

Matched Job Report

Job Title Health Care Support Worker
Job ID RVC/2022/0005
Score 196
Band Band 2
Status Band Matched
Matched To Clinical Support Worker
Job Statement

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

1. Communication & Relationship Skills

National Profile	3a	Profile	3
Factor Status	Matched	Score	21

Relevant Job Information

Demonstrate effective levels of interpersonal skills while supporting clients/families and carers undergoing health assessment.

Communicate effectively with patients/clients and colleagues valuing them as individuals

- 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

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- 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.

- 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 act as a link person in the conveyance of reports/messages.

Comply with the All Wales Child Protection Procedures.

- Inform the most appropriate Health Professional of any concerns related to the care and protection of children.

Document all information in accordance with the Trust Record Keeping Policy

2. Knowledge, Training & Experience

National Profile	2	Profile	2
Factor Status	Matched	Score	36

Relevant Job Information

Minimum of Qualification Credit Framework - QCF Level 2 (formally NVQ Level 2) in Health

or

Has the equivalent knowledge, skills and experience acquired through induction and on the job training and willing to complete QCF qualification within agreed timeframe

Willing to undertake further learning specific to role

Evidence of maintaining their personal development

Demonstrates an understanding of the scope of the role within a team

Knowledge and understanding of the Code of Conduct for Healthcare Support Workers in Wales

Knowledge of the fundamentals aspects of care and the importance of the promotion of health and wellbeing

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Understands the principles of confidentiality

Understands the principles of consent prior to undertaking care

Understands the principles of Safeguarding adults/children to keep patients within their care safe

Understanding of when to seek advice and escalate to the appropriate registered professional for expert help and advice

Understanding of the Health Board's Values and Behaviour Framework

Experience of working/caring in a health or social care environment

To promote self development through continuous life long learning

- 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.

3. Analytical & Judgemental Skills

National Profile	2	Profile	2
Factor Status	Matched	Score	15

Relevant Job Information

Assist health professionals with screening procedures

- Measure height, weight and Vision under the direction and supervision of the Health Professional.

4. Planning & Organisational Skills

National Profile	1	Profile	2
Factor Status	Variation	Score	15

Relevant Job Information

Arranging appointments and screening on behalf of the Health Visiting team

- To ensure vaccines are stored and transported in accordance with Safe Storage and Administration of Vaccines Policy.

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To regularly check the expiry date of vaccines, and alert the relevant Health Professional.
To maintain personal diary and ordered daily visits

5. Physical Skills

National Profile	2	Profile	2
Factor Status	Matched	Score	15

Relevant Job Information

Measure height, weight and Vision

To undertake clerical duties - Operate equipment/machinery -
Weighing scales ties as defined by the Health Visiting team

Drive a vehicle - Travel around bases

6. Patient / Client Care

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

Relevant Job Information

- Prepare and maintain environment for clinical procedures.
- Carry out specific tasks related to meeting/teaching sessions with the direction of the Health Professional.

Prepare for and maintain environments for clinical sessions e.g. child health clinics

- 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.

To engage effectively in evidence based care appropriately delegated by the professional practitioner.

- 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.

Support the professional in his/her role as health promoter/facilitator

- 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.

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- Act in a manner upholding patient's rights and choice.
- Support health promotion activities by ordering leaflets and equipment and when necessary assist in organising displays.
- In collaboration with the Health Visiting team contribute to raising awareness of public health issues e.g. cervical screening, vaccination uptake.

To act as a role model in supporting the multi-disciplinary team to encourage the promotion of healthier lifestyles

- 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

7. Policy & Service

National Profile	1	Profile	1
Factor Status	Matched	Score	5

Relevant Job Information

- To demonstrate an awareness of current policies and procedures regarding the handling of patients/clients notes, records and documentation.

Act in accordance with the legal requirements and statutory rules relating to practice of Trust Policies and Procedures including Financial Procedures

- To report all accidents, mishaps, complaints, or necessary repairs to the person in charge.
- To submit accurate time sheets and mileage records.
- To utilise and maintain appropriately any lease vehicle.
- To maintain current driving documents.

To ensure compliance with the requirements of the post

To maintain a high standard of personal hygiene, dressing in accordance with Trust policy

- 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 demonstrate a pro active approach to new developments within the service

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

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- 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.

8. Financial & Physical

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

Relevant Job Information

Assist with the ordering, transport and safe storage of vaccines under the direction of the Health Visitor.

- To assist in maintaining and controlling stock.

9. Human Resources

National Profile	1	Profile	1
Factor Status	Matched	Score	5

Relevant Job Information

Actively seek and promote Clinical Supervision in the workplace

- Demonstrate an awareness of the importance of Clinical Supervision
Enable self and others to actively seek Clinical Supervision where appropriate

10. Information Resources

National Profile	1	Profile	1
Factor Status	Matched	Score	4

Relevant Job Information

To support the professional in maintaining effective managerial and clerical processes.

- 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.

11. Research & Development

National Profile	1	Profile	1
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Factor Status	Matched	Score	5
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Relevant Job Information
No evidence

12. Freedom To Act

National Profile	1-2	Profile	1
Factor Status	Matched	Score	5

Relevant Job Information

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.

13. Physical Effort

National Profile	3c-4bc	Profile	2
Factor Status	Variation	Score	7

Relevant Job Information
Drive a vehicle - Travel around bases

14. Mental Effort

National Profile	2a	Profile	2
Factor Status	Matched	Score	7

Relevant Job Information

Weekly

Carry out clinical/social care interventions - Organise Clinics
Operate equipment/machinery - Weighing scales

15. Emotional Effort

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

Relevant Job Information

Processing (e.g. typing/transmitting) news of highly distressing events-Updating clinical portal/notes
Dealing with difficult situations/ circumstances-As necessary

16. Working Conditions

National Profile	3b-4b	Profile	4
Factor Status	Matched	Score	18

Relevant Job Information

Inclement weather-If arises during winter months

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Contaminated equipment or work areas-Cleaning work stations / scales
Driving/being driven in normal situations-between bases