



SWANSEA BAY UNIVERSITY HEALTH BOARD

JOB DESCRIPTION

JOB DETAILS:

Job Title	Health Care Support Worker
Pay Band	Band 2
Division/Directorate	Primary Community and Therapies Service Group
Department	Specialist Community Public Health Nursing

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Community Network Operational Lead
Reports to: Name Line Manager	Community Network Operational Lead
Professionally Responsible to:	Community Network Operational Lead

Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

Job Summary/Job Purpose:

This job profile sets out the key areas where the Nursing Support Worker can participate in supporting the professional practitioner in caring for patients / clients and their families.

The post holder will be a member of the Health Visiting Service, carrying out all duties under the supervision of the Health Visitor / School / Clinic Nurse.

1. Clinical Responsibility
2. Communication Skills
3. Managerial Responsibilities
4. Personal and Professional Development
5. Evidence Based Practice / Research & Development
6. Clinical Supervision / Mentorship
7. Health and Safety
8. Health Promotion

DUTIES/RESPONSIBILITIES:

CLINICAL RESPONSIBILITIES

STANDARD	ESSENTIAL PRACTICE
Prepare for and maintain environments for clinical sessions e.g. child health clinics	<ul style="list-style-type: none">• Ensure all appropriate records and equipment is available.• Ensure the clinic layout is conducive to a safe environment.• Respect individuals' rights to confidentiality at all times.
Support clients during clinical activities.	<ul style="list-style-type: none">• Prepare and maintain environment for clinical procedures.• Demonstrate effective levels of interpersonal skills while supporting clients/families and carers undergoing health assessment.
Assist health professionals with screening procedures	<ul style="list-style-type: none">• Carry out specific tasks related to meeting/teaching sessions with the direction of the Health Professional.

COMMUNICATION SKILLS

STANDARD	ESSENTIAL PRACTICE
Communicate effectively with patients/clients and colleagues valuing them as individuals	<ul style="list-style-type: none">• Demonstrate self awareness• Actively listen to patient/clients and colleagues• Respond in a warm and empathic manner• Develop relationships with people which values and respects them as individuals• Communicate effectively considering manner, pace, gestures, and body language• Recognise where there are communication differences and refer to the health professional• Work with the Health Visiting Team to develop and maintain cultures and strategies in which people are respected and valued as individuals.• Contribute to the development and effectiveness of work teams.

MANAGERIAL AND ADMINISTRATIVE DUTIES

STANDARD	ESSENTIAL PRACTICE
<p>Arranging appointments and screening on behalf of the Health Visiting team</p>	<ul style="list-style-type: none"> • To uphold patient/client confidentiality at all times. • To pass on information where appropriate via all methods of communication, written, verbal, or electronic, in an effective manner. • Maintain appropriate telephone skills at all times. • To demonstrate an awareness of current policies and procedures regarding the handling of patients/clients notes, records and documentation. • To act as a link person in the conveyance of reports/messages. • To undertake clerical duties as defined by the Health Visiting team.
<p>Assist with the ordering, transport and safe storage of vaccines under the direction of the Health Visitor.</p>	<ul style="list-style-type: none"> • To assist in maintaining and controlling stock. • To ensure vaccines are stored and transported in accordance with Safe Storage and Administration of Vaccines Policy. • To regularly check the expiry date of vaccines, and alert the relevant Health Professional.
<p>To support the professional in maintaining effective managerial and clerical processes.</p>	<ul style="list-style-type: none"> • Ensure all records and/or information is recorded in the appropriate place on receipt, and that the details are transmitted or passed on to the appropriate person. • To retrieve information/health records at the request of the Health Visiting Team.
<p>Act in accordance with the legal requirements and statutory rules relating to practice of Trust Policies and Procedures including Financial Procedures</p>	<ul style="list-style-type: none"> • To report all accidents, mishaps, complaints, or necessary repairs to the person in charge. • To submit accurate time sheets and mileage records. • To maintain personal diary and ordered daily visits. • To utilise and maintain appropriately any lease vehicle. • To maintain current driving documents. • To ensure compliance with the requirements of the post.
<p>Comply with the All Wales Child Protection Procedures.</p>	<ul style="list-style-type: none"> • Inform the most appropriate Health Professional of any concerns related to the care and protection of children.

	<ul style="list-style-type: none"> Document all information in accordance with the Trust Record Keeping Policy.
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PERSONAL AND PROFESSIONAL DEVELOPMENT

STANDARD	ESSENTIAL PRACTICE
To maintain a high standard of personal hygiene, dressing in accordance with Trust policy	<ul style="list-style-type: none"> Always attend for duty presented in accordance with Trust policy Ensure that the name badge/identity card is worn at all times Promote procedures that minimise cross-infection
To promote self development through continuous life long learning	<ul style="list-style-type: none"> To attend all mandatory training as identified by line manager in accordance with Trust and national policy To undertake National Vocational Qualifications; minimum Level 2 Attend team/staff meetings as required Participate in Individual Performance Reviews and audit. Be aware of his/her role in the provision of high quality service Demonstrate an understanding of the Clinical Governance Agenda. Contribute to any quality initiatives undertaken by the service.

EVIDENCE BASED PRACTICE/RESEARCH AND DEVELOPMENT

To engage effectively in evidence based care appropriately delegated by the professional practitioner.	<ul style="list-style-type: none"> Demonstrate a flexible attitude while undertaking any duty in a safe responsible manner under the guidance of the professional practitioner To have working knowledge of Health Board evidence based Policies & Procedures To implement research/evidence based practice under the direction of the health professional. To demonstrate a pro active approach to new developments within the service.
To engage effectively in evidence based care appropriately delegated by the professional practitioner.	<ul style="list-style-type: none"> Demonstrate a flexible attitude while undertaking any duty in a safe responsible manner under the guidance of the professional practitioner To have working knowledge of Health Board evidence based Policies & Procedures To implement research/evidence based

	<p>practice under the direction of the health professional.</p> <ul style="list-style-type: none"> To demonstrate a pro active approach to new developments within the service.
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CLINICAL SUPERVISION

STANDARD	ESSENTIAL PRACTICE
Actively seek and promote Clinical Supervision in the workplace	<ul style="list-style-type: none"> Demonstrate an awareness of the importance of Clinical Supervision Enable self and others to actively seek Clinical Supervision where appropriate

HEALTH AND SAFETY

STANDARD	ESSENTIAL PRACTICE
Undertake all duties in a manner that maintains a safe working environment in adherence to the Health and Safety at Work Act 1974 and Trust Policies and procedures	<ul style="list-style-type: none"> To understand the importance of individual compliance with all Trust safe working practices. To work in accordance with the Health and safety at Work Act 1974. To comply at all times with the Trusts Health and Safety Policy, the Departmental Risk Management Strategy and the Departmental Health and Safety Policy and the Trust Risk Management Strategy. To undertake mandatory training to comply with Trust Policies. To comply with Trust policy on lone working where appropriate.

HEALTH PROMOTION

STANDARD	ESSENTIAL PRACTICE
Support the professional in his/her role as health promoter/facilitator	<ul style="list-style-type: none"> Demonstrate an awareness of the need to support the professional as health promoter/facilitator. Assist in obtaining information and literature appropriate to health promotion as requested by the Health Visitor. Act in a manner upholding patient's rights and choice. Support health promotion activities by ordering leaflets and equipment and

	<p>when necessary assist in organising displays.</p> <ul style="list-style-type: none"> • In collaboration with the Health Visiting team contribute to raising awareness of public health issues e.g. cervical screening, vaccination uptake.
<p>To act as a role model in supporting the multi-disciplinary team to encourage the promotion of healthier lifestyles</p>	<ul style="list-style-type: none"> • To recognise the importance of acting as a role model in promoting healthier lifestyles • To act always in the best interest of patients/clients by upholding their rights • To offer and explain information providing details to support informed lifestyle choices • To support the client with the team if they choose to change or adopt an alternative lifestyle

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<p>Qualifications and/or Knowledge</p>	<p>Minimum of Qualification Credit Framework - QCF Level 2 (formally NVQ Level 2) in Health</p> <p style="text-align: center;">or</p> <p>Has the equivalent knowledge, skills and experience acquired through induction and on the job training and willing to complete QCF qualification within agreed timeframe</p> <p>Willing to undertake further learning specific to role</p> <p>Evidence of maintaining their personal development</p> <p>Demonstrates an understanding of the scope of the role within a team</p> <p>Knowledge and understanding of the Code of Conduct for Healthcare Support Workers in Wales</p> <p>Knowledge of the fundamentals aspects of care and the importance of the promotion of health and wellbeing</p> <p>Understands the principles of confidentiality</p> <p>Understands the principles of consent prior to undertaking care</p> <p>Understands the principles of Safeguarding adults/children to keep patients within their care safe</p> <p>Understanding of when to seek advice and escalate to the</p>	<p>Qualification Credit Framework - QCF Level 2 (formally NVQ Level 2) in Health</p>	<p>Application form and pre employment checks</p>

	<p>appropriate registered professional for expert help and advice</p> <p>Understanding of the Health Board's Values and Behaviour Framework</p>		
Experience	Experience of working/caring in a health or social care environment		Application form and interview
Aptitude and Abilities	<p>Caring, compassionate attitude to patients and clients</p> <p>Able to communicate effectively with patients/relatives and carers and all members of the multi-disciplinary team</p> <p>Able to undertake specific procedures involving physical skills commensurate with practice area</p> <p>Ability to work effectively as a team player under appropriate supervision, and as part of a multi-disciplinary team.</p> <p>Able to organise self and others to achieve delegated task</p> <p>Able to effectively and appropriately escalate concerns to reduce risk and promote client safety.</p> <p>Ability to deal with non-routine and unpredictable nature of the workload and individual client contact.</p>	<p>Ability to speak Welsh</p> <p>Customer care skills</p>	Interview
Values	Shows empathy and compassion towards others – a natural disposition to put yourself in someone else's shoes. Sees and treats others as individuals (patient, families, colleagues) and treats people with dignity and respect.		Application Form Interview References

	<p>Shows resilience, adaptability and flexible approach as situations arise and positivity when times are tough.</p> <p>Shows respect for others' views and appreciate others' inputs and encourage colleagues to display our values.</p> <p>Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering and enabling others (patients, families, colleagues).</p> <p>Friendly and helpful disposition, awareness of how our own and others' behaviours impact on people's experiences and the organisation's reputation.</p> <p>Willing to seek out learning, give and accept constructive feedback and committed to continuous improvement.</p>		
Other	<p>Flexible approach to work.</p> <p>Committed work attitude</p>	Ability to speak Welsh	Application form and interview

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **General Data Protection Regulation (GDPR):** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Regulation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively

seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Health Care Support Worker**Supplementary Job Description Information****Mental Effort**

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Carry out clinical/social care interventions	Weekly		
Operate equipment/machinery	Weekly		
Attend meetings	Monthly		
Check documents	Daily		Data collection forms , weight charts

Drive a vehicle	Daily		Travel around bases
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Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Processing (e.g. typing/transmitting) news of highly distressing events			As necessary
Dealing with difficult situations/ circumstances			As necessary

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Inclement weather			If arises during winter months
Contaminated equipment or work areas	Daily		Cleaning work stations / scales