

Trust Headquarters  
 Russell's Hall Hospital  
 Dudley  
 West Midlands  
 DY1 2HQ

**Ref:** FOI-032024-000701

**Date:** 28/03/2024

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

Please find below answers to the questions raised and attached supporting documentation.

<b>Question 1:</b> How many Band 2 Clinical Support Workers are currently employed by the Trust? (Both FTE and total headcount data requested)	<b>FTE 721.76</b> <b>Headcount 868</b>
<b>Question 2:</b> How many Band 3 Clinical Support Workers are currently employed by the Trust? (Both FTE and total headcount data requested)	<b>FTE 244.27</b> <b>Headcount 279</b>
<b>Question 3:</b> Please list the total number of Band 2 Clinical Support Workers by Ward/Department/Unit/Clinic?	<b>Appendix 1</b>
<b>Question 4:</b> Please list the total number of Band 3 Clinical Support Workers by Ward/Department/Unit/Clinic?	<b>Appendix 1</b>
<b>Question 5:</b> What is the voluntary resignation rate for Band 2 Clinical Support Workers over the last 12 months?	<b>5.93%</b>
<b>Question 6:</b> What is the voluntary resignation rate for Band 3 Clinical Support Workers over the last 12 months?	<b>4.07%</b>
<b>Question 7:</b> What is the total labour turnover rate for Band 2 Clinical Support Workers, over the last 12 months?	<b>6.96%</b>
<b>Question 8:</b> What is the total labour turnover rate for Band 3 Clinical Support Workers, over the last 12 months?	<b>4.92%</b>

<b>Question 9:</b> What is the current vacancy rate for Band 2 Clinical Support Workers Please provide the actual number and what percentage of the FTE total this represents.	<b>15% (106 WTE)</b>
<b>Question 10:</b> What is the current vacancy rate for Band 3 Clinical Support Workers Please provide the actual number and what percentage of the FTE total this represents. <b>Question 11:</b> When were the Band 2 Clinical Support Worker job descriptions last updated?	<b>21% (39.1 WTE)</b>
<b>Question 12:</b> When were the Band 3 Clinical Support Worker job descriptions last updated?	<b>Currently being reviewed – last recorded review date 19/04/2023</b>
<b>Question 13:</b> When was the last time that the roles of Band 2 Clinical Support Worker were reviewed at a Job Evaluation matching panel?	<b>Currently being reviewed – last recorded review date 25/05/2020</b>
<b>Question 14:</b> When was the last time that the roles of Band 3 Clinical Support Worker were reviewed at a Job Evaluation matching panel?	<b>19/04/2023</b>
<b>Question 15:</b> Please provide copies of the Job Matching Report from the most recent Job Evaluation matching panel review for Band 2 Clinical Support Workers.	<b>25/05/2020</b>
<b>Question 16:</b> Please provide copies of the Job Matching Report from the most recent Job Evaluation matching panel review for Band 3 Clinical Support Workers.	<b>Not available</b>
<b>Question 17:</b> How many Band 2 Clinical Support Workers are currently employed by the Bank? (Please provide total headcount by staff employed solely on bank contracts and those employed on bank contracts in addition to their substantive contract).	<b>Bank Only 502 Bank and Substantive *980</b>  <b>*This figure is higher than the headcount in 'Question 1' as some of the Substantive contracts are at a higher Band (not like for like)</b>
<b>Question 18:</b> How many times in the past 12 months have Clinical Support Worker staff been used to ensure wards are meeting staff staffing levels due to nurse shortages?	<b>None - CSW's are an integral part of our clinical staffing model and as such they are used on a shift basis to ensure we have the appropriate number of staff, with the right skills and expertise in place to care for our patients. Our system does not allow us to place a CSW into a RN shift.</b>
<b>Question 19:</b> How many times in the past 12 months have Clinical Support Worker bank staff been used to ensure wards are meeting staff staffing levels?	<b>None - Our system does not allow us to place a CSW into a RN shift.</b>

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**

Department	Body Band 2	Body Band 3	Grand Total
253 Audiology Dept	1	1	2
253 B6 Outpatients ENT Dept	3	0	3
253 Brierley Hill (Adult DN) Dept	0	4	4
253 Cancer Services DVT Dept	0	4	4
253 Cardiac Assessment Unit Dept	2	0	2
253 Cardiology Clinical Measurement Dept	3	13	16
253 Chemical Pathology (Clinical) Dept	0	1	1
253 Childrens Outpatients (Paeds) Dept	3	0	3
253 CNS Breast Dept	1	0	1
253 CNS Colorectal Dept	0	1	1
253 Community End of Life Nursing Dept	0	1	1
253 Community ENT Dept	2	0	2
253 Community Intermediate Care Dept	0	4	4
253 Community OPAT Service Dept	1	0	1
253 Community Peripatetic Team Dept	0	4	4
253 Community Rapid Response Team Dept	0	1	1
253 Community Stroke Rehab Dept	1	1	2
253 Coseley, Sedgley & Lower Gornal (Adult DN) Dept	0	4	4
253 Critical Care (ITU) Dept	18	4	22
253 Day Case Theatre CH Dept	4	0	4
253 Diabetes Acute Team Dept	3	0	3
253 Dieticians Dept	0	2	2
253 Discharge Lounge Dept	4	0	4
253 Dudley Nursing (Adult DN) Dept	0	5	5
253 Education & Development Dept	0	3	3
253 Emergency Dept Nursing Dept	23	21	44
253 Emergency Dept Paeds Nursing Dept	7	3	10
253 Emergency Minor Injuries Area Dept	0	6	6
253 Eye Department (Ophth) Dept	3	3	6
253 FMN Ward Dept	31	0	31
253 Frailty Assessment Unit Dept	4	3	7
253 Frenulotomy Service Dept	1	0	1
253 GI Unit Dept	12	9	21
253 Gynaecology Ambulatory Dept	6	1	7
253 Halesowen (Adult DN) Dept	0	4	4
253 HIV Service Dept	2	0	2
253 Hospital at Night Dept	0	1	1
253 Imaging - Breast Screening Dept	4	0	4
253 Imaging - Radiographic Aides Dept	45	9	54
253 Infection Control Dept	2	0	2
253 Kingswinford (Adult DN) Dept	0	3	3
253 Leg Ulcer Service (Adult DN) Dept	5	1	6
253 Locality Wide Continence Dept	0	1	1
253 Lung Function Unit Dept	1	1	2
253 Main Theatre Other Specialities Dept	19	0	19
253 Maternity Outpatients Dept	9	0	9
253 Maternity Unit Dept	31	22	53
253 Minor Procedure Room Dept	5	0	5
253 Mortuary Dept	0	1	1
253 Neonatal Unit Dept	4	1	5
253 Nuclear Medicine Dept	0	2	2
253 OPD Surgery & Plastics Team Dept	20	5	25
253 Orthoptists Dept	0	2	2
253 Out of Hours Team Dept	2	3	5
253 Outpatients - Dermatology Dept	5	0	5
253 Outpatients MOC Dept	6	2	8
253 Palliative Care Support Team Dept	0	8	8
253 Pathology - Phlebotomy Dept	63	2	65
253 Patients Appliances Dept	0	1	1
253 Pharmacy Dept	14	1	15
253 Podiatry Dept	0	2	2
253 Primary Care Neurology Team Dept	1	0	1
253 Renal CAPD Unit Dept	1	0	1
253 Renal Unit Dept	0	7	7
253 Research Director Dept	0	3	3
253 Respiratory Assessment Unit Dept	1	1	2
253 RHH Day Case Theat&Recov Dept	10	3	13
253 RHH Day Case Theatre Wd Dept	7	0	7
253 Stourbridge (Adult DN) Dept	0	5	5
253 Surg/Orthop Preassessment Dept	6	0	6
253 TB Nurse Service Dept	0	1	1
253 Theatres Emergency & Other Dept	16	0	16
253 Theatres Recovery & Anaesth Dept	1	0	1
253 Theatres T&O Dept	10	0	10
253 Therapy Department Dept	4	19	23
253 Tissue Viability Dept	0	1	1
253 Ward A4 - Acute Medical Unit Dept	9	1	10
253 Ward AEC Dept	3	9	12
253 Ward AMU 1 Dept	16	17	33
253 Ward AMU 2 Dept	20	4	24
253 Ward AMU Assessment Dept	11	7	18
253 Ward B1 Dept	13	1	14
253 Ward B2 (H) Dept	33	1	34
253 Ward B2 (T) Dept	19	3	22
253 Ward B3 Dept	22	5	27
253 Ward B4 Dept	40	1	41
253 Ward B5 Dept	20	3	23
253 Ward B6 Frailty Assessment Unit Dept	10	0	10
253 Ward C1 Area A Dept	18	0	18
253 Ward C1 Area B Dept	17	0	17
253 Ward C2 Dept	11	4	15
253 Ward C3 Dept	22	1	23
253 Ward C4 Dept	13	2	15
253 Ward C4 Onc Day OP Dept	6	0	6
253 Ward C5 Area A Dept	21	2	23
253 Ward C5 Area B Dept	22	1	23
253 Ward C6 Dept	13	2	15
253 Ward C7 Dept	33	2	35
253 Ward C8 Dept	26	1	27
253 Ward CCU Dept	10	1	11
253 Ward Clinics Dept	5	0	5
253 Ward EAU Dept	1	0	1
253 Ward MDCU Dept	1	0	1
253 Ward MECU Dept	6	0	6
<b>Grand Total</b>	<b>868</b>	<b>279</b>	<b>1147</b>

## Job Description

<b>Job Title:</b>	Senior Clinical Support Worker – Leg Ulcer
<b>Job Band:</b>	3
<b>Hours:</b>	37.5 hours per week
<b>Tenure:</b>	Permanent
<b>Department:</b>	Leg Ulcer Service
<b>Responsible to:</b>	Nurse Team Leader

### Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high quality patient experience in a caring and supportive environment that aligns with our vision of providing safe, caring and effective services because people matter.

**Shaping #OurFuture**  
**Vision**  
 Excellent health care, improved health for all

**Values**  
 CARE, RESPECT, RESPONSIBILITY

**Goals**

- Deliver right care every time
- To be a brilliant place to work and thrive
- Drive sustainability financial and environment
- Build innovative partnerships in Dudley & beyond
- Improve health and wellbeing

**Measures of success**

- Care Quality Commission rating good or outstanding  
Improve the patient experience survey results
- Reduce the vacancy rate  
Improve the staff survey results
- Reduce cost per weighted activity  
Reduce carbon emissions
- Increase the proportion of local people employed  
Increase the number of services jointly delivered across the Black Country
- Improve rate of early detection of cancers  
Increase planned care and screening for the most disadvantaged groups

**Programmes**

- Black Country system service transformation
- Local leadership to address health inequalities
- Research and development, education and innovation

Dudley Improvement Practice

### Job Summary

To work as a Clinical Support Worker within a team of Leg Ulcer Nurses and Hosiery Practitioners based at Brierley Hill Health & Social Care Centre

**CARE**  
 A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.

**RESPECT**  
 A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.

**RESPONSIBILITY**  
 A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

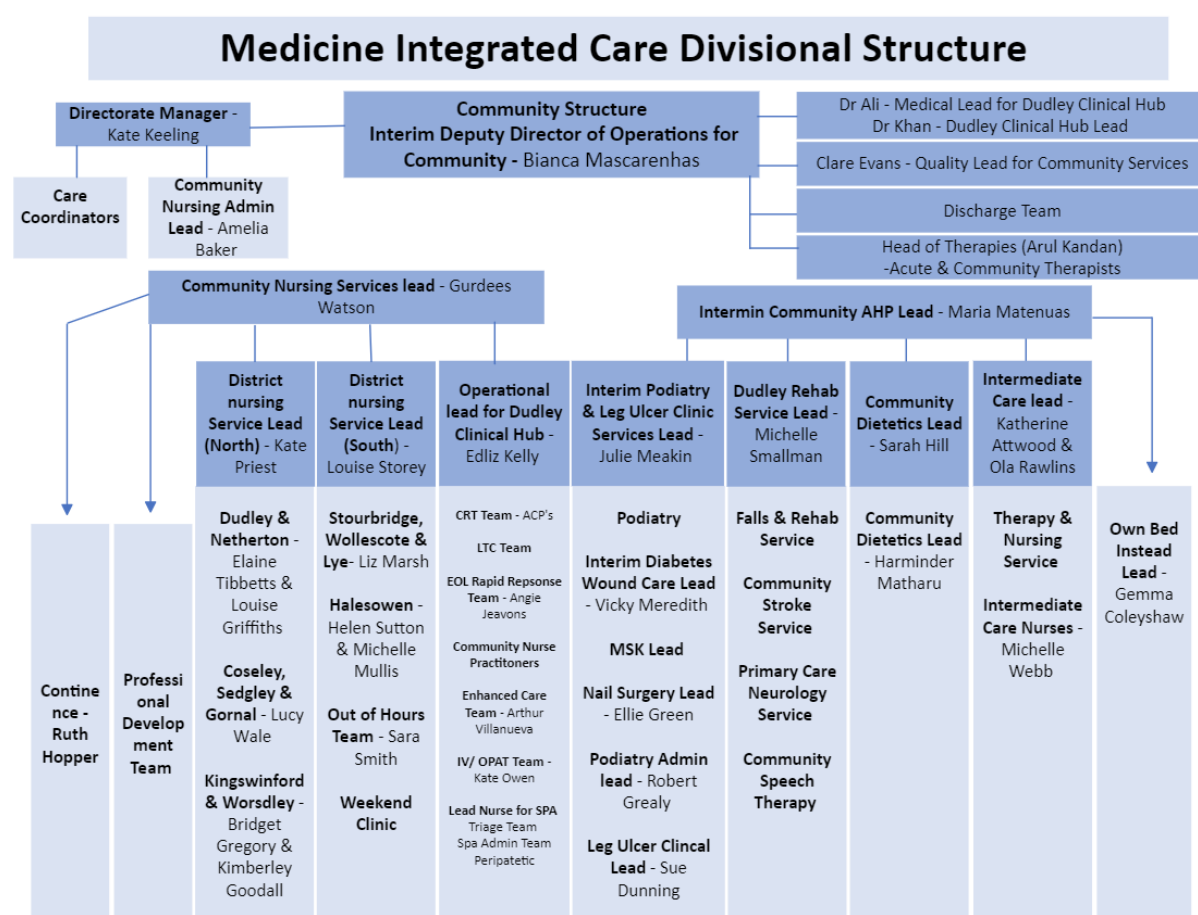
The Clinical Support Worker will work closely with and under the direction of the Nurses and other medical professionals to adjust. Below knee hoisery and other compression garments.

The Clinical Support Worker will be expected to work at any of the Trust locations and will work closely with other members of the Leg Ulcer Clinic team.

The Clinical Support Worker will work independently but alongside other members of the team to adjust, fit, and monitor compression garments to make sure they meet the patient's individual needs, making changes as and when necessary to the devices.

The Clinical Support Worker will be trained and experienced in hosiery fitting and independently undertake these clinics.

### Structure Chart



 <b>CARE</b> <small>A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.</small>	 <b>RESPECT</b> <small>A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.</small>	 <b>RESPONSIBILITY</b> <small>A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.</small>
---	--	--

## Principal Duties & Responsibilities

- The ability to perform and understand an ABPI assessment using a Dopplex Ability
- The ability to undertake selection and application of compression hosiery and have knowledge of different compression rates.
- Being able to recognize the signs & symptoms of sepsis
- To be able to identify a deteriorating patient and act on this accordingly.
- Ability to understand and follow care plans
- Knowledge of local policies of Leg ulcer treatments
- Ability to record administration in nursing records along with concerns or changes and report accordingly.
- To be responsible for New Patient referrals and inputting on to the relevant systems.
- The Clinical Support Worker will assess the patient's needs, formulate a treatment plan which will then be carried out and reviewed by the Leg Ulcer Nurse who will have overall responsibility.
- To support the provision of Leg Ulcer service to patients by providing clinical support services to assist the Nurse in the prompt issuing and fitting of compression garments, together with measurement, fitting and supply of class type hosiery.
- To prioritize own workload as detailed by the Leg Ulcer Nurse and communicate any problems to the Senior Nurse.
- To work independently under the guidance and direction of the Leg Ulcer Nurse.
- To undertake hosiery clinics, including triaging of referrals, maintain waiting lists and escalate any issues or breaches. To facilitate and ensure the booking of appointments is completed timely and based on priority of need.
- To be able to provide and receive complex or sensitive information regarding patient's needs and be able to convey this information to service users at a level they can understand including patients where English is not the first language, hearing and interpretation difficulties.



### CARE

A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.



### RESPECT

A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



### RESPONSIBILITY

A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

- Accurately maintain records in relation to patient care, stock, supplies and purchases.
- To maintain appropriate stock levels, thus ensure the correct amounts to maintain stock levels.
- To liaise with Leg ulcer Nurse to maintain quality standards of all appliances in and out of the service.
- To ensure Health & Safety standards are met and maintained. To escalate any concerns to the Senior Nurse.
- To work closely with other members of the team to ensure patient care is patient centred, timely, effective and efficient making best use of all resources.
- To take part in surveys and audits as part of the Leg Ulcer Team to demonstrate clinical governance and support the development of the service to ensure that it is an effective and efficient service providing patient care based on current knowledge of evidence-based practice.
- To liaise with the admin team to ensure patient care is appropriately and effectivity supported by admin processes.
- To maintain own skills and competencies and develop further knowledge and skills through attending in-house training, external courses or meetings where appropriate.
- Any other duties which may be required from time to time as appropriate to grade.

There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

## Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community-based sites across the borough.

## Code of Conduct





It is expected that all staff would be able to demonstrate that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

### **Safeguarding Children and Adults**

All Trust staff have a responsibility to ensure the safeguarding of children, young people and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults policies and procedures and inter-agency guidance as identified in the Trust’s Safeguarding policies and procedures.

### **Improvement Practice**

The trust has a long-term commitment to its continuous quality improvement programme; “Dudley Improvement Practice”. As part of your role you will be asked to take part in improvement activity relevant to your post.

### **No Smoking**

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

### **Health and Safety**

The Trust has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee’s responsibility, however, to manage their own health and wellbeing.

All Trust employees are required to comply with relevant Health and Safety legislation and the Trust’s policies relating to Health & Safety and Risk Management.

<b>Prepared by:</b>	██████████
<b>Date:</b>	14.3.23
<b>Job evaluation completed:</b>	19/04/2023
<b>Job evaluation reference number:</b>	23/055



## Person Specification

The purpose of this specification is to identify the attributes and competencies required for the post holder to perform the duties described in the job description.

These are identified as either essential i.e. those without which the job could not be performed adequately, or desirable i.e. those which, although not essential, could enhance job performance and would be expected to be developed by the successful candidate during their employment in the role.

These criteria should be capable of being measured in some way through the selection process either by information given on the application form or by questions or assessments planned for the interview. The specification will be used to shortlist applicants, who will need to meet most of the essential criteria and to compare how well candidates match the full specification.

<b>Job Title:</b>	Senior Leg Ulcer Clinical Support Worker
<b>Job Band:</b>	3

Education & Qualifications	Essential	Desirable	How identified
Maths & English to GCSE Level 4 or above or equivalent	Yes		Application
Experience in Health Care assistant in acute or community nursing setting	Yes		Application/ Interview
NVQ Level 3/BTEC national diploma in appropriate area or equivalent experience	Yes		Application

Skills & Experience	Essential	Desirable	How identified
Ability to fit class -Hosiery	Yes		Application/ Interview/Test
To have good organizational and timekeeping skills	Yes		Interview
Ability to work independently and as part of a team and manage own workload	Yes		Interview



**A CARING, KIND AND COMPASSIONATE PLACE:** We will support people to have joy in work and to treat each other with compassion and kindness.



**A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER:** We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



**A WORKFORCE FOR NOW AND THE FUTURE:** Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

Ensure stock levels are maintained and rotated to minimize wastage	Yes		Interview
Ensure and assume responsibility for maintenance of all equipment	Yes		Application/ Interview
To be responsible for security of working environment, equipment and supplies	Yes		Application/ Interview
Able to perform and understand and ABPI using Dopplex Ability	Yes		Application

Personal Qualities	Essential	Desirable	How identified
Attention to detail and accuracy	Yes		Interview
Able to work under pressure in a busy clinical environment	Yes		Interview
Demonstrates good team skills and work well with others	Yes		Interview
Ability to carry out instructions accurately and to escalate any concerns	Yes		Interview
To be aware of one's own scope of practice and to refer to peers/other professionals as necessary	Yes		Interview
To maintain high standards of punctuality, attendance, personal presentation and conduct	Yes		Interview

Interests & Motivation to the Job	Essential	Desirable	How identified
Highly motivated and able to motivate others	Yes		Interview
Behave as a reflective practitioner positively responding and adapting own practice through learning into action	Yes		Interview



### CARE

**A CARING, KIND AND COMPASSIONATE PLACE:** We will support people to have joy in work and to treat each other with compassion and kindness.



### RESPECT

**A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER:** We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



### RESPONSIBILITY

**A WORKFORCE FOR NOW AND THE FUTURE:** Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

Communication & Interpersonal Skills	Essential	Desirable	How identified
Good communication skills (written & verbal)	Yes		Application/ Interview
Ability to communicate complex information	Yes		Interview
To work positively with colleagues to maintain effective relationships	Yes		Interview
To attend and fully participate in staff meetings and clinical team reviews	Yes		Interview

Trust Vision & Values	Essential	Desirable	How identified
Able to provide safe, caring and effective services	Yes		Interview
We would expect your values and behaviours to reflect the Trust values of Care, Respect & Responsibility	Yes		Interview

<b>Prepared by:</b>	██████████
<b>Date:</b>	14.3.23
<b>Job evaluation completed:</b>	19/04/2023
<b>Job evaluation reference number:</b>	23/055



### CARE

**A CARING, KIND AND COMPASSIONATE PLACE:** We will support people to have joy in work and to treat each other with compassion and kindness.



### RESPECT

**A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER:** We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



### RESPONSIBILITY

**A WORKFORCE FOR NOW AND THE FUTURE:** Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

## Job Description

<b>Job Title:</b>	<b>Clinical Support Worker</b>
<b>Job Band:</b>	<b>Band 2</b>
<b>Hours:</b>	<b>As per advert</b>
<b>Tenure:</b>	<b>As per advert</b>
<b>Department:</b>	<b>As per advert</b>
<b>Responsible to:</b>	<b>Lead Nurse</b>

### Why join The Dudley Group?

Here at the Dudley Group our patients and staff are at the heart of all that we do to offer a high quality patient experience in a caring and supportive environment that aligns with our vision of providing safe, caring and effective services because people matter.

## Trust Strategy 2019 – 2021



## Care better every day

<b>CARE</b>	<b>RESPECT</b>	<b>RESPONSIBILITY</b>
A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.	A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.	A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

## **Job Summary**

The Clinical Support Worker will work together with members of the Nursing / Midwifery team and contribute to the implementation of a high standard and individualised patient care under the direction of a registered nurse.

The post holder will be required to communicate effectively with other members of the health care team, patients and relatives and must be able to recognise and report to the appropriate person any changes in the patient's condition which may require the intervention of others.

The post holder will be assessed on appointment on their level of competence and required as part of the Trusts training and development programme for clinical support workers to undertake a structured pathway of development to include basic skills and in house development programme.

## **Principal Duties & Responsibilities**

1. To attend to the patient's hygiene requirement including skin care, oral care, hair care, etc and report to the registered nurse.
2. To assist in the prevention of pressure sores and report to the registered nurse.
3. To undertake patient comfort rounds under direction of the registered nurse and report any changes in the patient's condition.
4. To assist patients with their basic elimination needs and report to the registered nurse.
5. To assist in fulfilling the patient's nutritional needs by serving meals, feeding patients and monitoring dietary and fluid intake and reporting to the registered nurse.
6. To attend to patient's basic mobility needs.
7. To assist in the collection of specimens and undertake ward testing of urine and report the findings to the registered nurse.
8. To assist with bed making and maintaining the general tidiness and cleanliness of the ward or department.
9. To assist in the cleaning of clinical equipment as directed by the nurse in charge to include drip stands, beds, comodes, etc.
10. To assist in completing routine recordings e.g. patients' weight and fluid balance charts and maintaining accurate records of the same.



### **CARE**

A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.



### **RESPECT**

A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



### **RESPONSIBILITY**

A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

11. To assist in handling patients' property and valuables according to Trust policy, using approved documentation and acting in a trustworthy manner at all times.
12. To escort patients outside the department area as required.
13. To assist in maintaining the privacy, dignity and spiritual and cultural beliefs of the patients whilst in hospital.
14. To assist in observing patients recording any concerns regarding patient's condition and reporting these to the nurse in charge.
15. To report any accidents or potential hazards involving self / patients /other staff / visitors / equipment to the nurse in charge.
16. To assist with last offices and support Registered Nurse in dealing with the bereaved.
17. To communicate effectively with all patients to including visually/ hearing-impaired patients.
18. To report any complaints or unusual occurrence to the nurse in charge.
19. To assist in reducing the incidence of healthcare associated infection by working within Infection Control guidelines.
20. There may also be a requirement to undertake other similar duties as part of this post in order to provide a quality service. These will be consistent with the level of responsibilities outlined above.
21. This job description may be reviewed from time to time in light of developments and may be amended in consultation with the postholder.

## Personal Responsibilities

22. To maintain standards of organisational conduct e.g. correct wearing of uniform, punctuality etc.
23. To work effectively within a team and assist in maintaining a good working atmosphere.
24. To present a positive attitude and demonstrate a commitment to the Trust.



25. Keep up to date with changes in Trust Policies and comply with these in carrying out duties, in particular:
- your personal responsibilities as defined in the Health and Safety at Work Act the requirements in the Fire Safety Policy
  - the requirements of the Sickness and Absence Policy and your responsibilities in respect of this.

26. To attend Mandatory lectures relating to Lifting & Handling, Fire and Basic Life Support annually and any others identified.

There may also be a requirement to undertake other similar duties as part of this post in order to provide a quality service. These will be consistent with the level of responsibilities outlined above.

This job description may be reviewed from time to time in light of developments and may be amended in consultation with the post holder.

Physical effort	Frequent moderate effort for several short periods/ frequent moderate effort for several long periods; occasional intense effort for several short periods Turns, manoeuvres patients/clients for toileting, bathing using aids; toileting, bathing without mechanical aids
Mental effort	Frequent concentration; work pattern predictable Concentration for personal care procedures, standard driving. Follows routine
Emotional effort	Occasional/frequent distressing or emotional circumstances Care of patients/clients with chronic illness/conditions, terminally ill and deaths
Working conditions	Occasional highly unpleasant conditions/ frequent highly unpleasant conditions Foul linen, body fluids

### Location

The Trust provides services from different sites. You may be expected to work at any of the Trust locations. These include Russells Hall Hospital, Dudley Guest Hospital and Corbett Hospital as well as various community based sites across the borough.

### Code of Conduct

It is expected that all staff would be able to demonstrate that they live our trust values in their work and that they will deliver the essential behaviours in their role.

Staff are expected to adhere to Trust policies and procedures which establish standards of good practice as well as follow any codes of conduct which are relevant to their own profession.

 <b>CARE</b> <small>A CARING, KIND AND COMPASSIONATE PLACE: We will support people to have joy in work and to treat each other with compassion and kindness.</small>	 <b>RESPECT</b> <small>A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER: We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.</small>	 <b>RESPONSIBILITY</b> <small>A WORKFORCE FOR NOW AND THE FUTURE: Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.</small>
---	--	--



**Improvement Practice**

The trust has a long-term commitment to its continuous quality improvement programme; “Dudley Improvement Practice”. As part of your role you will be asked to take part in improvement activity relevant to your post.

**No Smoking**

The Trust is a completely Smoke Free Organisation and all premises will be considered No Smoking Zones.

**Health and Safety**

The Trust has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place.

It is the individual employee’s responsibility, however, to manage their own health and wellbeing.

All Trust employees are required to comply with relevant Health and Safety legislation and the Trust’s policies relating to Health & Safety and Risk Management.

<b>Prepared by:</b>	[REDACTED]
<b>Date:</b>	29 <sup>th</sup> May 2020
<b>Job Matching ref number:</b>	20/008G



## Person Specification

The purpose of this specification is to identify the attributes and competencies required for the post holder to perform the duties described in the job description.

These are identified as either essential i.e. those without which the job could not be performed adequately, or desirable i.e. those which, although not essential, could enhance job performance and would be expected to be developed by the successful candidate during their employment in the role.

These criteria should be capable of being measured in some way through the selection process either by information given on the application form or by questions or assessments planned for the interview. The specification will be used to shortlist applicants, who will need to meet most of the essential criteria and to compare how well candidates match the full specification.

<b>Job Title:</b>	Clinical Support Worker
<b>Job Band:</b>	Band 2

Education & Qualifications	Essential	Desirable	How identified
English and Maths Qualifications at one of the following academic levels/grades:-  O Level - Grade A to C CSE Grade 1 only GCSE Grade A to C GCSE Grade 9 to 4 Functional skills Level 2	Yes		Original Qualification Certificates or Certified Statement of Results provided by examining board Certificates
Evidence of English language skills at intermediate level or above (overseas candidates)	Yes		
NVQ Level 2 in Health Care		Yes	
Care Certificate		Yes	

Skills & Experience	Essential	Desirable	How identified
Good organisational skills	Yes		Application



### CARE

**A CARING, KIND AND COMPASSIONATE PLACE:** We will support people to have joy in work and to treat each other with compassion and kindness.



### RESPECT

**A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER:** We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



### RESPONSIBILITY

**A WORKFORCE FOR NOW AND THE FUTURE:** Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

			form Interview References
Previous experience of caring for people in a care worker role within hospital, community or Residential Nursing Home setting	Yes		
Reception/telephone skills	Yes		
Experience of customer care/dealing with the public	Yes		
Understanding of confidentiality	Yes		
Computer Literate		Yes	

Personal Qualities	Essential	Desirable	How identified
Demonstrates a caring attitude to patient care	Yes		Application form Interview References
Demonstrates a responsible attitude to their work	Yes		
Demonstrates respect for patient dignity	Yes		
Honest and trustworthy	Yes		
Demonstrates attention to detail	Yes		
Able to follow instruction	Yes		
Ability to work as part of team	Yes		
Able to cope with distressing or emotional circumstances	Yes		

Interests & Motivation to the Job	Essential	Desirable	How identified
Demonstrate knowledge of duties required as a Clinical Support Worker	Yes		Application form Interview References
Commitment to undertake In-House training	Yes		
Willingness to undertake NVQ Level 2 in	Yes		



### CARE

**A CARING, KIND AND COMPASSIONATE PLACE:** We will support people to have joy in work and to treat each other with compassion and kindness.



### RESPECT

**A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER:** We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



### RESPONSIBILITY

**A WORKFORCE FOR NOW AND THE FUTURE:** Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.

Healthcare, as appropriate			
Able to work flexibly e.g. internal rotation	Yes		
Willingness to undertake care certificate	Yes		

Communication & Interpersonal Skills	Essential	Desirable	How identified
Clear communication skills, oral and written	Yes		Application form Interview References

Trust Vision & Values	Essential	Desirable	How identified
Able to provide safe, caring and effective services	Yes		Interview
We would expect your values and behaviours to reflect the Trust values of Care, Respect & Responsibility	Yes		Interview

<b>Prepared by:</b>	[REDACTED]
<b>Date:</b>	29th May 2020
<b>Job Matching ref number:</b>	20/008G



### CARE

**A CARING, KIND AND COMPASSIONATE PLACE:** We will support people to have joy in work and to treat each other with compassion and kindness.



### RESPECT

**A PLACE WHERE COLLEAGUES RESPECT ONE ANOTHER:** We will behave with respect towards everyone we meet to encourage an inclusive culture where we all believe in and live by our Trust values.



### RESPONSIBILITY

**A WORKFORCE FOR NOW AND THE FUTURE:** Making Dudley the place people want to be and stay because everyone has a role to play and takes responsibility for themselves and their teams.