

Matched Job Report

Job Title	Health Care Support Worker - Outpatients
Job ID	6C4/2024/0004
Score	193
Band	Band 2
Status	Profile Matched
Matched To	Clinical Support Worker
Job Statement	

The post holder will be required to carry out a range of assigned tasks involving direct and indirect care for the benefit of the patient/client in accordance with agreed protocols. The range of responsibilities will be in support of and supervised by a Registered Nurse and will involve rotation as appropriate to the needs of the service in consultation with the post holder and in accordance with local agreements.

1. Communication & Relationship Skills

National Profile	3a	Profile	3
Factor Status	Matched	Score	21

Relevant Job Information

1. Respect the patients/carers and representatives being sensitive at all times to their views and wishes.
2. Respect confidential information obtained in the course of one's duties always referring to the Nurse-in-Charge who will facilitate necessary information sharing.
3. Deal promptly and courteously with all consultants and patients in the department, where necessary referring to the relevant Nurse.
4. Answer departmental telephones promptly and courteously, taking the appropriate actions according to the enquiry made or information required.
5. Report any concerns or untoward incidents immediately to the Nurses on duty.
6. Maintain the dignity of the patient at all times and provide the maximum amount of privacy.
7. Participate in Ward meetings and development projects.
8. Contribute to a positive environment in which people feel valued and motivated.
9. Responsible for communicating effectively both verbally and in writing with other members.
10. Inform the Team Leader / Senior Nurse Manager of any deficiencies which may affect the maintenance of standards (including safety) of staff or patients.
11. Contribute to reporting arrangements e.g., complaints and incident reporting.

Caring and compassionate
Communications with distressed patients/relatives and carers

2. Knowledge, Training & Experience

National Profile	2	Profile	2
Factor Status	Matched	Score	36

Relevant Job Information

Evidence of a good general education. Must be numerate and literate

Knowledge of the Health service

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Demonstrate clear transferable skills valid to the health care setting equivalent to NVQ / QCF level 2

NVQ / QCF level 2 in Health Care or equivalent

Worked in a care sector

3. Analytical & Judgemental Skills

National Profile	2	Profile	2
Factor Status	Matched	Score	15

Relevant Job Information

1. Make use of information in decision making, problem solving and care management.
2. Fault find on medical equipment (under direct supervision).
3. Deal promptly and courteously with all consultants and patients in the department, where necessary referring to the relevant Nurse.
4. Report any concerns or untoward incidents immediately to the Nurses on duty.
5. Contribute to reporting arrangements e.g., complaints and incident reporting.
6. Inform the Team Leader / Senior Nurse Manager of any deficiencies which may affect the maintenance of standards (including safety) of staff or patients.
7. Make use of information in decision making, problem solving and care management.
8. The post holder will be required to carry out a range of assigned tasks involving direct and indirect care for the benefit of the patient/client in accordance with agreed protocols. The range of responsibilities will be in support of and supervised by a Registered Nurse and will involve rotation as appropriate to the needs of the service in consultation with the post holder and in accordance with local agreements.
9. Assist patients where necessary with all aspects of personal hygiene.

4. Planning & Organisational Skills

National Profile	1	Profile	1
Factor Status	Matched	Score	6

Relevant Job Information

1. Answer departmental telephones promptly and courteously, taking the appropriate actions according to the enquiry mode or information required.
2. Prepare medical notes for clinics, ensuring all relevant documentation is within the notes.
3. Update patient details on the appropriate electronic systems / documentation.
4. Assist in the Reception/Appointments office when necessary.
5. Checking the day-to-day cleanliness of the department and reporting any problems to the Nurse in charge of the department.

5. Physical Skills

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National Profile	2	Profile	2
Factor Status	Matched	Score	15

Relevant Job Information

1. Transfer and accompany patients to other departments within the hospital for treatment, under the direction of the Registered Nurse.
2. The post holder will be required to carry out a range of assigned tasks involving direct and indirect care for the benefit of the patient/client in accordance with agreed protocols. The range of responsibilities will be in support of and supervised by a Registered Nurse and will involve rotation as appropriate to the needs of the service in consultation with the post holder and in accordance with local agreements.
3. Assist patients where necessary with all aspects of personal hygiene.

Develop skills and experience to carrying out delegated duties in respect of the physical and psychological needs of the patient under the management of the qualified Nurse in charge.

Assist/chaperone the consultants as necessary under the direction of the Nurses on duty.

1. Assist the patients when specimens are required for the laboratory, and routinely testing urine as required under the direction of the Nurses on duty.

Movement of patients with the use of movement aids

1. Update patient details on the appropriate electronic systems / documentation.

6. Patient / Client Care

National Profile	3(a)	Profile	3
Factor Status	Matched	Score	15

Relevant Job Information

1. The post holder will be required to carry out a range of assigned tasks involving direct and indirect care for the benefit of the patient/client in accordance with agreed protocols. The range of responsibilities will be in support of and supervised by a Registered Nurse and will involve rotation as appropriate to the needs of the service in consultation with the post holder and in accordance with local agreements.
2. Assist patients where necessary with all aspects of personal hygiene.
3. Maintain the dignity of the patient at all times and provide the maximum amount of privacy.
4. Assist the patients when specimens are required for the laboratory, and routinely testing urine as required under the direction of the Nurses on duty.

7. Policy & Service

National Profile	1	Profile	1
Factor Status	Matched	Score	5

Relevant Job Information

1. Able to follow policies, protocols, guidelines and recognise variances in order to report them to a supervisory grade.
2. Participate in Ward meetings and development projects.
3. Ensure and maintain high standard of cleanliness within the Outpatient environment according to the National Guidelines.
4. The post holder will be required to carry out a range of assigned tasks involving direct and indirect care for the benefit of the patient/client in accordance with agreed protocols. The range of responsibilities will be in support of and

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supervised by a Registered Nurse and will involve rotation as appropriate to the needs of the service in consultation with the post holder and in accordance with local agreements.

8. Financial & Physical

National Profile	1-2abc	Profile	2
Factor Status	Matched	Score	12

Relevant Job Information

- 1.Fault find on medical equipment (under direct supervision).
- 2.Frequent concentration required when setting up clinic rooms with equipment required for clinician

- 1.Movement of equipment such as ophthalmology , ENT microscopes, clinic and patient trolleys, patient notes
- 2.Undertake weekly stock checks and ordering.

9. Human Resources

National Profile	1	Profile	1
Factor Status	Matched	Score	5

Relevant Job Information

No evidence

10. Information Resources

National Profile	1	Profile	1
Factor Status	Matched	Score	4

Relevant Job Information

- 1.Update patient details on the appropriate electronic systems / documentation.
- 2.Prepare medical notes for clinics, ensuring all relevant documentation is within the notes.
- 3.Contribute to all clinical governance activity.
- 4.Contribute to reporting arrangements e.g. , complaints and incident reporting.

11. Research & Development

National Profile	1	Profile	1
Factor Status	Matched	Score	5

Relevant Job Information

- 1.Contribute to reporting arrangements e.g. , complaints and incident reporting.
- 2.Fault find on medical equipment (under direct supervision).

12. Freedom To Act

National Profile	1-2	Profile	2
Factor Status	Matched	Score	12

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Relevant Job Information

1. When working without direct supervision, to work at all times within their role.
1. The post holder will be required to carry out a range of assigned tasks involving direct and indirect care for the benefit of the patient/client in accordance with agreed protocols. The range of responsibilities will be in support of and supervised by a Registered Nurse and will involve rotation as appropriate to the needs of the service in consultation with the post holder and in accordance with local agreements.
2. Develop skills and experience to carrying out delegated duties in respect of the physical and psychological needs of the patient under the management of the qualified Nurse in charge.
3. Assist/chaperone the consultants as necessary under the direction of the Nurses on duty.
4. Assist the patients when specimens are required for the laboratory, and routinely testing urine as required under the direction of the Nurses on duty.
5. Respect confidential information obtained in the course of one's duties always referring to the Nurse-in-Charge who will facilitate necessary information sharing.
6. Able to follow policies, protocols, guidelines and recognise variances in order to report them to a supervisory grade.
7. Fault find on medical equipment (under direct supervision).
8. Transfer and accompany patients to other departments within the hospital for treatment, under the direction of the Registered Nurse.

13. Physical Effort

National Profile	3c-4bc	Profile	3
Factor Status	Matched	Score	12

Relevant Job Information

Physical Effort:

Walks/stands for long periods of time on every shift

Kneels

daily

3 hrs

Kneels/Crouches/bends/stretching to perform specific tasks such as assisting clinicians with clinical procedures

4 daily

15 mins

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Movement of patients with the use of movement aids

Movement of equipment such as ophthalmology , ENT microscopes, clinic and patient trolleys, patient notes

1 weekly

2 daily

30 mins

15 mins

14. Mental Effort

National Profile	2a	Profile	2
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Factor Status	Matched	Score	7
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Relevant Job Information

Preparation of clinic notes

2 daily

30 mins

Recording observations

15 times daily

5 mins each episode

Frequent concentration required when setting up clinic rooms with equipment required for clinician

2 daily

30 mins each time

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Subject to regular interruptions to answer telephone calls

Up to 6 times daily

5-10 mins

15. Emotional Effort

National Profile	2a-3a	Profile	2
Factor Status	Matched	Score	11

Relevant Job Information

Communications with distressed patients/relatives and carers

weekly

30 mins

Involvement in sometimes fraught social/clinical situations, regular exposure to pain and stress of others, providing support to colleagues and others when required

weekly

15-30 mins

16. Working Conditions

National Profile	3b-4b	Profile	3
Factor Status	Matched	Score	12

Relevant Job Information

Disposal of clinical waste

daily

5 mins

Frequent use of visual display unit e.g., to access patient blood results

daily

5 mins each time

Frequently working in a warm environment

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daily

7.5 hrs

Exposure to: body fluids/excreta, unpleasant odours, infectious conditions e.g. lice and fleas, sharps,

Hostility/verbal/physical aggression occasionally

daily

30 mins