



## POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<b><u>JOB DETAILS</u></b>	
<b>Job Title:</b>	Health Care Support Worker Eating Disorders
<b>Pay Band:</b>	Band 3
<b>Hours of Work and Nature of Contract:</b>	To be completed on recruitment
<b>Service Group:</b>	Mental Health
<b>Department:</b>	Adult Mental Health
<b>Base:</b>	To be completed on recruitment
<b><u>ORGANISATIONAL ARRANGEMENTS</u></b>	
<b>Managerially Accountable to:</b>	Team Lead
<b>Professionally Accountable to:</b>	Head of Service
<b><u>VALUES &amp; BEHAVIOUR</u></b>	
	<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 principal role of the team Support Worker is to assist the Eating Disorder (ED) Team, in the provision and delivery of an evidenced based service, to service users with an eating disorder in Child and Adolescent Mental Health and Adult services in Powys; as well as their carer's and the professionals involved in their care under the indirect supervision of registered practitioners. This includes:

- Taking physical or psychological measurements from named service users as delegated by the team.
- Support service users in the service who require nutritional refeeding either at home or in hospital.
- Undertaking specified and delegated clinical and therapeutic activities.
- Under the supervision of healthcare professionals assist the Eating Disorders Team with the planning, organising and provision of clinical care.
- Ensuring high standards are maintained in a safe environment which promotes equality and sensitivity for all individuals.
- Assisting Registered Professionals in the implementation and evaluation of individualised care plans.
- Accurately recording service user information.

**DUTIES & RESPONSIBILITIES****Clinical**

Plan and organise own time to assist in the delivery of care to clients, their families, and carers under the direction of the ED Team's Clinical Specialists and to support them in the planning and implementation of their care plan.

Assist in the assessment of health needs, the planning, delivery, and evaluation of care (including risk assessment) by the team, for both individuals and groups of clients, their families and carers.

Undertake direct work with clients, their families, and carers to promote positive health, social opportunities and access to education or employment.

Actively engage clients, their families, and carers to achieve the outcomes sought in their care plans.

Develop a rapport and understanding with clients, their families, and carers within appropriate, safe, and transparent boundaries.

Undertake individual and group work as required which will include organising social and leisure activities.

Respect the customs, individuality, values, and spiritual beliefs of service users.

Liaise and communicate effectively with all those involved in the clients treatment including families and carers, education, employment services, primary care health services, CAMHS teams and the Adult Mental Health teams and the Eating Disorder service, aspiring to develop and provide a seamless and integrated service.

Attend weekly team meetings, to participate in the forum for multidisciplinary review of referrals and treatment provided to clients, their families, and carers.

Attend all mandatory training when required to do so.

Support nursing and medical staff with monitoring of service users as per individual Care Plans when required.

Obtain samples such as urine or blood and send for analysis ensuring relevant documentation is completed and appropriate protocols are followed.

Undertake ECG's.

Have a good knowledge of infection control, to reduce risk of health care acquired infections.

Recognise and report changes in the patient's condition, and any issues in respect of their health and management of care to the registered practitioner.

Ensure that fully accurate, complete, and contemporaneous patient records are recorded and maintained for each patient in accordance with agreed policy.

## **Management and Service Development**

Liaise with the pharmacies in the scheme and offer support and identify / correct any highlighted issues.

Work within the guidelines, policies and protocols developed by the Specialist Eating Disorders Service.

Assist and follow in the Health and Safety procedures that are developed, implemented, and maintained.

Assist in maintaining materials and equipment in good, safe, working order.

Maintain own accurate and legible records of care and treatment provided, incorporating all relevant communications and liaisons.

Assist in the eating disorder service development and evaluation.

Understand all relevant Health Board policies, protocols and procedure and positively adopt them.

Assist in clinical governance, to secure quality improvements, linking and working with other disciplines, the wider organisation and across organisational boundaries.

Monitor service provision, identify, and assist any areas suitable for service development.

Ensure an adequate supply of appropriate equipment is available to enable clinical monitoring of eating disorders service users.

### **Education, Training & Development**

Update, maintain and improve knowledge and skills required providing high quality and evidence-based treatment, attending relevant training, supervision, and appraisal.

Participate in regular supervision sessions to reflect on practice, identify learning needs and discuss clinical interventions.

### **Communication & Working Relationships**

Communicate complex and sensitive patient information where there is a requirement for tact, persuasion and there may be barriers to understanding.

Develop appropriate working relationships with:

- The patients, families, and carers.
- Registered Practitioner and staff; the wider multidisciplinary team.

<b>PERSON SPECIFICATION</b>			
<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	NVQ level 3 in Health and Social Care or equivalent, experience and short courses in the field of mental health	Venepuncture skills ECG Psychology degree or other healthcare related subject	Pre-employment checks  Application Form
<b>Experience</b>	Previous experience of working with clients within a clinical or social care setting	Experience of working with those people who experience eating disorders and or other mental health and emotional wellbeing issues  Lived experience of an eating disorder	Application Form and Interview
<b>Aptitude and Abilities</b>	Ability to use interpersonal and communication skills to convey and receive sensitive information effectively, requiring empathy and reassurance, and the ability to overcome barriers to understanding  Ability to create and maintain effective working relationships  Ability to work in multidisciplinary setting under supervision  Demonstrates high standards in written communication skills	Ability to speak Welsh	Interview Application Form

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Aptitude and Abilities cont'd</b>	<p>Able to analyse data across a range of options and make judgements e.g. how best to implement a care programme</p> <p>Able to organise, prioritise and adjust own workload in relation to patient care and or other competing demands</p> <p>Good standard of IT skills</p>		
<b>Values</b>	Demonstrate PTHB Values		Interview Application Form
<b>Other</b>	<p>Ability to travel across sites</p> <p>Ability to travel within a geographical area to meet the requirements of the post</p> <p>Punctual and flexible across hours of work when required</p> <p>Fit to undertake any duties related to the role</p> <p>Future change of base may be requested by management</p>		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 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 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



