions; maintains stock levels	1/2 (a) (c)
9.Responsibility for Human Resources	<b>Demonstrate own duties to new or less experienced employees/ professional, clinical supervision</b> Demonstrates own duties to new starters, agency staff/ general and clinical supervision of less experienced staff	1/2 (b)
10.Responsibility for Information Resources	<b>Record personally generated information</b> Contributes to updating patient records	1
11.Responsibility for Research & Development	<b>Undertake surveys or audits, as necessary to own work</b> Occasionally participates in audits, surveys, research and development activities	1
12.Freedom to Act	<b>Standard operating procedures, someone available for reference</b> Acts on own initiative in delivering patient care, supervision available.	2
13.Physical Effort	<b>Frequent moderate effort for several short/ long periods</b> Turns, manoeuvres patients for toileting, bathing, using aids	3 (c)/ 4 (b)
14.Mental Effort	<b>Frequent concentration, work pattern predictable/unpredictable</b> Concentration is required for clinical and personal care procedures, predictable/unpredictable work pattern depending on area of work	2 (a)/3 (a)
15.Emotional Effort	<b>Occasional/frequent exposure to distressing or emotional circumstances</b> Care of terminally ill patients	2(a)/3 (a)
16.Working Conditions	<b>Frequent unpleasant, occasional/frequent highly unpleasant conditions</b> Smell, noise, dust/ body fluids, faeces, vomit, emptying bed pans and urinals, catheter bags	3(a)(b)- 4 (b)
JE Score/Band	JE Score: 217 – 267	Band 3