



|                |             |
|----------------|-------------|
| CAJE REFERENCE | HD2019/0257 |
| DATE APPROVED  | 30/08/2020  |
| UPDATED:       | 03/09/2021  |

## **JOB DESCRIPTION**

(Core job description)

### **JOB DETAILS**

**Job Title:** Health Care Support Worker (Wards)

**Pay Band:** 2

**Directorate:**

**Department:**

### **ORGANISATIONAL ARRANGEMENTS**

**Managerial Accountable to:** Senior Sister / Charge Nurse

**Reports to:** On a daily basis Registered Nurse

**Professionally Responsible to:** Senior Sister / Charge Nurse

**Responsible For:** N/A

**Organisation chart:**

### **JOB SUMMARY / PURPOSE**

The post holder will work as part of a team of nursing staff and will be required to carry out a range of assigned tasks involving direct and non-direct care for the benefit of the patient, and will be in support of and supervised by a Registered Nurse.

This post is of an evolving nature and the job description is based upon a flexible core competency framework that will enable the post holder to develop their role. This role is linked clearly to minimum training requirements providing competency to practice.

Following the completion of training and achievement of core competencies they will be expected to deliver a range of basic nursing duties to patients, ensuring that privacy, dignity and respect are maintained at all times.

The post holder will be required to carry out a range of assigned tasks, participating in the delivery of basic nursing duties under the supervision of a registered nurse. This will be following a period of training and the completion of core competencies.

## **MAIN DUTIES AND RESPONSIBILITIES**

Working as part of a team assist in the delivery of a high standard of nursing care, acting in a professional manner at all times.

### **Clinical**

Enable patients to meet all their personal hygiene and toileting needs in accordance with individual preferences and clinical need. Ensure that the patients comfort and dignity is respected at all times.

Assist in the adequate nutrition and hydration of individual patients as directed by the registered nurse.

Assist in the movement of patients to ensure maximum comfort and safety at all times.

Assist in ensuring that the area is kept clean and tidy, e.g. participating in general housekeeping, adhering guidelines in the disposal of dirty linen etc in accordance with HB Policies.

Undertake basic nursing duties, under the supervision of a Registered Nurse, following a period of training and on completion of core competencies.

Promote equality for all individuals, to include promoting anti-discriminatory practice supporting individual rights and choice within service delivery.

Assist in the movement and transfer of patients, using manual handling aids as appropriate to maximize the safety of staff and patients, in accordance with the patient's individual care plan.

Enable patients to meet their personal and oral hygiene needs according to their individual preferences and clinical need, ensuring patient's comfort, dignity and privacy at all times. Recognise and report any change in the patient's condition to a trained member of staff.

Enable patients to safely access and use toilet facilities. Participates in the collection of specimens, and disposes of body waste, as per HB procedures and guidelines.

Escort patients to different departments and hospitals. Arrange portering staff to transport patients to different departments.

Enable patients to eat and drink to meet their individual and clinical needs, ensuring that recommendations made by the dietician/SALT are adhered to.

Participate in food monitoring and complete documentation accurately.

Understand and practice a range of routine procedures, which require a basic level of knowledge, e.g. recording and documenting patient's observations, sample collection, aseptic technique and the principles of infection control.

Assist others in the care of patients with terminal illness, confusion, dementia and those requiring 1:1 nursing supervision, maintaining dignity and respect at all times, minimizing the negatives effects of disruptive or abusive behaviour.

Under the direction of a registered nurse performs minor aseptic techniques, e.g. removal of venous cannulae, simple dry dressings and urinary catheter care.

Will be required to manoeuvre patients on wheelchairs; move and transfer patients using manual handling aids as required.

Be alert to recognise any change in patients' observations or condition, and act promptly in informing a trained member of staff.

Be aware of the principles for pressure sore prevention and the need to report any changes in a patients' skin condition. Be able to correctly use pressure-relieving equipment to prevent and minimize the adverse effects of pressure.

### **Service Management**

Will be required to organise own workload throughout the shift, discussing any problems with a trained nurse.

Assist in the reception and care of patients and relatives, ensure that patients property and valuables are dealt with as per HB policy and maintaining confidentiality of information.

The post holder will be required to adhere to HB policies and guidelines at all times.

Be expected to attend and participate in ward/department meetings.

### **Service Improvement**

Participate in any audit as required in relation to activities as directed by a registered nurse.

### **Communications**

Be able to communicate in a manner that is understood and always in a polite and respectful manner.

Communicate on a daily basis with patients and relatives, staff and visitors, ensuring this is delivered in a polite and courteous manner.

Communicate effectively with patients, negotiate care using tact and persuasive skills, and overcome any barriers to understanding, e.g. blind or deaf patients, those with speech difficulties.

Use effective communication skills within the department and with all members of the team, patients, relatives and personnel from other departments.

### **Finance and Resources**

Be aware of the efficient use of all resources available to them during the course of their duty.

Identify equipment not in good working order, reporting any faults to the Manager/Senior Nurse and the Estates Department.

Maintain stock levels and, following a period of training, under the supervision of a Registered Nurse, undertake the ordering of disposable stores and basis stock control procedures to ensure stock rotation and adequate stock levels.

### **Personal and People Development and People Management**

Be able to demonstrate own duties to new or less experienced members of the team.

### **Information Processing**

Maintain, store and retrieve accurate records using manual and computerized systems, as appropriate to the area.

### **Effort and Environmental**

The post holder will be required during the span of your duty to undertake moderate physical effort for several varying periods of time, involving the movement of patients utilising manual handling aids as appropriate.

The post holder will be expected to undertake duties when work patterns are mostly predictable

The post holder will regularly be exposed to distressing situations, e.g. emergency situations, death of a patient

Health and Safety requirements will be an integral part of the role, as there will be frequent exposure to infections, body fluids and blood.

## PERSON SPECIFICATION

| ATTRIBUTES                          | ESSENTIAL   | DESIRABLE   | METHOD OF ASSESSMENT            |
|-------------------------------------|---|---|---------------------------------|
| <b>Qualifications and Knowledge</b> | <p>No formal qualification required</p> <p>On the job training will be provided.</p> <p>Good level of general education</p> <p>Have an understanding of the requirements of the role</p>  | <p>Possess or working towards NVQ Level II Award.</p> <p>GCSEs or similar qualifications</p> <p>Previous hospital experience.</p>                 | Application form                |
| <b>Experience</b>                   | Experience of working as part of a team.  | Previous experience in working in a caring setting  | Application form and interview. |
| <b>Language Skills</b>              |   | <p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p> | Application form and Interview  |
| <b>Aptitude and Abilities</b>       | <p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> <li>• Dignity, Respect and Fairness</li> <li>• Integrity, Openness and Honesty</li> <li>• Caring, Kindness and Compassion</li> </ul> <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> <li>• Working together to be the best we can be</li> <li>• Striving to develop and deliver excellent services</li> <li>• Putting people at the heart of</li> </ul> |   | Interview                       |

|              |   |  |           |
|--------------|---|--|-----------|
|              | <p>everything we do</p> <p>Good communication skills – verbal and written.</p> <p>Ability to keep calm in stressful situations.</p> |  |           |
| <b>Other</b> | Flexible approach to needs of the service   |  | Interview |

### Level 1 Welsh

*(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)*

**Listening/Speaking:** Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. ‘May I speak to...’. State simple requests and follow up with extra questions / requests in a limited way.

**Reading/Understanding:** Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

**Writing:** Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

## GENERIC STATEMENTS

### NHS CODE OF CONDUCT FOR MANAGERS

\*\* For Managers only:

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

### REGISTERED HEALTH PROFESSIONAL

\*\* For Registered Health Professionals only:

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

### HEALTHCARE SUPPORT WORKERS

\*\* For Healthcare Support Workers only:

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

## **COMPETENCE**

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

## **OUR VALUES**

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

## **TEAM BRIEF**

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

## **RISK MANAGEMENT/HEALTH & SAFETY**

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

## **HARRASSMENT & BULLYING**

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

## **RECORDS MANAGEMENT**

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

## **FLEXIBILITY STATEMENT**

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and

responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

### **CONFIDENTIALITY**

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

### **EQUAL OPPORTUNITIES**

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

### **OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS**

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

### **ENVIRONMENTAL**

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

### **SMOKE FREE POLICY**

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients, visitors and the public.

### **SAFEGUARDING ADULTS AND CHILDREN**

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:



- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

### **INFECTION CONTROL**

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard 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 Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

### **GENERAL**

The postholder needs to ensure they are familiar with their terms and conditions of service.