

Profile label:

Clinical Support Worker Higher Level Nursing (Mental Health)

Job Statement:

1. Undertakes a range of delegated clinical health duties in mental health in hospital, community or other settings
2. Records patient information

Factor	Relevant Job Information	JE Level
1.Communication & Relationship Skills	Provide and receive routine information requiring tact or persuasive skills; barriers to understanding Exchanges factual information with patients using persuasion, reassurance, tact, empathy; may overcome barriers to understanding, e.g. patient has physical or mental disabilities	3 (a)
2.Knowledge, Training & Experience	Range of procedures and practices; base level of theoretical knowledge Knowledge of care and related procedures, clinical observations, Mental Health Act; NVQ3 or equivalent experience	3
3.Analytical & Judgemental Skills	Judgements involving facts or situations, some requiring analysis Assess patient's condition through basic test results, assess comfort of patient, instigate emergency procedures	2
4.Planning & Organisational Skills	Organise own day to day work tasks or activities Plans own work activities	1
5.Physical Skills	Physical skills obtained through practice/developed physical skills, manipulation of people, objects, narrow margins for error; highly developed skills, accuracy important, manipulation of fine tools, materials Hand eye co-ordination required when using test equipment, manipulating trolleys and wheelchairs/controlled restraint of patients; takes bloods, carries out venepuncture	2-3(a)(b)
6.Responsibility for Patient/Client Care	Implement clinical care, care packages Undertakes a range of delegated clinical care duties in mental health; record patient observations, collect specimens	4 (a)
7.Responsibility for Policy/Service Development	Follow policies in own role, may be required to comment Follows policies, may participate in discussions on proposed changes to procedures	1
8.Responsibility for Financial & Physical Resources	Personal duty of care in relation to equipment, resources/ handle cash, valuables; maintain stock control Careful use of equipment/ handles patients' personal possessions; maintains stock levels	1-2 (a)(c)
9.Responsibility for Human Resources	Demonstrate own activities to new or less experienced employees Demonstrates own duties to new staff, agency staff	1
10.Responsibility for Information Resources	Record personally generated information Contributes to updating patients records	1
11.Responsibility for Research & Development	Undertake surveys or audits, as necessary to own work Occasionally participates in audits and research and development	1
12.Freedom to Act	Standard operating procedures, someone available for reference Acts on own initiative when delivering patient care, supervision available	2
13.Physical Effort	Frequent moderate effort for several short/long periods Turns, manoeuvres patients for toileting, bathing, using aids	3 (c)/ 4 (b)
14.Mental Effort	Frequent concentration, work pattern predictable/unpredictable Concentration required for clinical and personal care procedures, predictable/unpredictable work pattern depending on the area of work	2 (a)/ 3 (a)
15.Emotional Effort	Frequent distressing or emotional circumstances; occasional/ frequent highly distressing or emotional circumstances Care of terminally ill, patient deaths; dealing with challenging patient behaviour	3 (a)/ 3 (b) 4 (b)
16.Working Conditions	Some exposure to hazards/ frequent highly unpleasant conditions Physically aggressive behaviour; body fluids	4 (a)/ 4 (b)
JE Score/Band	JE Score: 230 – 267	Band 3