

## Matched Job Report

Job Title	Healthcare Support Worker Outpatients
Job ID	RR6/HD2016/0225
Score	182
Band	Band 2
Status	Band Matched
Matched To	Clinical Support Worker Nursing (Hospital)

### Job Statement

Working under delegation and supervision of the Registered Nurse, the Healthcare Support Worker will undertake the defined responsibilities appropriate to the role in the work place 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.

### 1. Communication & Relationship Skills

National Profile	3(a)	Profile	2
Factor Status	Variation	Score	12

#### Relevant Job Information

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

Demonstrate a caring attitude and have excellent communication skills and the ability to work as part of a team.

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.

Sympathetic and compassionate approach

Act as a chaperone as appropriate.

### 2. Knowledge, Training & Experience

National Profile	2	Profile	2
Factor Status	Matched	Score	36

#### Relevant Job Information

NVQ 2 or equivalent in a Health Related Area

Good General Education

Experience as a Health Care Support Worker

Experience of working as part of a team

### 3. Analytical & Judgemental Skills

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National Profile	2	Profile	2
Factor Status	Matched	Score	15

### Relevant Job Information

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

Ability to prioritise and manage workload and undertake delegated tasks

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

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

## 4. Planning & Organisational Skills

National Profile	1	Profile	1
Factor Status	Matched	Score	6

### Relevant Job Information

Ability to prioritise and manage workload and undertake delegated tasks

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

## 5. Physical Skills

National Profile	2	Profile	3
Factor Status	Variation	Score	27

### Relevant Job Information

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.

## 6. Patient / Client Care

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

### Relevant Job Information

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

Act as a chaperone as appropriate.

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.

## 7. Policy & Service

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National Profile	1	Profile	1
Factor Status	Matched	Score	5

### Relevant Job Information

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

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

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

## 8. Financial & Physical

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

### Relevant Job Information

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.

## 9. Human Resources

National Profile	1	Profile	1
Factor Status	Matched	Score	5

### Relevant Job Information

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.

## 10. Information Resources

National Profile	1	Profile	1
Factor Status	Matched	Score	4

### Relevant Job Information

To ensure all documentation is relevant and accurate.

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

## 11. Research & Development

National Profile	1	Profile	1
Factor Status	Matched	Score	5

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### Relevant Job Information

Support managers in audit as appropriate.

#### 12. Freedom To Act

National Profile	1	Profile	1
Factor Status	Matched	Score	5

### Relevant Job Information

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

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.

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

#### 13. Physical Effort

National Profile	3(c)-4(b)	Profile	3
Factor Status	Matched	Score	12

### Relevant Job Information

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.

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

#### 14. Mental Effort

National Profile	2(a)	Profile	2
Factor Status	Matched	Score	7

### Relevant Job Information

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

#### 15. Emotional Effort

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

### Relevant Job Information

Will be required to deal with highly sensitive and emotional situations where a sympathetic and

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compassionate approach is required.

### 16. Working Conditions

National Profile	3b-4b	Profile	3
Factor Status	Matched	Score	12

#### Relevant Job Information

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

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.