



RESPIRATORY CLINICAL SUPPORT WORKER

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Respiratory Clinical Support Worker
Band	3
Directorate	Medicine & Emergency Division
Accountable to	Matron
DBS Required?	Yes

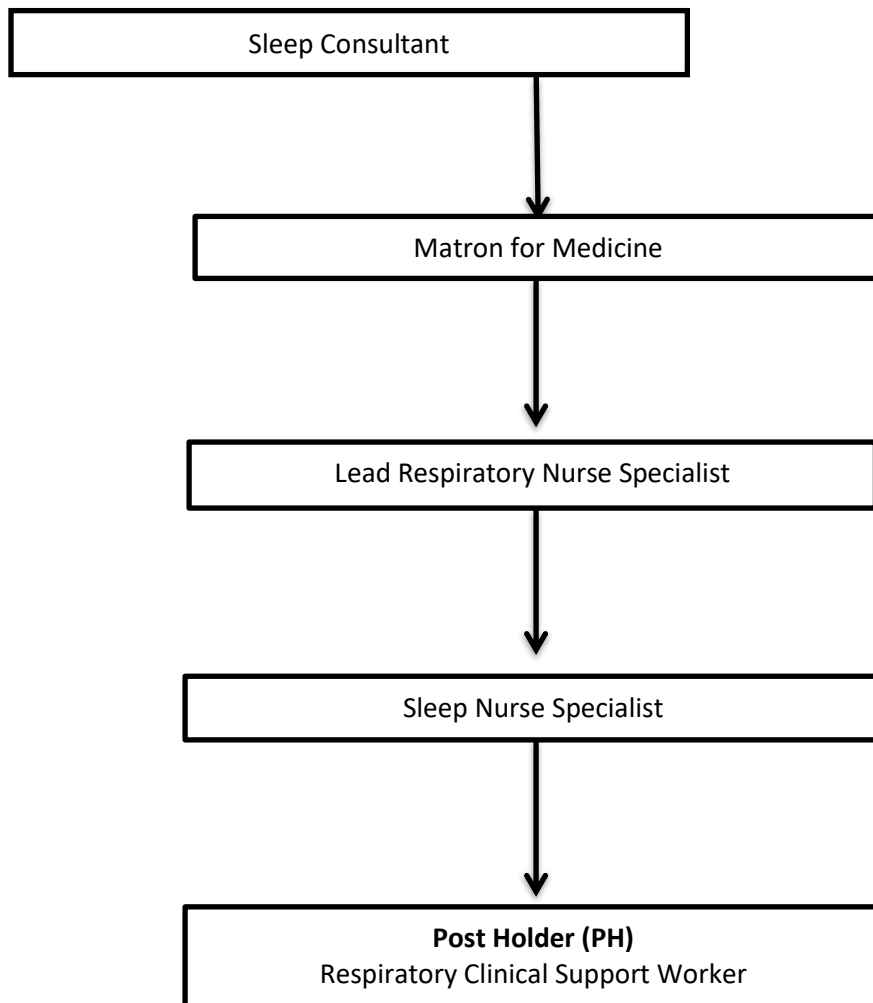
JOB OVERVIEW

The Clinical Support Worker model has been at SaTH since 2009, the project supports the corporate trust objective: Improve patient safety and the patient experience through the continued improvement in the quality of our services.

The Clinical Support Worker model proposes that the way to achieve effective clinical care is to have one or more multidisciplinary teams working in the hospital, who between them have the full range of skills and competences to meet patient's immediate needs.

As part of this model, the post holder will be working under the guidance and direction of the Respiratory team including the Sleep Specialist Nurses. The post holder will be trained to undertake a wide variety of clinical and administration tasks including handling sleep equipment, managing sleep data, helping patients with CPAP machines

Organisational Chart



The post holder will primarily work within the Respiratory team at the RSH site and, in exceptional circumstances, occasionally at The Princess Royal Hospital, Telford.

The post holder will normally work under the direction of the Sleep Nurse Specialist on a day-to-day basis.

The post holder will:

- Be responsible for preparing and sending request/referrals for tests e.g. sleep studies, overnight oximetry etc, in accordance with local protocols. Be responsible for documenting these activities in patient's records.
- Be responsible for obtaining results of investigations at the request of the Sleep team.
- Prepare patients for treatment, offering support to the patient and professional staff and assisting patients. For example, to assist with procedures by preparing equipment, gathering data, completing clinical questionnaires, and delivering urgent clinical supplies to the appropriate location if required.

- Develop and maintain effective communication systems as a key member of the team. Be always contactable and liaise with the other team members at pre-arranged times during the post holder's shift.
- Interact with patients and relatives and visitors / significant others with respect, considering individual needs. To support the patient's right to correct information, identifying communication barriers and dealing with these appropriately. This includes seeking advice or support from other members of the Sleep team.
- Contribute to the ongoing support of individual patients and staff by always promoting dignity, promoting equality and ensuring individualised care.
- Always maintain patient confidentiality.
- Identify any maintenance, health & safety and security issues that may affect patients within their environment, reporting to the nurse in charge any hazards which may endanger individuals and, where appropriate, personally acting.
- To make an individual judgement to prioritise and ensure messages are responded to appropriately, correctly, and safely.
- To undertake specific patient interventions as requested by the Sleep Nurse Specialist or Respiratory team in line with extended role competencies, which support work undertaken in the department. Competence will have to be demonstrated in each task prior to it being undertaken.
- Replace sleep equipment and consumable parts.
- Keeping track of stock and maintaining an adequate supply of correct parts.
- Administration of clinical audits. Participate in the collection of audit data for work undertaken by the team.
- Support patients who have questions, understanding who to direct those queries to.
- To provide clinical administrative support to the team.
- This may include actions such as
 1. Collate nursing documentation
 2. Record biographical details of patients in manual / computerised records
 3. Answer telephone courteously, relay messages accurately and promptly, answer general enquiries by visitors
 4. To use general software such as Word and Excel with ease.
 5. To navigate specialised specialty-related software to download and records patient data

Management

- To effectively manage own workload when dealing with a number of allocated tasks, reporting to the Sleep Nurse Specialist when it is expected that allocated tasks are not likely to be completed.

- Demonstrate tasks for which the post holder has been assessed as competent to others.
- To ensure cost effective personal clinical practice is maintained.
- To ensure that any observed incident, complaint, or other undue occurrence is reported in accordance with Trust policy.
- Introduce new / Agency staff to the layout of the department, demonstrate procedures and use of equipment as directed by the team.

Education, Development and Supervision

- To discuss and plan personal training with the Respiratory Nurse Specialists / Matron and appraisal process.
- Ensure personal knowledge of strategies, initiatives, policy development and guidelines are maintained by participation in at least half of the bi-monthly unit meetings, reading of newsletters, notice boards and e-mail systems and any other developed communication strategies
- To demonstrate tasks to other individuals.
- To discuss and plan personal training with the Respiratory Nurse Specialist/ Matron through the IPR process.

Human Resources

- Be aware of and adhere to local and national HR policies, procedures, and guidelines.
- Attend statutory training sessions as required, including the mandatory training day, resus training updates and others that are deemed mandatory by the trust or team / Matron.

Child protection

- To carry out responsibilities in such a way as to minimise risk of harm to children, young people, and vulnerable adults, promoting their welfare and raising concerns in a timely manner in accordance with the Trust's policies relating to safeguarding children, young people, and vulnerable adults.

Use of information

- To maintain and update current Trust software to support patient care.

To be conversant in the use of electronic communication systems, personal computer systems, normal office equipment.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• NVQ level 2 in care• Evidence of continuing professional development sufficient to demonstrate the ability and willingness to study at a level equivalent to NVQ Level 3	<ul style="list-style-type: none">• NVQ Level 3 in Care

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Sufficient experience in an acute healthcare setting to demonstrate a good understanding of clinical care in such an environment• Previous experience of undertaking clinical skills as highlighted in job description	

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to work and communicate effectively within a multidisciplinary team setting within. • Evidence of excellent communication skills including verbal, non verbal and written. • Excellent interpersonal skills • Time management skills with an ability to work in a calm and paced manner • Positive attitude to change • Awareness of personal limitations. • Keen and motivated worker • Strong Team player 	<ul style="list-style-type: none"> • Evidence of understanding the importance of patient documentation and record keeping skills. • Sound IT skills

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Flexible and adaptable in approach • Ability to work flexibly to meet service needs • Ability to work at all Trust sites • Flexible to meet the unpredictable demands of this “single rostered worker per site at any time” team 	<ul style="list-style-type: none"> • Able to relate well to peers and seniors, accepting and responding to constructive criticism

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust’s core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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[Getting to The Royal Shrewsbury Hospital](#)

The Princess Royal Hospital

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Minicom: 01952 641222 Ext: 4995

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Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)