

**JOB DESCRIPTION:** CLINICAL SUPPORT WORKER  
**REPORTS TO:** NURSING TEAM LEADER  
**ACCOUNTABLE TO:** DIRECTOR OF PATIENT SERVICES  
**QUALIFICATIONS:** NVQ III DIRECT CARE OR EQUIVALENT  
**BASED AT:** ST ELIZABETH HOSPICE



---

## **JOB SUMMARY**

Undertakes a range of delegated clinical care duties in the hospice and community. Records patient observations and change to patient clinical conditions. Carries out limited clinical care duties. Supervise the work of others

---

## **CLINICAL RESPONSIBILITIES**

- To share responsibility and assist in the assessment, planning, implementation and evaluation of physical care within agreed components of care, under the supervision of a Registered Nurse, or other appropriate multi-professional team member.
- To assist in meeting the patients' and families' spiritual and psychological needs, recognising and respecting religious and cultural beliefs.
- To assist in providing support and comfort for the dying patient and family.
- To communicate effectively with patients, families and other members of the multi-professional team.
- Take blood pressure, blood glucose, wound dressings, removal of cannula, urinalysis and removal of catheters, venipuncture, bowel care, cough assist, and other interventions assessed as competent to perform under the supervision of a registered nurse ( remote or in location)
- To record explicit care plans, revising and updating in the light of evaluation and maintain other patient documentation under the supervision of a Registered Nurse.
- To undertake clinical/administrative tasks relevant to the efficient and effective management of the clinical area.
- To participate in mobility promotion, rehabilitation, activities and promoting quality of life.
- To participate in the development of clinical standards within the total quality framework of the Hospice and participate in clinical audit.
- To have an understanding of safeguarding principles and be able to apply these within everyday practice and intervention/within your role.

## **MANAGEMENT RESPONSIBILITIES**

- To be familiar with the philosophy and roles of the multi-professional team.
- To provide effective communication to ensure continuity of patient care.
- To allocate tasks to other staff, volunteers and students under the supervision of a Registered Nurse.
- To give verbal handovers
- To participate in recruitment and training as needed

## **PERSONNEL RESPONSIBILITIES**

- To recognise indications of staff stress and to facilitate staff support.
- To take on a mentor role to new staff as requested.
- To participate in professional placements and lay person visits as requested.

## **EDUCATIONAL RESPONSIBILITIES**

- To maintain an awareness of research and relevant findings and in conjunction with the multi-disciplinary team, work towards this being applied to practice.
- To take advantage of training and study opportunities.
- To participate in education programmes as requested.

## PERSONAL DEVELOPMENT

- To identify with the Nursing Team Leader – Education + Standards, a personal development plan in line with Hospice objectives and personal need.

## ORGANISATIONAL RESPONSIBILITIES

- To ensure effective use of resources.
- To uphold the Hospice and individual team values at all times.
- To work at all times within the policies of the Hospice.
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice.
- To respect at all times the confidentiality of information covering patients, staff and volunteers.
- To promote the Hospice philosophy of care towards patients, relatives and visitors.

Because of the special nature of the Hospice and its work, you may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE LINE MANAGER IN CONJUNCTION WITH THE POST HOLDER.



**PERSON SPECIFICATION  
CLINICAL SUPPORT WORKER**

Requirement	Essential/Desirable
<p><b>Qualifications &amp; Training</b></p> <p>NVQ Level 3 (RQF) Competency training and short courses Clinical observations Safeguarding level 3</p>	<p>Essential Essential Desirable Essential</p>
<p><b>Knowledge &amp; Experience</b></p> <p>Experience of working within a multi-disciplinary team Community/palliative care experience Ability to plan, deliver and evaluation appropriate care package Clinical duties, such as observations and wound care Ability to lead others and organize their work Ability to monitor, support and teach others</p>	<p>Essential Essential Essential Essential Essential</p>
<p><b>Specific Skills</b></p> <p>Effective communicator – ability to establish and maintain communication with patients, their families and colleagues Ability to undertake routine assessments and deliver care to meet individual needs Ability to provide workforce leadership with a defined number of staff IT literate – ability to use Microsoft packages and Outlook or willingness to undertake training</p>	<p>Essential Essential Essential Essential</p>
<p><b>Personal Qualities</b></p> <p>Be willing and able to develop own knowledge and skills and to contribute to the development of others Ability to withstand sensitive and potentially stressful situations Energetic and enthusiastic Can do attitude Motivator and excellent role model</p>	<p>Essential Essential Essential Essential</p>