

Post Details		Last Updated: 06/02/2017	
<b>Faculty/Administrative/Service Department:</b>	Faculty of Health and Medical Sciences (FHMS) – Surrey Clinical Research Centre		
<b>Job Title:</b>	Clinical Support Worker		
<b>Job Family &amp; Job Level</b>	Operational Services	2a	
<b>Responsible to:</b>	Senior/Clinical Research Nurse/Assistant Clinical Research Officer		
<b>Responsible for:</b>	n/a		
<b><u>Job Purpose Statement</u></b>			
<p>The provision of housekeeping services at the Surrey Clinical Research Centre. Working with the Clinical Research team to ensure participants are catered for in line with the study protocols, providing refreshments for visitors to the Centre and ensuring that clinical and staff areas are cleaned appropriately. This role also involves some routine administrative support for the clinical research team.</p>			
<b><u>Problem Solving, Accountability and Dimensions of the role.</u></b>			
<p>The post involves dealing with a range of routine daily housekeeping tasks and supervision of cleaning staff. The way in which the post holder completes these tasks is determined by set procedures and guidelines / best practice (including clinical). The post holder at times may be required to carry out a basic level of prioritisation of tasks in response to the needs of the participants /visitors.</p> <p>Whilst ultimate responsibility lies with the cleaning staff's Unit Manager, the post holder plays an important role in quality, ensuring the work that is carried out by the cleaning staff in terms of ensuring that standards meet clinical requirements and are completed within the required timescales. Should standards not reach a satisfactory level, the post holder is expected to liaise directly with the cleaning staff to resolve the issue and if necessary escalate the matter to their and / or the cleaning staff(s) line manager. Poor service /quality standards may impact upon participant safety.</p> <p>The post holder is expected to liaise with the Clinical research team to discuss the participant requirements, plan meals and to ensure that they receive the correct food in accordance with strict protocol. This involves liaising with external companies to ensure the correct food orders are made and received. They are also expected to write clear and comprehensive instructions for staff members in order to ensure that participants are fed in accordance with the study protocols during the evenings and weekends when they are not on duty. Errors in judgement could impact upon the integrity of the study being undertaken and have financial implications for the centre.</p> <p>The post holder is expected to comply with clear and established procedures and health and safety regulations regarding use of any equipment and to comply with the relevant food safety legislations/guidelines with regards to the safe preparation of food. Errors in judgement or failure to follow procedure could result in the contamination of food, the contraction of food borne illnesses, damaged equipment or the personal safety of the post holder and their team being at risk.</p> <p>The post impacts across the Surrey Clinical Research Centre in the provision of its service. Poor service quality is likely to impact upon the smooth operation of the facility.</p> <p>The post holder has no budgetary responsibility.</p>			
<b><u>Background Information/Relationships</u></b>			
<p>The Surrey Clinical Research Centre (Surrey CRC) is a world- renowned clinical research facility, pivotal to maintaining and enhancing the University of Surrey's research excellence in biomedical/clinical research interface. Surrey CRC is involved with conducting human clinical research to good clinical Practice (GCP) standards. This centre is managed by The Head of Clinical Research with core staff trained to a high level in managing and operating the clinical research facilities. The post holder works closely with the Clinical Research Team and administrative team. The post holder also works with the cleaning staff. In addition the post holder will need to develop good relationships with external agencies. The person in this post will also have regular contact with participants and will need to treat them with courtesy respect and a degree of empathy.</p> <p>The post holder must be willing to wear a uniform and to undertake Basic Life Support Training.</p>			

This job purpose reflects the core activities of the post. As the Department/Faculty and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

**Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

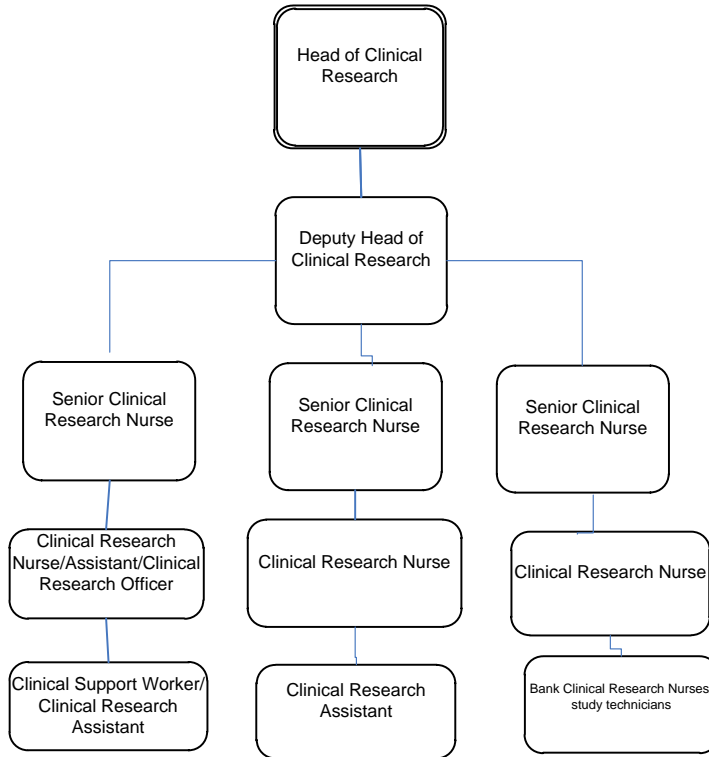
<b>Qualifications and Professional Memberships</b>		<b>Essential/ Desirable</b>
Basic Food Hygiene		E
<b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the competency framework for clarification where needed and the Job Families Booklet).	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Basic Numeracy	E	1
Basic spoken English Language skills	E	1
Basic computer skills	E	1
Experience of working in a kitchen environment	E	1
<b>Special Requirements:</b>	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Willingness and ability to work outside regular office hours as the clinical research studies run 24 hours a day 7 days a week	E	n/a
<b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). N/A (not applicable) should be placed, where the competency is not a requirement of the grade.		<b>Level 1-3</b>
Communication		1
Adaptability / Flexibility		1
Customer/Client service and support		2
Planning and Organising		1
Teamwork		1
Continuous Improvement		1
Problem Solving and Decision Making Skills		n/a
Leadership / Management		n/a
Creative and Analytical Thinking		n/a
Influencing, Persuasion and Negotiation Skills		n/a
Strategic Thinking		n/a
<b>Organisational Information</b>		

**All staff are expected to:**

Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.
- Excellent environmental performance is a strategic objective for the University of Surrey. All staff are encouraged to work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Undertake such other duties within the scope of the post as may be requested by your Manager.



## Key Responsibilities

This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) and should be read in conjunction with the accompanying Job Purpose.

1. Providing meals for participants taking part in clinical research studies in accordance with study protocols, and following instruction from the Study Team Leader. Working to pre-agreed menus and either making or ordering light meals, such as sandwiches, salads and desserts, or ordering meals items from external companies, which are re-heated as required.
2. Ordering and purchasing supplies to ensure there is enough food in the Centre to cater for participants, visitors and staff where appropriate. Responsibility for checking of invoices, confirming study allocation and forwarding to Administration for processing.
3. Clearly instructing the clinical research team and 'out of hours' bank staff so they can prepare any meals in the support workers absence at weekends or during leave periods.
4. Ensuring that both kitchens in the Centre are kept clean and compliant with hygiene standards whilst maintaining effective stock control.
5. Ensuring beds are cleaned and re-made in a timely manner, collecting towels and other laundry and liaising with an external laundry company.
6. Providing refreshments for Visitors to the Centre.
7. Ensuring compliance with hygiene standards and Standard Operating Procedures in all aspects of the role and ensuring related paperwork / labelling is completed appropriately.
8. Completing ad hoc basic administrative tasks as directed by /Clinical Research Team . This might include filing, photocopying, collating documents or helping to prepare files for archiving and arrangement of participant transport.

**N.B. The above list is not exhaustive.**