



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Job Description

Band 2

Healthcare Support Worker



JOB DETAILS:

Job Title	Healthcare Assistant
Pay Band	2
Hours of Work and Nature of Contract	To be completed on recruitment
Shift Pattern	To include long days 7am -19:30 this will then include night duty after a couple of weeks which would be 19:00-7:30 am
Division/Directorate	To be completed on recruitment
Department	Various
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS

Managerially accountable to:	To be completed on recruitment
Reports to: Name Line Manager	Registered Practitioner/ Assistant Practitioner
Professionally Responsible to:	To be completed on recruitment

Our Values

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”.





Job Summary/Job Purpose:

The Healthcare Assistant (Level 2) will work at all times under the delegation of a registered practitioner or assistant practitioner in the delivery of person centred care.

The post holder will be responsible for following care plans and recording all personally generated observations and documenting care given in individual's notes.

DUTIES/RESPONSIBILITIES

Patient Care

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

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.

Reports observations and any perceived changes noted in the patient's condition to the nurse in charge without delay.

Support the Registered Practitioner/Assistant Practitioner in the delivery of the fundamentals of care according to the needs of the patient. This will include providing feedback on progress against the plans.

Recognises and effectively responds to emergency situations escalating support from the Registered Practitioner in a timely and appropriate manner.

Promotion of Independence and Wellbeing

Assist patients/ clients to achieve physical and emotional wellbeing and comfort encouraging independence where appropriate.

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.

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.

Develop understanding of caring for individuals relevant to specialty e.g. dementia, mental illness, learning disabilities relevant to area of practice.

Undertakes additional champion/ link roles relevant to specialty and as requested by ward / department manager.

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

Communicating and Relationships

Communicates effectively with patients/relatives and carers and all members of the multi-disciplinary team.

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 as directed by the Registered Practitioner/Assistant Practitioner.

Report to the Registered Practitioner any untoward incidents/complaints as soon possible.

Working Effectively in a Team

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

Work in an effective and organised manner demonstrating excellent time management skills to effectively deliver person-centred care.

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.

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.

Is responsible and accountable for own practice.

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 meet progress through the KSF gateways.

Prepares for and takes an active part in the appraisal process in accordance with organisational 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 and guidance to new Healthcare Assistants.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Minimum of Qualification Credit Framework - QCF Level 2 (formally NVQ Level 2) in Health</p> <p>or</p> <p>Has the equivalent knowledge, skills and experience acquired through induction and on the job training and willing to complete QCF qualification within agreed timeframe</p> <p>Willing to undertake further learning specific to role</p> <p>Evidence of maintaining their personal development</p> <p>Demonstrates an understanding of the scope of the role within a team</p>	<p>Qualification Credit Framework - QCF Level 2 (formally NVQ Level 2) in Health</p>	<p>Application form</p> <p>Pre-employment checks</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>Understands the principles of confidentiality and 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>		
Experience	Experience of working/caring in a health or social care environment		Application Form 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>Able to undertake specific procedures involving physical skills commensurate with practice area.</p> <p>Ability to work effectively as a team player under appropriate supervision, and as part of a multi-disciplinary team.</p>	Customer care skills	Interview

	<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 and individual patient contact.</p>		
Values	Can demonstrate SBU values		Application Form Interview References
Other	<p>Able to participate in a rotating shift pattern over 7 days.</p> <p>Excellent timekeeping and a flexible approach to work.</p>	Welsh speaker	Application Form 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.
- **Data Protection:** 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 Legislation 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 or Trust 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 may 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 Enhanced Disclosure Check as part of the HB/Trust's pre-employment check procedure. The required Barred List check will be dependent on the area you are placed.
- **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 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.

Effort Factor

Job Title: Band 2 HCSW

Effort Factors	Y	N	If Yes, frequency:				Example
			Daily	Weekly	Monthly	> Monthly	
Physical Effort							

Standing/sitting with limited scope for movement for long periods		x					
Kneeling, crouching, twisting, bending or stretching		x					
Standing/walking for substantial periods of time		x					
Heavy duty cleaning		x					
Pushing/pulling trolleys or similar	x		x				Pushing wheelchairs, trolleys, beds
Working at heights		x					
Controlled restraint i.e. jobs requiring training/certification in this		x					

If Yes, frequency:

Effort Factors	Y	N	If Yes, frequency:				Example
			Daily	Weekly	Monthly	> Monthly	
Mental Effort							
Carry out formal student/trainee		x					

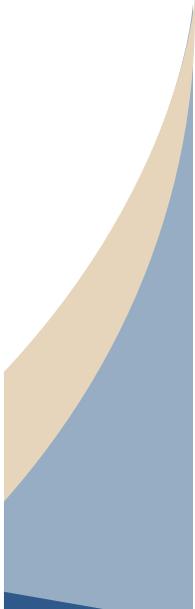
Carry out screening tests/ microscope work		x					
Prepare detailed reports		x					
Check documents	x						Check observations charts, check patients documents
Drive a vehicle		x					
Carry out calculations		x					
Carry out clinical diagnosis		x					
Carry out non-clinical fault finding		x					

Effort Factors	Y	N	If Yes, frequency:				Example
			Daily	Weekly	Monthly	> Monthly	
Emotional Effort							
Processing (e.g. typing/transmitting) news of highly distressing events		x					



If Yes, frequency:

Effort Factors	Y	N	If Yes, frequency:				Example
			Daily	Weekly	Monthly	> Monthly	
Working Conditions							
Inclement weather		x					
Excessive temperatures		x					



Contaminated equipment or work areas	x					x	e.g. Infected material following infectious outbreaks
Driving/being driven in normal situations		x					
Driving/being driven in emergency situations		x					
Fleas or lice		x					
Exposure to dangerous chemicals/ substances in/not in containers		x					
Exposure to aggressive verbal behaviour where there is little/no support		x					