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WALES

Bwrdd Iechyd Prifysgol  
Hywel Dda  
University Health Board

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CAJE REFERENCE **HD2019/0243**

DATE APPROVED **29/11/2019**

UPDATED **11/10/2021**

## **JOB DESCRIPTION**

(Core job description for Community HCSW)

### **JOB DETAILS**

**Job Title:** Community Health Care Support Worker

**Pay Band:** 3

**Directorate:** Community

### **ORGANISATIONAL ARRANGEMENTS**

**Managerially Accountable to:** Senior Sister / Locality Nurse

**Reports to:** Senior Sister / Locality Nurse

**Professionally responsible to:** Community Head of Nursing

**Responsible For:**

**Organisation chart:**

### **JOB SUMMARY / PURPOSE**

As a senior healthcare support worker you will:

Be responsible for the delivery of a high standard of cost effective nursing care, as part of a nursing team, in support of and under the guidance and delegation of the Senior Sister or designated representative.

Ensure that patients/clients receive safe, individualised and effective standards of care by following care plans and treatment interventions as delegated by the registered nurse overcoming barriers to understanding as they present.

Under delegation of the nurse in charge of the caseload, work competently and without direct supervision, within a framework that has been agreed by the Senior Sister.

When accepting delegated activities it is the post holder's responsibility to make sure that patient and public safety is not affected.

Issue Date: December 2019 - This job description will be reviewed after three years

Communicate effectively at all times with patients and their carers in conjunction with other team members, contributing to and maintaining the team philosophy.

Act as a role model for other health care support workers and student nurses.

## **MAIN DUTIES AND RESPONSIBILITIES**

Within own competency levels use initiative and deal with matters independently when appropriate, referring difficult or non-routine matters to a higher level for support.

Be guided by precedent and clearly defined occupational policies.

Responsible for time management of self on an allocated shift and management of delegated tasks.

Liaise and collaborate closely with the Senior Sister and/or designated representative.

Undertake identified allocated tasks in relation to the care environment, the direct care of the patient/client as delegated in accordance with the Health Board's policies and procedures.

Be aware of the complex needs of the family, carrying out care as directed by the Senior Sister or designated representative which is patient centred, health gain focused, and resource effective.

Be responsible for providing planned care within the home environment and have sound knowledge base of continuing NHS healthcare criteria.

Implement and monitor the care packages as planned on the nursing care plan by the registered nurse/multi-disciplinary team, and report any changes immediately. Minor changes to the care plans can be made as necessary, whilst reporting to the Senior Sister at the earliest opportunity.

Ensure that any changes in the patient's/client's condition or circumstance are reported to the appropriate person/nurse in charge without delay.

Assist patients/clients to achieve physical and emotional well-being and comfort through effective communication which will require tact, empathy and reassurance.

Encourage and promote independence according to patients' ability.

Promote and support the rights, responsibilities and diversity of individuals and their families/carers and relate with kindness and empathy to all concerned.

Make accurate documentation on the aspects of care within the care plans and report to the Registered nurse in charge.

Enable patients to maintain their physical hygiene and note/report any changes in skin Condition

Promote and maintain patient privacy and dignity at all times.

Following appropriate training and assessment undertake specific clinical interventions as delegated by the registered nurse.

Ensure cleansing, sterilising, decontamination and storage of equipment is undertaken according to Health Board policies.

Following Training and assessment, as part of a plan of care, undertake delegated clinical interventions including:

- Non-complex wounds
- Pressure damage prevention and treatment
- Venepuncture
- ANTT
- Physiological Observations
- Medicines Management
- Catheter Care
- Care of PEG/RIG
- Complex stoma care
- End of life/Palliative care

Make accurate observations of the physical, psychological, social and environmental situations, and communicating these observations with the registered nurse.

Accurately record patient's vital signs, e.g. temperature, blood pressure, pulse and respiratory rate.

Recognising and reporting abnormalities.

Obtaining specimens for diagnostic analysis, e.g. urine, venepuncture.

Communicate effectively with the registered nurse/ Senior Sister / Locality Nurses and members of the multi-disciplinary team as appropriate.

### **Service Management**

Work a full range of shift patterns to suit the individual needs of patients and the wider service needs.

The post holder will have no responsibility for service/departmental policy development but may be required to comment on policies, procedures or possible developments and contribute to implementation

### **Service and Quality Improvement**

Follow Hywel Dda University Health Board Service Improvement in own role. Contributes constructively to the audit and evaluation processes of the service when required.

Participates in the contribution of constructive views and ideas on improving services for users and the public.

Work in line with the Code of Conduct for HealthCare Support Workers in Wales.

### **Communications**

Communicate effectively with the registered nurse, other members of the nursing team and members of the multi-disciplinary team as appropriate.

Report immediately to Senior Sister any accidents/incidents sustained on duty, or any complaints received.

Provide relevant information to support qualified nurses in their role.

Work as a member of the Primary Health Team, recognising and respecting the roles of other members.

### **Finance and Resources**

Responsible for maintaining stocks levels generating non stock requisitions for stores.

Participate in the delivery of care within agreed budgets developing an awareness of cost implications.

Be aware of cost implications of education / staff development and the need to link this to the training and development plan.

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

Prepare for and take an active part in the PDR process in accordance with Health Board policy.

Take responsibility for own developmental learning and performance, ensuring you keep up to date and participate in supervision as required.

Regularly participate in work-based learning activities, including Health Board statutory and mandatory training taking responsibility for attending departmental updates and refresher courses.

Make an active contribution to developing the workplace as a learning environment.

### **Information Processing**

Maintain all patient data/information accurately and completely.

Contribute to the safe keeping of patient medical records, investigation results and information in line with health board record keeping policy.

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

Is responsible for ensuring the care and safe use of any equipment.

Report any equipment faults/hazards encountered to the appropriate department, ensuring a safe working environment is maintained.

Ensure the safe storage maintenance and effective use of equipment according to Health Board Policy.

### **Equality and Diversity**

Personally responsible to adhere to Health Board Policies. Also responsible for reporting any members of staff who it is felt deviate from Policies and Procedures.

### **Effort and Environmental**

Patients' home environments cannot always be controlled.

Push patient trolleys/beds/chairs.

Use of hoist to support patient including steady hoist.

Periods of intense concentration needed for carrying out some clinical interventions.

Direct contact with uncontained body fluids, foul linen, fleas, lice and noxious fumes.

Hazards of driving in the community when undertaking home visits in inclement weather conditions.

May be exposed to sudden violent threatening behaviours by patients, relatives, carers and/or public especially in emotive situations.

Work autonomously and without direct supervision. Understand and comply with the Lone Worker Policy.

### **SCOPE OF PRACTICE STATEMENTS REQUIRED FOR THE SPECIALTY:**

The following tasks and duties are required for the specific specialty/post (please only include those tasks and duties **not covered** by the core statements):

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and Knowledge</b>	<p>NVQ Level 3 in Health and Social Care or working towards with equivalent level of experience.</p> <p>Good literacy and numerical skills</p>		<p>Certificates Portfolio</p>
<b>Experience</b>	<p>Experience of working in a Health or Social care environment.</p>	<p>Experience of speciality.</p>	<p>Application form Interview Reference</p>
<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>	<p>Application form and Interview</p>
<b>Aptitude and Abilities</b>	<p>Articulate.</p> <p>Able to meet patients' physical and psychological needs through the delivery of fundamentals of care.</p> <p>Able to maintain high standards of care</p> <p>Able to manage time effectively.</p> <p>Able to work in a team.</p> <p>Able to work under pressure.</p> <p>Understand and respect the principles of confidentiality</p> <p>Demonstrate a willingness to develop role and increase expertise</p>	<p>IT skills.</p> <p>Experience of speciality.</p> <p>Awareness of Clinical Governance.</p> <p>Recognises the importance of the Fundamentals of Care to the patient/client.</p>	<p>Application form Interview Portfolio</p>

	<p>Understands the role of the registered nurse.</p> <p>Acts as a role model for other HCSW's and student nurses.</p> <p>Has Knowledge and understanding of the Code of Conduct for HCSW's in Wales</p> <p>Maintain their personal development.</p> <p>Recognises the need for lifelong learning</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>Ability to travel between sites in a timely manner</p> <p>Flexible approach to needs of the service</p>	<p>Across Health Board working</p>	<p>Application Form Interview Document check</p>

## **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 post holders' 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 post holder is required to demonstrate on-going continuous professional development. At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The post holder 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 post holder 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 post holder

has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The post holder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The post holder 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 post holder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The post holder 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.