



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	Health Care Support Worker - Outpatients
Pay Band:	2
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Outpatients
Department:	Planned Care - Outpatients
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Senior Nurse Manager for Outpatients Development
Professionally Accountable to:	Senior Nurse Manager for Outpatients Development
<u>VALUES & BEHAVIOUR</u>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

JOB SUMMARY / PURPOSE:

The post holder will be required to carry out a range of assigned tasks involving direct and indirect care for the benefit of the patient/client in accordance with agreed protocols. The range of responsibilities will be in support of and supervised by a Registered Nurse and will involve rotation as appropriate to the needs of the service in consultation with the post holder and in accordance with local agreements.

DUTIES & RESPONSIBILITIES

Deal promptly and courteously with all consultants and patients in the department, where necessary referring to the relevant Nurse.

Answer departmental telephones promptly and courteously, taking the appropriate actions according to the enquiry mode or information required.

Prepare medical notes for clinics, ensuring all relevant documentation is within the notes.

Update patient details on the appropriate electronic systems / documentation.

Undertake weekly stock checks and ordering.

Develop skills and experience to carrying out delegated duties in respect of the physical and psychological needs of the patient under the management of the qualified Nurse in charge.

Respect the patients/carers and representatives being always sensitive to their views and wishes.

Maintain a safe environment for the patient.

Assist patients where necessary with all aspects of personal hygiene.

Assist in the Reception/Appointments office when necessary.

Checking the day-to-day cleanliness of the department and reporting any problems to the Nurse in Charge of the department.

Personal Development & Safe Delivery of Care

Transfer and accompany patients to other departments within the hospital for treatment, under the direction of the Registered Nurse.

Report any concerns or untoward incidents immediately to the Nurses on duty.

Assist/chaperone the consultants as necessary under the direction of the Nurses on duty.

Assist the patients when specimens are required for the laboratory, and routinely testing urine as required under the direction of the Nurses on duty.

Always maintain the dignity of the patient and provide the maximum amount of privacy.

Respect confidential information obtained during one's duties always referring to the Nurse-in-Charge who will facilitate necessary information sharing.

Attend all mandatory training.

Contribute to all clinical governance activity.

Participate in Ward meetings and development projects.

Ensure and maintain high standard of cleanliness within the Outpatient environment according to the National Guidelines.

Participate in the appraisal process.

Contribute to a positive environment in which people feel valued and motivated.

Responsible for communicating effectively both verbally and in writing with other members.

Inform the Team Leader / Senior Nurse Manager of any deficiencies which may affect the maintenance of standards (including safety) of staff or patients.

When working without direct supervision, to always work within the role.

Contribute to reporting arrangements e.g., complaints and incident reporting.

Make use of information in decision making, problem solving and care management.

Develop with the line manager a personal development plan which builds upon established skills.

Participate in an ongoing education process.

Fault find on medical equipment (under direct supervision).

Able to follow policies, protocols, guidelines and recognise variances to report them to a supervisory grade.

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Evidence of a good general education. Must be numerate and literate</p> <p>Knowledge of the Health service</p> <p>Demonstrate clear transferable skills valid to the health care setting equivalent to NVQ / QCF level 2</p> <p>NVQ / QCF level 2 in Health Care or equivalent</p>	<p>IT literate</p> <p>European Computer Driving License (ECDL)</p>	<p>Pre-employment checks</p> <p>Interview</p> <p>Application Form</p>
Experience	Worked in a care sector	Worked in NHS / Theatre / Outpatients Service industry	Application Form and Interview
Aptitude and Abilities	<p>Conscientious</p> <p>Able to work under remote supervision</p>	<p>Ability to speak Welsh</p> <p>Able to work under pressure</p>	<p>Interview</p> <p>Application Form</p>
Values	<p>Demonstrate PTHB Values</p> <p>Caring and compassionate</p>		<p>Interview</p> <p>Application Form</p>
Other	Able to work hours flexibly and across all PTHB sites		Application Form and 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.
- **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 their organization's Compliance Notice under the Welsh Language Standards, as well as any local policies with regards the Welsh language; as well as taking 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 on 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 will have **direct 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.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.

- **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.

Organisational Chart



