



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

*For office use only*

CAJE REFERENCE **HD2016/0225**

DATE APPROVED **06/12/2023**

## **JOB DESCRIPTION**

### **JOB DETAILS**

**Job Title:** Healthcare Support Worker Outpatients  
**Pay Band:** Band 2  
**Directorate:** Scheduled  
**Department:** Outpatients

### **ORGANISATIONAL ARRANGEMENTS**

**Accountable to:**

- 1. (Managerially)** Senior Sister
  - 2. (Reporting)** Senior Sister or Deputy on a daily basis
  - 3. (Professionally)** Senior Nurse Manager
- Responsible For:** N/A

### **JOB SUMMARY / PURPOSE**

Working under delegation and supervision of the Registered Nurse, the Healthcare Support Worker will undertake the defined responsibilities appropriate to the role in the workplace setting. Complying with Health Board policies, protocols and guidelines they will ensure efficient and effective service delivery.

No statutory nursing or midwifery qualifications are required but you should demonstrate a caring attitude and have excellent communication skills and the ability to work as part of a team.

## **MAIN DUTIES AND RESPONSIBILITIES**

To undertake delegated tasks in relation to the clinical environment in accordance with the Health Board policies and procedures in order to maintain high standards of patient care.

Preparation of the clinical environment, this includes ensuring equipment is appropriately cleaned and decontaminated and fit for purpose.

To be aware of patients physical, social and psychological needs and be able to report concerns to a registered nurse.

Undertake a range of procedures relevant to the clinical sphere of responsibility and within limits of competence. These may include (but are not wholly inclusive of) - venepuncture, ECG's, spirometry, bladder scanning, instillation of eye drops.

To support the collection and documentation of information relating to the patients condition.

To support the registered nurses in the delivery of the Healthcare Standards.

All employees of the Health Board are required to maintain the confidentiality of members of the public and patients, service users and members of staff in accordance with Health Board policies. This confidentiality of information applies during working and non-working hours.

Act as a chaperone as appropriate.

Reporting untoward incidents e.g. complaints, accidents, faulty equipment.

Attend relevant study days to promote development and knowledge. Undertake mandatory training as required.

## **Service Management / Service Improvement / Quality**

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

Contribute to service management by attending staff meetings and being involved in the implementation of change. Ensure that the monthly team brief is read.

Support managers in audit as appropriate.

## **Communications / Information Processing**

Communicate effectively with clients, relatives, team members and other professionals.

Responsible for making sure the patients and relatives have understood the consultation and the outcome of each appointment.

To promote and support the rights, responsibilities and diversity of individuals and their families and to relate with kindness and empathy to all concerned.

To ensure all documentation is relevant and accurate.

Where appropriate, access patients' results from the hospital IT systems e.g. Welsh Clinical Portal, Myrddin.

Maintain confidentiality at all times.

### **Finance and Resources**

Ensure stock rotation and restocking clinical areas as necessary.

To have due regard for economy and use of resources whilst maintaining standards at all times- e.g. unnecessary opening of single use equipment / packs that are not then used.

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

Take a defined role within the team and work as an effective and responsible team member.

Organize and prioritize own workload, time and resources effectively to reduce risks to the quality of service delivery.

Actively participate in team development.

To support all team members in the delivery of care.

### **Health, Safety and Security**

Be responsible and accountable for own practice, working within limits of competence and abilities at all times.

Adhere to the Health Board's policies and procedures in relation to Health, Safety and Security.

Ensure appropriate and secure use of information technology.

Adhere to the Standard Infection Prevention and Control Precautions.

Manage and dispose of waste and spillages in accordance with COSHH regulations.

Work in a way that minimizes risks with regard to moving and handling people / goods, using equipment as appropriate.

### **Equality and Diversity**

Ensure patients, relatives and colleagues are treated equally regardless of their gender, colour, race, religion, sexual orientation or nationality.

**Effort and Environmental**

Will be required to deal with highly sensitive and emotional situations where a sympathetic and compassionate approach is required.

Required to work in an environment which is complex, demanding and unpredictable.

Due to the nature of the role you will spend long periods of time standing up and / or walking.

Move and handle patients both with and without mechanical aids.

**General**

This is not a finite list of duties. The role may be expanded as service needs require.

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and Knowledge</b>	NVQ 2 or equivalent in a Health Related Area  Good General Education	NVQ 3 or equivalent in a Health related area	Application form  Application form
<b>Experience</b>	Experience as a Health Care Support Worker  Experience of working as part of a team	Previous Clinic / Hospital experience	Application form and interview.
<b>Language Skills</b>		Welsh Speaker (Level 1) <i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i>	Application form and interview
<b>Aptitude and Abilities</b>	Understanding the role of the Health Care Support Worker  Ability to manage time effectively  Ability to work effectively on an individual basis and as part of a multi disciplinary team  Ability to work in a demanding and busy environment  Good written and verbal communication skills  Ability to forge effective working relationships with both patients and their relatives and colleagues  Knowledge of confidentiality, infection control and dignity in care within the workplace.  Ability to prioritise and manage workload and	The ability to undertake vital signs e.g. recording (BP pulse, temp, resps, blood sugar) Venepuncture Routine ECG recording Urine testing  Basic IT skills	Application form and interview

	<p>undertake delegated tasks</p> <p>Willing to undertake further education, training and development relevant to the post</p>		
<b>Values</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 everything we do</li> </ul>		
<b>Other</b>	<p>Flexible approach to the needs of the service</p> <p>Able to travel between sites in a timely manner</p>		Interview

**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**

### **HEALTHCARE SUPPORT WORKERS**

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.

### **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.