



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	Health Care Support Worker & Immuniser
Pay Band:	3
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Immunisation & Vaccination
Department:	Public Health
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Immunisation Clinician
Professionally Accountable to:	Strategic Clinical Lead
<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:

Work as a member of the Immunisation and Vaccination Team and be supported by Registered Practitioners to administer immunisations and vaccinations to patient and staff groups.

The post holder will be allocated a Named Supervisor (Registered Practitioner) who is clinically competent in immunisation. The Named Supervisor must have the necessary skills and commitment to support and assess the post holder and understand the competency assessment required, as well as being available at all times whilst Immunisation and Vaccination Clinics are in session.

The NMC states that "the delegation of nursing or midwifery care must be appropriate, safe and in the best interests of the person in the care of the nurse or midwife". If immunisation is delegated, patient safety must be considered and not compromised in any way. The delegating Registered Professional/Named Supervisor must ensure that the post holder has undergone training, has appropriate knowledge, skills, and competency and that there is adequate supervision in place.

Contribute to the implementation of nursing care as assessed and prescribed by the Registered Professional/Named Supervisor. This will include working in a multi-disciplinary and multi-agency arena alongside the Primary Care Team, Occupational Health, and Public Health Wales.

Contribute to the implementation of the immunisation agenda as prescribed by the Registered Professional/Prescriber/Named Supervisor.

Be prepared to undertake a three-day training course "Introduction to Immunisation Training Course for HCSW" achieving a pre-determined pass mark. The post holder will also be required to complete a set minimum number of observed clinical encounters under the supervision of a Named Supervisor.

Required to undertake mandatory and other training specific for the post e.g., Basic Life support, Anaphylaxis training, HCSW Immunisation programme including FluOne, FluTwo and other relevant immunisation training.

Must understand the parameters of this role and acknowledge own limitations, actively seeking advice from Named Supervisor/Registered Professional.

DUTIES & RESPONSIBILITIES

Principal Duties as a Vaccinator

Under the direction of their Named Supervisor, the post holder will administer vaccinations and immunisations. As the Named Supervisor may not be the Prescriber, the Named Supervisor will work with the Prescriber to put systems in place to ensure the post holder has an appropriate role, level of experience and competence.

Required to undertake a range of clinical and administrative, clerical and pharmacy activities as delegated by the Registered Professional. These activities will be carried out in a variety of settings which may include: patients' homes, clinic settings, schools, Residential and Nursing Homes.

Contribute to the maintenance of medical and surgical stock levels, adhering to the agreed minimum and maximum stock levels required for the Immunisation and Vaccination Programmes.

Participate in and deliver health education and promotion of immunisation and vaccination, to improve uptake and assist in achieving national targets.

Skills & Responsibilities

The Health Care Support Worker will be responsible for providing support to the Immunisation and Vaccination Team, to ensure that an efficient and effective service is delivered to staff and the general population.

All patient activities will be delegated by the Named Supervisor/Registered Professional. The post holder will then be responsible for prioritising these activities according to the patients' clinical need, unless otherwise specified by the delegating clinician.

With support from the Registered Professional, the post holder will assess general health prior to vaccination to reduce the potential risk.

The Health Care Support Worker must recognise and work within the limits of their competence, actively seeking the appropriate skills for self as well as other members of the team.

Able to recognise deterioration and/or increased need of patients and escalate concerns to the most appropriate Registered Professional as soon as possible, to enable prompt intervention and reassessment of their needs as appropriate.

Able to, with support from the Registered Professional, identify adverse reactions and report immediately to their Named Supervisor/ Registered Professional.

Adopt appropriate verbal, non-verbal, written, and electronic communication skills, and demonstrate communication and negotiation skills in situations which will be highly sensitive and emotive. All communication will be underpinned by the principles of data protection, dignity, and confidentiality.

Answer the telephone, record messages accurately and ensure the information is received by the appropriate member of the team in a timely manner.

Be open and transparent and adhere to the standards documented in the Code of Conduct for Health Care Support Workers in NHS Wales (WG 2011) and the National Minimum Standards for Immunisation.

As delegated by the Named Supervisor/Registered Professional, source patients/relatives/carers views and feedback on their experience of the Immunisation and Vaccination Programmes to influence and inform future service provision.

Ensure the appropriate questionnaire/consent forms are completed with patients and staff, and to ensure that these are sent to the appropriate departments e.g., Child Health, Occupational Health.

Attend meetings as required and ensure that information is fed back to their Named Supervisor/Registered Professional.

Have an awareness of the triggers and escalation process for incident reporting, risk management, safeguarding, concerns and wider governance related issues and escalate to the appropriate person.

Able to recognise Safeguarding concerns, and where appropriate, initiate the safeguarding procedure, taking into account the Deprivation of Liberty Safeguards and Mental Capacity Act requirements.

Able to identify risk and exposure to hostile environments and escalate to their Named Supervisor and/or Registered Professional.

Ensure the delivery of vaccines complies with The National Minimum Standards for Immunisation and the Green Book e.g., correct immunisation technique, cold chain storage of vaccines, and safe disposal of sharps.

Responsible for monitoring and recording fridge temperatures to maintain the cold chain following the Health Board's Medicines Management Policy.

Be physically able to undertake activities that require fine dexterity e.g., administration of intra-muscular vaccines, keyboard skills, computer skills/IT literacy.

Responsible for ensuring that all patients, carers, relatives, and colleagues are treated with respect and dignity. They will deal with sensitive information relating to health issues and deal with disclosures of illness in a sensitive and confidential manner.

Act as an advocate for those in their care particularly those who lack capacity or the ability to consent and are deemed vulnerable. There may be a requirement to act as Chaperone for the patient. The post holder may be required to seek advice/guidance from the Registered Professional in these instances.

Assist the Registered Professional with the implementation of all Teaching Health Board policies, procedures and guidelines within the Immunisation and Vaccination Teams.

Ensure the cost-effective requisition of stores, pharmacy items whilst maintaining minimum and maximum stock levels.

Responsible for compliance of both internal and external quality assessment of immunisation and vaccination equipment.

Ensure personal development via completion of core skills, and attend relevant study days, update training and courses as required for the post.

Ensure personal responsibility to prepare and contribute to their Personal Appraisal Development Reviews (PADR) and relevant development/individual training in line with Pay Progression requirements.

Contribute to the promotion of team morale, recognising and preventing conflict within the team by adopting an open and honest approach to seek resolve.

Demonstrate a working knowledge and understanding of all relevant software programmes e.g., Microsoft Office, Microsoft Excel, Welsh Immunisation System, Welsh Clinical Portal, Myrddin and ESR.

Maintain accurate patient records, both written and electronic, in accordance with Health Board Policy having regard to information governance, confidentiality and safekeeping.

Help collate statistical information by electronically recording daily activity, ensuring each patient contact/activity is recorded in real time.

Support the team when collecting data for audit purposes.

Maintain own ESR record in a timely manner.

Assist the Registered Professional in supporting less experienced team members and new starters.

Principal Duties as a Pharmacy Support

Work independently within Standard Operating Procedures (SOPs) under the supervision of the Lead Pharmacy Technician. Maintain and demonstrate competencies within own scope of practice.

Ensure maintenance of stock within vaccination centres under the supervision of the Lead Pharmacy Technician.

Assist in the control of vaccine and consumable stock by their receipt, storage, and distribution, according to Good Distribution Practice (GDP) requirements. This may require handling heavy loads and hazardous materials.

Receipt vaccine/other pharmaceuticals and provide vaccine to vaccinators, abiding by GDP principles and by following all transactional and administration procedures.

Maintain the storage of vaccine and pharmaceutical stock in the appropriate areas according to storage conditions, and to ensure stock rotation.

Assist in the preparation of vaccine products issued to healthcare professionals e.g., District Nurses, wards, and commissioned services, including anaphylaxis kits, which will involve the use of trolleys, lifting and movement of heavy items, transportation of secure and refrigerated items.

Liaising with clinical staff to assist with non-clinical queries within the limits of the role. Referring to the appropriate staff member when needed. Referring clinical queries to appropriate staff members.

Ensure security of vaccine stock on vaccination sites and maintain adequate supplies of consumables.

Monitor and record refrigerator temperatures. Report any temperature deviations to appropriate staff member.

Carry out refrigerator cleaning and cold chain monitoring within the MVCs.

Deal with delivery drivers (internal and external).

Supply required vaccine products correctly and safely following legal, ethical, and departmental requirements and policies.

Maintain all pharmacy documentation on sites and ensure that they are current versions i.e., SOPs, PGDs, vaccination folders.

Ensure compliance with medicines legislation.

Ensure errors/incidents are recorded, reported, documented, and reflected on.

Assist in the running of the computer system (e.g., Welsh Immunisation System (WIS) ensuring that the correct menus are used for various tasks.

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Good level of general education to include English and Maths at GCSE/O' Level / Literacy/Numeracy to L1</p> <p>Must hold a Level 3 NVQ/QCF (a health care associated certificate) or equivalent demonstrable experience</p> <p>Introduction to Immunisation Training Course for HCSW (or be prepared to undertake)</p> <p>Must undertake and complete vaccination competency training within a 2-week period</p> <p>Basic Life Support training (or be prepared to undertake)</p> <p>Anaphylaxis training (or be prepared to undertake)</p> <p>Understand the lines or accountability and have insight into limitations of this role</p>	<p>Evidence of continuing personal development relevant to the role in health care</p> <p>Awareness of the staff flu programme</p> <p>FluOne and FluTwo training</p> <p>Cold chain trained</p> <p>Good Distribution Practice qualification (GDP)</p> <p>Knowledge of the Immunisation public health agenda</p> <p>Local knowledge of statutory and voluntary services</p> <p>Introduction to Immunisation Training Course for HCSW</p> <p>Basic Life Support training</p> <p>Anaphylaxis training</p>	<p>Pre-employment checks</p> <p>Interview</p> <p>Application Form</p> <p>References</p>
Experience	<p>Experience of working in a multi-disciplinary team</p> <p>Experience in providing care and undertaking clinical observations</p> <p>Demonstrate an understanding of Equal Opportunities Policy and the implementation for service delivery</p>	<p>Experience of providing immunisation services</p> <p>Stock maintenance experience</p>	<p>Application Form and Interview</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Experience cont'd	Awareness of policies and procedures relating to dealing with confidential data		
Aptitude and Abilities	<p>Interpersonal and communication skills</p> <p>Ability to engage members of the public</p> <p>Ability to work independently and as part of a team</p> <p>Able to lift and move vaccine porters</p> <p>IT literacy</p> <p>Able to follow guidance / protocols and policies relating to the work</p>	<p>Ability to speak or learn Welsh to a satisfactory level</p> <p>Good written skills</p>	Interview Application Form
Values	<p>Demonstrate PTHB Values</p> <p>Able to work in a multi-disciplinary/multi-agency arena</p> <p>Possess excellent organisational and time management skills</p> <p>Possess understanding of the lines of accountability and the scheme of delegation</p>		Interview Application Form
Other	<p>Must be able to travel to attend meetings and clinical commitments Health Board wide</p> <p>Must be able to work flexibly with occasional evenings and weekends</p> <p>Flexible working pattern</p>		Application Form and Interview

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Other cont'd	Able to undertake the full remit of the role Attend update training as required		

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



