

## **Job Description**

<b>Job Title:</b>	Generic Health Care Support Worker
<b>Band:</b>	Band 2
<b>Supervised by:</b>	The Professional in Charge
<b>Responsible to:</b>	Sister/Charge Nurse
<b>Accountable to:</b>	Senior Manager:

### **Job Summary**

The post holder will work as part of a team that provides health care services to patients within an Inpatient department/ward, focusing on the direct needs of service users undergoing healthcare treatments.

The post holder is expected to work within clinical competencies with supporting base knowledge. They will have completed a learning package at QCF /CQFW level 2 or will be expected to complete an accredited learning package at level 2. The Support worker can also provide relevant evidence of competence/skills and knowledge which will be evidenced via KSF. They are expected to work within defined protocols, adhering to the Code of Conduct for Healthcare Support Workers in Wales under the direction, and close supervision of and reporting to a registered nurse. All delegated activities will be in line with the NLIAH (2010) *All Wales Guidelines for Delegation*.

They will observe a personal duty of care regarding use and storage of equipment and participate in demonstrating their own activities to new or less experienced staff within own discipline. They will be responsible for following plans of care within their role and recording all personally generated patient observations and document care given in patient notes. They must ensure that they are countersigned by a registered nurse. They will assist with maintaining a culture of physical health and well-being that fosters optimum health and recovery.

Will participate in and meet the requirements of activities and training designed to meet the KSF outline for this post, and demonstrate a process of attaining continuous professional development, including undertaking all statutory and mandatory training relevant to role.

Essential Values and Behaviours	
The post holder undertaking this role is expected to behave at all times in a way that demonstrates commitment to the delivery of thoughtful patient care and continuous improvement as detailed in the table below.	
<b>Thoughtful Patient Care</b>	<b>Continuous Improvement</b>
<b>Caring and Helpful</b> <ul style="list-style-type: none"> <li>• <b>Polite.</b> Respect individuals dignity and spiritual beliefs, thoughtful and welcoming</li> <li>• <b>Helpful.</b> Kind, supportive, don't wait to be asked</li> <li>• <b>Listening.</b> Informing and communicating</li> </ul>	<b>Accountable and Reliable</b> <ul style="list-style-type: none"> <li>• Reliable and happy to be <b>appraised</b></li> <li>• <b>Appreciative</b> of the contribution of others</li> <li>• Effective and supportive <b>Team working</b></li> </ul>
<b>Safe and Vigilant</b> <ul style="list-style-type: none"> <li>• <b>Clean</b> hands and hospital so patients <i>are</i> safe</li> <li>• <b>Professional</b>, patients <i>feel</i> safe</li> </ul>	<b>Best Use of Time and Resources</b> <ul style="list-style-type: none"> <li>• <b>Simplify processes</b>, to find more time to care</li> <li>• <b>Eliminate Waste</b>, investing for patients</li> <li>• Making <b>best use of every pound</b> we spend</li> </ul>
<b>Clinically Excellent</b> <ul style="list-style-type: none"> <li>• Best outcomes through <b>evidence-led</b> clinical care</li> <li>• <b>Compassionate</b>, gentle and see the whole person</li> <li>• <b>Value Patients' Time</b> to minimise waiting</li> </ul>	<b>Innovation for Patients</b> <ul style="list-style-type: none"> <li>• Empowerment to act on <b>Patient Feedback</b></li> <li>• Improvement led by <b>research</b> and <b>Evidence</b></li> <li>• <b>Teaching</b> the next generation</li> </ul>
Essential Competencies	
<b>Health and Safety</b> <ul style="list-style-type: none"> <li>• To take notice of and operate within relevant Health and Safety guidelines.</li> <li>• To have an understanding of issues surrounding Health and Safety and Risk Assessment within the service and Aneurin Bevan University Health Board, as appropriate. e.g. handling and disposal of sharps and contaminated equipment, lone workers policy, delivery and use of equipment in patient's homes, moving and manual handling.</li> <li>• To report incidents and near misses in accordance with ABUHB and COSHH requirements, completing appropriate documentation and informing the Team Leader.</li> <li>• You are reminded that you are obliged to comply with all mandatory and statutory training requirements</li> </ul>	
<b>General Policies Procedures and Practices:</b> The post holder must be able to: Comply with all ABUHB policies, procedures and practices and to be responsible for keeping up to date with any changes to these.	
<b>Working Conditions:</b> The post holder must undertake all required statutory and mandatory training to be able to: <ul style="list-style-type: none"> <li>• Work within challenging clinical working conditions (for example exposure to body fluids)</li> <li>• Concentrate in an intense and sometimes noisy environment</li> <li>• Cope with potentially violent and threatening situations as per ABUHB policy and procedure</li> <li>• Perform procedures including dealing with hazardous substances as per ABUHB policy and procedure</li> </ul>	
<b>Access to Patients</b> In undertaking the duties outlined above the post holder will have access to patients. This means that the post is exempt from the Rehabilitation of Offenders Act 1974 and all post holders must disclose any criminal conviction including those considered as spent under the Act. Post holders appointed to this will be required to consent to a check through the Criminal Records Bureau.	
<b>Equal opportunities</b> Aneurin Bevan University Health Board is working towards equal opportunities and welcomes applications from people with disabilities. Applicants for posts will note that details of Ethnic Origin are requested on application forms. Such information is collected to enable the authority to monitor the equality of opportunity offered both to applicants for the post and for existing employees.	
<b>No smoking policy</b> Please note that this Health Board operates a no smoking policy and applicants for the post are asked to note that smoking is prohibited in all sites within ABUHB.	

Band 2 Competency Core Elements	KSF Dimension
<p>Communicate with others in a manner which:</p> <ul style="list-style-type: none"> <li>• Promotes good customer service practice</li> <li>• is appropriate to them</li> <li>• encourages an open exchange of views and information to include change process and development of service</li> <li>• Minimises any constraints to communication</li> <li>• is free from discrimination and oppression</li> <li>• acknowledges the rights of everyone present and is supportive of those rights</li> <li>• recognise when to refer to the registered nurse</li> </ul>	<p>Core 1</p> <p>Core 6</p> <p>Core 5</p>
<p>Record all personally generated information ensuring accurate legible entries that comply to organisational and statutory requirements in a timely manner to include:</p> <ul style="list-style-type: none"> <li>• confidential information</li> <li>• Accidents, incidents and complaints are reported to registered nurse</li> </ul>	<p>Core 1</p> <p>Core 5</p>
<p>To support team objectives by;</p> <ul style="list-style-type: none"> <li>• Develop an understanding of multidisciplinary working and partnership</li> <li>• Actively engage in handover between teams and during your working day</li> <li>• Engage in ward meetings</li> <li>• Have working knowledge of and contribute to the health, safety and security within your area of practice</li> <li>• Understand and implement good customer care skills including, privacy, dignity and equality.</li> <li>• Contribute to the collection of data relevant to care delivery</li> <li>• Demonstrate own duties to new or less experienced employees, new starters, and temporary staff</li> </ul>	<p>Core 3</p> <p>Core 5</p>
<p>Contribute to the health and safety of yourself and others in line with the Health and safety at Work Act 1974</p>	<p>Core 3/6</p>
<p>Minimise risks by ensuring that environmental conditions are maintained at appropriate levels of cleanliness to include:</p> <ul style="list-style-type: none"> <li>• Disposal of any used, damaged or out of date items in an appropriate safe place in accordance with local procedures</li> <li>• Handle resources in a safe and correct manner in accordance with health and safety and infection control and policy and procedure</li> <li>• Sort and store any clean linen in designated area</li> <li>• general cleanliness/tidiness of the environment</li> <li>• Demonstrate the effective use of resources and equipment with an awareness of cost effectiveness</li> </ul>	<p>Core 3</p> <p>HWB7</p> <p>EF2</p>
<p>Demonstrate the ability to recognise P.O.V.A. and report back to registered nurse</p>	<p>Core 6</p>
<p>Instigate and assist in emergency procedures such as Basic Life Support (BLS)</p>	<p>HWB5</p>
<p>Demonstrate the use of IT skills relevant to the post</p>	<p>IK1</p>
<p>The individual should take responsibility for own development through;</p> <ul style="list-style-type: none"> <li>• Developing essential understanding of well being, health care needs and care delivery specific to the role</li> <li>• Developing an essential basic awareness of medical conditions, terminology within your area</li> <li>• Refer to registered nurse when situations arise where own competence is felt to be insufficient</li> </ul>	<p>Core 2</p> <p>Core 5</p>
<p>Organise own workload in relation to delegated tasks under the guidance of the registered nurse</p>	<p>Core 5</p>
<p>Demonstrate the use of appropriate equipment in line with All Wales Passport for Manual Handling when assisting with patient mobility.</p>	<p>HWB4/5</p>
<p>Undertake training in the use of breakaway techniques, and personal safety awareness</p>	<p>Core 3</p>
<p>Demonstrate an awareness of The Mental Capacity Act, Risk Management, POVA, Patient Confidentiality, Health and Safety, Equality and Diversity and other protocols that impact on service delivery.</p>	<p>Core 2</p>

<b>Band 2 Role Specific Competencies - General Nursing</b>	<b>KSF Dimension</b>
Assist with the admission process including; <ul style="list-style-type: none"> <li>• Meet and greet</li> <li>• Ward orientation</li> <li>• Documentation</li> <li>• Safe storage and documentation of patient property</li> </ul>	G5  HWB1
Prompt and encourage patient with personal hygiene requirements, including; <ul style="list-style-type: none"> <li>• blanket baths</li> <li>• Bath/shower</li> <li>• facial shaving</li> <li>• skin care</li> <li>• nail care</li> <li>• eye toilet</li> <li>• oral hygiene</li> <li>• grooming</li> <li>• agreed toileting programmes</li> </ul>	HWB5  HWB4
Unless Nil By Mouth (NBM) encourage individual patients to eat and drink, and assist with menu choices. Update patient nutrition and fluid balance charts, in accordance with the All Wales Catering and Nutrition Standards for Food and Fluid Provision for Hospital Inpatients	HWB4
To undertake physiological measurements and update charts including; <ul style="list-style-type: none"> <li>• Non invasive blood pressure,</li> <li>• Respiration,</li> <li>• Temperature</li> <li>• pulse</li> <li>• Non invasive oxygen saturation,</li> <li>• blood glucose</li> <li>• Weight.</li> <li>• NEWS tool</li> <li>• Reporting back outcomes to Registered nurse</li> </ul>	HWB6
Undertake pressure area care, as directed by the registered nurse according to the care plan to include <ul style="list-style-type: none"> <li>• Recording in patients notes/charts</li> <li>• Use of pressure relieving equipment</li> <li>• Reporting back outcomes to Registered nurse</li> </ul>	HWB5
Prompt and assist with patient oral medication dispensed by a registered nurse and apply emollient creams	HWB5
With supervision support and encourage patients to increase self care skills to also include; <ul style="list-style-type: none"> <li>• Contributing to supervised activities such as exercise, and therapy programmes,</li> <li>• Encourage individuals to gain and maintain optimum independence</li> <li>• Supports and engages in health promotion activities specific to the area</li> </ul>	HWB4  HWB1
Support patients to maintain good bowel function to include <ul style="list-style-type: none"> <li>• Updating stool charts</li> <li>• Recognise changes in bowel habit</li> <li>• Reporting back outcomes to Registered nurse</li> </ul>	HWB4  Core 1
Support patients to manage their continence using continence equipment that may include; <ul style="list-style-type: none"> <li>• Penile sheaths</li> <li>• Urethral catheters</li> <li>• Bedpans and urinals</li> <li>• Incontinence pads/products</li> <li>• Continence Diaries</li> </ul>	HWB4  HWB6
Perform catheter care, which includes: <ul style="list-style-type: none"> <li>• Adhere to infection control and other health and safety measures when cleaning around catheter entry point</li> <li>• Ensure catheter is securely attached and positioned</li> <li>• Empty drainage bags as directed by registered nurse</li> <li>• Document and feedback to registered nurse outcomes of that care.</li> </ul>	HWB5
Perform urinalysis to detect Glucose, ketones, Ph and blood under the direction of the registered nurse, Report back outcomes to registered nurse	HWB8

Band 2 Developmental Competencies pathway General Nursing	
<p>The Post holder will have attained a level 2 qualification or equivalent credits and be working towards attainment of a level 3 qualification or equivalent credits. The post holder will continue to work within defined protocols, under the <b>direction and supervision</b> of a Registered nurse. The developmental aspects of the role are for those that wish to undertake them and are <b>NOT</b> compulsory.</p> <p>The post holder will have attained <b>all previous competencies and basic knowledge</b>, and have achieved their <b>full KSF outline</b> prior to commencement of any developmental competencies. They may following education and training undertake any of the following if relevant to their role.</p>	
Band 2 Developmental Competencies Pathway General Nursing	KSF Dimension
Escort patients unsupervised, with consideration from the registered nurse on duty that the HCSW can demonstrate the following:	Core 3
<ul style="list-style-type: none"> <li>That they work within the lone worker policy, and report back to manager the outcome of the escort duty.</li> <li>Is up to date with personal safety awareness, and breakaway techniques</li> <li>Must feel able to refuse to accept a delegation if they consider it to be inappropriate, unsafe or that they lack the necessary competency;</li> <li>That they are able to eliminate, control, or avoid any risks whilst working unsupervised.</li> </ul>	Core 5
Robust risk assessment of the patient must be completed by registered nurse prior to leaving	HWB4
When delegated by a registered nurse, perform wound dressings to wounds, according to patients care plan and using appropriate techniques, following prior assessment of that wound by a registered nurse.	HWB5
Report back outcomes to registered nurse	
Under the direction of the registered nurse remove peripheral intravenous cannulae	HWB7
When delegated by a registered nurse obtain venous blood samples using Venepuncture.	HWB6
Report back any adverse outcomes	
Under the direct supervision of a registered nurse assist with the reapplication of oxygen face masks or nasal cannulae	HWB7
Undertake changing of stoma bags sites may include;	HWB5
<ul style="list-style-type: none"> <li>Colostomy,</li> <li>ileostomy,</li> <li>urostomy,</li> </ul>	
Under direct supervision undertake oral suctioning	HWB7
Perform urinalysis under the direction of the registered nurse to include tests for:	HWB8
<ul style="list-style-type: none"> <li>Culture and sensitivity</li> <li>Mid stream specimens</li> <li>Report back outcomes to registered nurse</li> </ul>	
Develop the knowledge required to recognise the different stages in pressure ulcer development.	HWB2
Develop interpersonal skills to promote team and patient objectives	Core 2
Develop a wider knowledge of relevant health conditions and their treatment	Core 2

**Requests to undertake the development competencies pathway of this post remain with the post holder.**

**All eleven** development competencies must be completed as a full pathway evidenced and recorded as part of the individuals' development plan. It is important for managers to note that the practice of these additional duties is intended to ensure the post holder maintains their skills and *cannot* become part of the daily requirements of the role. The total of all competencies and knowledge reflect basis for entry to Band 3 All transfers to higher bands must be through interview to advertised posts.

## Person Specification

JOB TITLE:

Band 2 Health Care Support Worker

Area	Requirements	
Qualifications	Essential	Desirable
	NVQ/QCF Level 2 in Health and Social Care or equivalent qualification	Recent NHS or Care Home experience
Knowledge & Experience		
Non-clinical (e.g. Scientific, Technical, Administrative, Managerial – use one or more categories as/where appropriate)		IT literate
Clinical (where relevant)	<p>A commitment to undertaking continuing personal development and training</p> <p>Some understanding relating to:</p> <ul style="list-style-type: none"> <li>Assessment of patients</li> <li>Record keeping</li> <li>Assisting and supporting patients to promote their well being</li> <li>Effective communication</li> </ul> <p>Understand and respect the principals of confidentiality</p>	Previous experience in any ward or clinical environment
Skills		
	<p>Articulate with good interpersonal and listening skills</p> <p>Able to act in a responsible caring and supportive manor at all times</p> <p>Friendly approachable and supportive</p> <p>Non judgemental</p> <p>Able to work as part of a team</p>	Ability to plan and prioritise work effectively
Abilities		
Physical	<ul style="list-style-type: none"> <li>Able to move and handle patients (using appropriate equipment)</li> </ul>	Welsh Speaker
Mental	<ul style="list-style-type: none"> <li>Able to work under pressure</li> <li>Able to concentrate and maintain high degree of accuracy in ward environment</li> </ul>	
Emotional	<ul style="list-style-type: none"> <li>Able to cope with distressing situations and challenging behaviours</li> </ul>	
Working conditions	<ul style="list-style-type: none"> <li>Able to work in busy ward environment</li> </ul>	
Other		