



SWANSEA BAY UNIVERSITY HEALTH BOARD

JOB DESCRIPTION

Job Title	Senior Healthcare Assistant
Pay Band	3
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	
Department	
Base	To be completed on recruitment
ORGANISATIONAL ARRANGEMENTS:	
Managerially Accountable to:	
Reports to:	Registered Practitioner/ Assistant Practitioner
Professionally Responsible to:	
Our Values	
<p>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".</p>	

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If this role changes and it requires amendments please contact SBU.jobevaluation@wales.nhs.uk for an editable version

Job Summary/Job Purpose:

The Senior Healthcare Assistant (Level 3) has a greater degree of autonomy than the Healthcare Assistant and undertakes a broader range of health and care in accordance with policy and procedures. The post holder will work on their own initiative, undertaking delegated tasks with appropriate supervision in place from a registered practitioner/assistant practitioner.

The post holder contributes to assessment and assists in the development, implementation and evaluation of individualised care plans. They will supervise other staff and promote the delivery of high quality care.

DUTIES/RESPONSIBILITIES:

Delivering Patient Care

Assist the Registered Practitioner/Assistant Practitioner in the assessment, on-going assessment, planning, management and evaluation of care.

Under direction of the Registered Practitioner/Assistant Practitioner, supports appropriate individualised, clinical/risk assessments providing accurate feedback as necessary.

Deliver safe, high quality, compassionate care following individualised care plans and treatment interventions determined by the Registered Practitioner. This will include supporting patients with all aspects of the fundamentals of care including activities of daily living, providing feedback on progress against the plans.

Carry out specific delegated clinical and care tasks and responsibilities to a high standard and competency, under the direction and supervision of a Registered Practitioner/Assistant Practitioner, This will include:

- Performing patient observations: temperature, blood pressure, pulse, oxygen saturation, blood glucose and urinalysis, routine ECG, venepuncture.

Develops competencies and practices clinical skills required to deliver care relevant to patient group and within the agreed scope of practice for the Senior Healthcare Assistant.

Report back and share information with the Registered Practitioner/Assistant Practitioner on the condition, behaviour, activity and responses of individuals. Recognises and effectively responds to emergency situations escalating support from the Registered Practitioner in a timely and appropriate manner.

Promotion of Independence and Wellbeing

Involves patients in their care, encouraging independence and supporting them to improve and maintain their mental and physical health and wellbeing.

Promotes health promotion activities relevant to the specialty.
Respect the privacy, dignity, needs, beliefs, choices and preferences of patients and carers.

Ensure valid consent is obtained prior to undertaking care procedures.

Delivering Safe and High Quality Care

Recognise issues relating to Safeguarding vulnerable adults/children and report any problems or raise concerns to the appropriate Registered Practitioner in a timely manner.

Demonstrates the ability to identify situations which may cause concern e.g. in relation to patient care / health and safety and reports to the Registered Practitioner in a timely and appropriate manner.

Undertakes additional champion/ link roles as requested by ward / department manager.

Participate in audit activities being undertaken in area of practice.

Contribute to the improvement of service by reflecting on own practice and supporting that of others.

Communicating Effectively

Communicates effectively with patients and relatives and overcomes barriers to effective communication in a manner which is sensitive to patients, carers and relative's needs. This includes communicating effectively with patients who may have a degree of sensory impairment, speech and language difficulties, memory and cognitive impairment, learning difficulties and challenging behaviour.

Ensure all patient related information is treated sensitively and adhere to the principals of confidentiality at all times

Maintains clear and accurate patient records relating to patient care and interventions utilising both digital and paper based records.

Reports accidents/untoward occurrences and complaints to the relevant Registered Practitioner as soon as possible.

Working Effectively in a Team

Works as an effective member of the team, actively promoting good team relationships.

Work in an effective and organised manner demonstrating excellent time management and organisational skills to effectively deliver person-centred care for an allocated group of individuals.

Attend team meetings where possible contribute to team discussions that help

improve and maintain excellent quality care for patients.

Being Accountable

Demonstrates integrity and acts in line with the Code of Conduct for Healthcare Support Workers in Wales working in accordance health policies, protocols and guidelines at all times.

Recognises and consistently works within boundaries of the role and assessed competencies.

Is responsible and accountable for own practice and for appropriate delegation of care he/ she gives to Healthcare Assistants.

Demonstrates behaviours and attitudes in accordance with the health board's values and behaviours framework and act in the best interest of patients, relatives and carers at all times.

Identify and take action by raising concerns when own or others' behaviour undermines equality and diversity.

Exercise personal duty of care in the safe use and storage of equipment and management of patient property.

Be environmentally aware and financially prudent in use of resources and energy. Maintain Ward stock levels.

Developing Self and Others

Takes responsibility for attending statutory, mandatory training and work-based learning opportunities in accordance with the health board policy and local training needs analysis. Makes effective use of e-learning opportunities to achieve compliance with mandatory training.

Take responsibility for maintaining a record of own personal development to provide the evidence to progress through the KSF gateways.

Prepares for and takes an active part in the appraisal process in accordance with organisation policy in partnership with reviewer, identifies opportunities to develop own competence/own skills in order to achieve objectives.

Takes responsibility for own continuing development and performance. Provides support, guidance and supervision to less experienced staff within the clinical area e.g. new Healthcare Assistants.

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Minimum of Qualification Credit Framework – QCF Level 3 (formerly NVQ Level 3) in Health or willingness to complete in agreed timeframe</p> <p>Evidence of maintaining their personal development</p> <p>Demonstrates an understanding of the scope of the role in the context of the nursing 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>Understanding of basic physiology, e.g. normal vital signs, fluid balance, nutritional requirements</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 appropriate registered professional for expert help and advice</p> <p>Understanding of the Health Board's Values and Behaviour Framework</p>	<p>Qualification Credit Framework – QCF Level 3 (formerly NVQ Level 3)</p> <p>Evidence attendance at courses / study days pertinent to speciality</p> <p>Understanding of caring for individuals with particular conditions; for example dementia, mental illness, learning disabilities relevant to area of practice</p>	Application form and pre employment checks
Experience	Significant experience of working as a Healthcare Assistant	Previous relevant experience in specialty	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>Customer care skills</p> <p>Ability to Speak Welsh</p>	Interview

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ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Aptitude and Abilities	<p>Able to undertake specific procedures involving physical skills commensurate with practice area e.g. recording of vital signs, venepuncture</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 patient safety.</p> <p>Ability to deal with non-routine and unpredictable nature of the workload, prioritise workload and individual patient contact.</p>		Interview
Values	Can demonstrate SBU values		Application Form Interview References
Other	<p>Able to participate with a rotating shift pattern.</p> <p>Excellent timekeeping and a flexible approach to work.</p> <p>Committed work attitude</p>		Application form and interview

GENERAL REQUIREMENTS

Include those relevant to the post 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 Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure.**
- **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

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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.

Organisational Chart



