

JOB DESCRIPTION

CARDIFF AND VALE UNIVERSITY HEALTH BOARD

09377

JOB DETAILS

Job Title:	Healthcare Support Worker
Pay Band:	Band 2
Department:	Urology Diagnostic and Treatment Centre
Directorate:	Surgey
Clinical Board:	Surgical
Base:	UHW

ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	Clinic Manager
Reports to:	Clinic Manager
Professionally Responsible to:	Clinic Manager

Our Values: *'CARING FOR PEOPLE; KEEPING PEOPLE WELL'*

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

We care about the people we serve and the people we work with	Treat people as you would like to be treated and always with compassion
We trust and respect one another	Look for feedback from others on how you are doing and strive for better ways of doing things

We take personal responsibility	Be enthusiastic and take responsibility for what you do.
We treat people with kindness	Thank people, celebrate success and when things go wrong ask 'what can I learn'?
We act with integrity	Never let structures get in the way of doing the right thing .

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high-quality services to patients.

JOB SUMMARY/JOB PURPOSE

- To undertake Healthcare Support Worker duties as required by clinical area reflecting the Fundamental Skills & some Supportive Skills detailed in the Healthcare Support Worker Skills Framework.
- To assist the Registered Practitioner in the provision of patient care under guidance and supervision of the registered practitioner.
- To undertake non-nursing duties and clerical duties as required in the clinical area
- To maintain identified clinical environment and equipment to the correct standard of cleanliness and working order.

DUTIES AND RESPONSIBILITIES

All staff employed by Cardiff and Vale University Health Board can be required to work in any area other than their base unit on a temporary basis, to meet patient and service needs without prior notice. As an employee of NHS Wales, you are required to adhere to the All Wales Healthcare Support Worker Code of Conduct.

- Be aware of and comply with UHB Health and Safety Policies and Procedures.
- Be aware of and comply with UHB policies and procedures on the prevention of infection.
- To maintain confidentiality of information regarding patients, clients, family and friends at all times.
- Maintain appearance in accordance with the All Wales Dress Code

- Maintain behaviour in accordance with the UHB Values and Behaviours and Communication policies.
- Take responsibility for own professional and personal development, including mandatory training and updates, providing evidence of achievement of set objectives.
- To participate in reflective practice as part of ongoing personal and professional development and prepare for and actively participate in the annual values-based appraisal
- To demonstrate respect and consideration for patients and their relatives/ carers.
- To do everything possible to ensure comfort, dignity and safety of patients, clients, family and friends and to relate with kindness and empathy to all concerned
- Communicate factual information with patients, carers and relatives using persuasion, reassurance and tact where there may be barriers to understanding.
- To perform tasks from a care plan as set, assessed and delegated by the Registered Practitioner
- To provide hygiene care to the patient/client ensuring skin integrity and accurately observe, record and report, both in the appropriate documentation and to the Registered Practitioner
- To support patient/client toileting needs and accurately observe, record and report both in the appropriate documentation and to the Registered Practitioner
- To provide assistance with drinking and feeding to ensure adequate nutrition and hydration and accurately observe, record and report intake both in the appropriate documentation and to the Registered Practitioner
- Undertake and document accurate recordings of a patient's observations, including height, weight, temperature, pulse, blood pressure, oxygen saturations and respiratory rate recordings, reporting any findings to the Registered Practitioner

- Where appropriate accurately complete and record patient's NEWS score, reporting findings to the Registered Practitioner
- To work with the multidisciplinary team in providing a supportive working environment.
- To participate in a formal handover of patients' condition and progress.
- Give relevant and accurate information regarding changes to a patient's condition to the Registered Practitioner
- To assist as required in emergency situations.
- Assist with the admissions and transfers of patients between wards/ departments including escort duties off site.
- To ensure the safe custody of patients' possessions in accordance with UHB policy.
- Assist in ensuring the general tidiness and cleanliness of clinical areas and maintenance of ward equipment.
- Assist with the ordering of stock and re-stocking of clinical areas ensuring all stock is appropriately stored.
- To undertake clerical or receptionist duties as required.
- Check all results and last consultation letters are available prior to consultation
- To be familiar with the routine in decontamination room and be able to work independently and safely in this area, following the UHB guidelines following the decontamination protocols and procedures.
- Cleaning and sterilization of all instruments and cystoscopes, using appropriate solutions and guidelines (COSHH) for safe handling and disposal of hazardous chemicals PAA (Paracetic Acid) and Endohigh detergent. Correct use of washer/disinfector and maintains accurate traceability.
- To prepare the treatment, procedure, decontamination and consulting rooms

- Occasional requirement to exert moderate physical effort when moving patients in line with manual handling guidelines.
- To prepare the patient and assist qualified nurse or doctor throughout the following procedures: - flexible cystoscopy, prostate biopsy, removal of urinary catheter, change/insertion of urinary catheter, bladder instillations, diathermy, stent removal, bladder biopsy, urethral dilatation and bladder washout.
- Carry out flow rate tests and bladder scans
- Contribute to the safety of patients, staff and visitors to the unit.
- Recognise situations that may be detrimental to the health and well-being of the individual and report concerns to the Registered Practitioner
- Adhere to “The Code of Conduct for Health Care Support Workers in Wales”. All delegated activities will be in line with Nursing and Midwifery Council (2018) Delegation and Accountability, All Wales Guidance for Delegation HEIW (. The Code of Professional Practice for Social Care (2017 Social Care Wales)
- Manage own time effectively to include prioritising of work activities as delegated by the Registered Practitioner
- Report any adverse incidents in the most appropriate way following the relevant Local and National Policies.

GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.
- **Competence:** 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 them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.
- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical

and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.

- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.
- **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.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.
- **Infection Control:** The UHB is committed to meet its obligations to minimise infection. 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 and complying with the UHB Infection, Prevention and Control procedures/policies, not to

tolerate noncompliance by colleagues, and to attend training in infection control provided by the UHB.

- **Registered Health Professionals:** 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:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support 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.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital-based service can be accessed by telephoning 02920 743582 or for a community-based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** We are committed to promoting inclusion, where every staff member has a sense of belonging. We welcome applications from everyone and actively seek a diverse range of applicants. We value our differences and fully advocate, cultivate and support an inclusive working environment where staff treat one another with dignity and respect. We aim to create an equitable working environment where every individual can fulfil their potential no matter their disability, sex, gender identity, race, sexual orientation, age, religion or belief, pregnancy and maternity or marriage and civil partnership status
- **Dignity at Work:** The UHB 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 UHB Disciplinary Policy.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take

every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills

- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

PERSON SPECIFICATION
CARDIFF AND VALE UNIVERSITY HEALTH BOARD

Job Title:	Health Care Support Worker	Department:	UROLOGY Treatment and diagnostic Centre
Band:	Band 2	Clinical Board:	Surgery
Base:	UHW		

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Good standard of education	Level 2 qualification in relevant subject area or equivalent experience	Application Form Certificate Check Registration Card – Nurse/AHP
EXPERIENCE	Experience in caring for people	Previous experience in hospital or health care environment. Clerical experience	Application Form Interview References
SKILLS	Numerate. Good standard of written and spoken English essential Good interpersonal and people skills Able to return information and carry out instructions accurately Able to maintain confidentiality	Know how to/be able to deal with people in challenging circumstances Evidence of IT skills such as Excel and Word Use of PMS and Clinical Portal	Application Form Interview References
SPECIAL KNOWLEDGE		Decontamination processes	Application Form Interview References

PERSONAL QUALITIES <i>(Demonstrable)</i>	<p>Able to communicate with people at all levels</p> <p>Adaptable, friendly, polite, courteous and caring personality</p> <p>Able to work in a team and demanding/pressurised environment</p> <p>Demonstrates professionally motivated attitude</p>	<p>Ability to speak Welsh</p>	<p>Application Form</p> <p>Interview References</p>
OTHER <i>(Please Specify)</i>	<p>Flexible attitude to work</p> <p>To work in any area of the clinic and UHB as required</p> <p>Ability to travel in a timely manner</p>		<p>Interview Document Check*</p>