



Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

JOB DESCRIPTION

JOB DETAILS:

Job Title	Health Care Assistant
Pay Band	Band 2
Hours of Work and Nature of Contract	Bank
Division/Directorate	IHC PAN
Department	Temporary Staffing Staffing
Base	Wrexham, Glan Clwyd, Ysbyty Gwynedd

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Senior Registered Practitioner
Reports to: Name Line Manager	Practitioner in Charge
Professionally Responsible to:	Head Of Service

Job Summary:

To assist registered nurses/practitioners to deliver based care to patients/clients, working in partnership with other health care professionals, the patient their family and carers.

Deliver patient care as documented in the nursing care plan. Carry out a wide range of duties under the supervision of a registered nurse for the period of the shift.

Supporting clients/service users in maintaining their health and wellbeing;

Undertaking specified and delegated clinical and therapeutic activities;

Specific Duties and Responsibilities

Clinical/ patient care

- Assist the registered nurse/practitioner to deliver a high standard of holistic patient care, ensuring that the patients' dignity and equality is maintained at all times.
- Ensure the principles set out in the fundamentals of care are incorporated into daily practice to ensure high quality service for patients and clients
- Assist the patients to maintain their own hygiene and personal appearance
- To perform duties within the plan of care delegated by a qualified practitioner, only for which he/she has the relevant training and assessment
- Prepare ward/clinical area for receiving patients by ensuring area is generally clean and tidy – assist in maintaining the standards in the clinical area and report any untidiness/clutter to the appropriate person.
- Assist in the admission of new patients into the department by preparing bed/trolley area, welcoming patient, directing to bed/other area, showing patient around the ward.
- Complete patient menu cards involving patients in the process, taking in to account any dietary instructions as identified by qualified nurse.
- Participate in protected mealtime for patients by ensuring patients receive their meals/beverages in a timely and safe manner, ensuring hands are washed and the environment is conducive to mealtimes e.g. preparing bed area.
- Participate in the serving of patients' meals by cutting up food where required, opening packets, helping patients to sit up,
- Ensure patients nutritional status is maintained by assisting with feeding/providing beverages and maintaining nutritional chart (as directed). Report any poor dietary intake to the registered nurse in charge of patient care.
- Act as a chaperone for patients undergoing examinations or other procedures and accompany patients to x ray or other departments taking the appropriate documentation and relaying relevant messages under the direction of a registered nurse.
- Maintain privacy and dignity whilst assisting in the personal hygiene and toileting of patients who are unable to care for themselves.
- Perform patient observations; temperature. pulse and respirations following a period of appropriate training and assessment
- Ensure that fully accurate, complete and contemporaneous patient records are recorded and maintained for patients and service users as instructed by the registered practitioner Observe and report changes in patients' conditions to the Registered Nurse/practitioner
- Provide psychological and physical support to patients/clients prior to, during and following clinical procedures or investigations
- Assist in the moving and handling of patients ensuring that they are moved safely in line with organisational guidelines and policies
- Help the registered practitioner establish and maintain effective communications with the patient and carers/relatives.

- Recognise, respond and escalate appropriately to urgent and emergency situations.
- Communicate basic information to patients and their carers maintaining confidentiality, dignity and respect.
- Undertake last offices and provide support to family and/or friends
- Development of additional clinical skills dependent on clinical environment
- Following competency based training and assessment undertake clinical skills relevant to role, scope of clinical practice and educational attainment as outlined in the Health Care Support Worker Development Framework
- Maintain a clean and safe environment for clients/service users.
- Establish and maintain effective communication with clients/service users and relatives / carers.
- Within the scope of the role, work collaboratively with the multi-disciplinary team.

Clinical Governance.

- Take a proactive role in the management of risk. i.e. risk assessments, reporting incidents, near misses and hazards
- Assuming all reasonable precautions for a safe and secure environment for self and others in accordance with Health and Safety legislation reporting any areas of concern to the line manager.
- Ensure that the delivery of care to clients/service users meets the standards required by the Health Board
- Ensure compliance with policies, procedures and clinical guidelines for self and others.
- Assist in the monitoring of standards and quality of nursing care.
- Participate in and contribute to patient and public involvement activities.
- Promote people's equality, diversity and rights.
- Promote and practice the highest standards of prevention and control of infection at all times in line with Health board policy

Education and Development.

- Undertake Health Board induction and the Mandatory All Wales HCA induction, ensuring completion of required competencies for the role
- Develop own skills and knowledge as appropriate to the clinical environment
- Ensure own compliance with regard to mandatory training and any other training deemed necessary for role.

Professional Accountability.

- Limiting ones actions to those which you feel competent to undertake
- Be a patient advocate at all times
- Record patients property ensuring compliance with BCU HB policy
- Act in accordance with the NHS Wales Code of Conduct and Code of Practice expected from Health Care Assistants
- Adhere to BCU HB Policies and Procedures.
- Act in a professional manner and adhere to BCU Dress Code at all times.

- To be allocated to other clinical areas within the Health Board as the clinical situation and staffing levels require. Maintain professional boundaries and appropriately declare any conflicts of interest

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.
- **Health Care Assistants:** Health Care Assistants 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 Health Care Assistants 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 organisation'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 Act 1998 and General Data Protection Regulations 2018:** 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 Data Protection Act 1998 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 (Data Protection Act) and the HB 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 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 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 /* patients/ in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau / Enhance Disclosure Check as part of the health boards pre-employment check procedure. *
- **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.
- **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 Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board 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.

PERSON SPECIFICATION

The knowledge to be measured as a minimum needed to carry out the full duties of the job to the required standards. Qualifications should be used to provide an indicator of the level of knowledge required. Training and experience is also a means of acquiring the knowledge required for a job such as on-the-job training, short courses and experience to an equivalent level of knowledge which should be specified.

NOTE: Please do not use the number of years experience as this is potentially discriminatory and these will be returned. It is essential that managers concentrate on the sorts of skills and qualities needed to fulfil the duties of the post.

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	Basic numeracy, verbal and literacy skills Level 2 NVQ/QCF in health and social care or equivalent	Completion of all Wales Induction Framework	Application form and pre-employment checks

	experience within a health or care environment		
Experience	<p>Experience required to fulfil the requirements of the post.</p> <p>Experience of dealing with the public within a health or care environment</p>	Previous clinical experience	Application form and interview
Aptitude and Abilities	<p>Ability to remain calm and professional in challenging circumstances</p> <p>Able to clearly document written information</p> <p>Understanding of Data protection and confidentiality</p>	Ability to speak Welsh	Interview
Values	<p>Additional demonstrable qualities that may be beneficial to the role, e.g. care, compassion, competence, communication, courage and commitment</p> <p>Demonstrate a commitment to working consistently in line with our Organisational Values, and enabling others within the workforce to do so to as evidenced in day to day work and through discussion at PADR</p> <p>Respectful of others</p> <p>Demonstrable caring nature</p> <p>Demonstrates an understanding of the role of a Healthcare Assistant</p> <p>Demonstrates understanding of the importance of quality</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
Other	Special requirements to perform in the role e.g. Ability to travel		Application form and interview

	within geographical area. Flexible approach to the needs of the service		
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Betsi Cadwaladr University Health Board

EFFORT FACTOR INFORMATION TO SUPPORT JOB DESCRIPTIONS

Post Title:

Base / Ward:

CPG / Department:

This document should be completed for each job description and submitted together with the agreed job description and person specification. Having studied the information relating to effort factors, give an accurate description of what effort is required in the job role under each of the headings. Please indicate frequency of exposure as follows:

D = Daily W = Weekly M = Monthly A = Once/twice a year

Physical Skills e.g. clinical skills (e.g. intubation, venepuncture) or non-clinical skills (e.g. high speed accurate typing).

Please detail the physical skills required to fulfil the duties of the job. Take into account:

- ***Hand-eye co-ordination such as may be required for audio typing or manipulation of materials/tools***
- ***Sensory skills (sight, hearing, touch, taste, smell) such as those required for listening for speech and language defects***
- ***Dexterity such as those required for use of fine tools/laying out of instruments, manipulation***
- ***Requirements for speed and accuracy such as advanced keyboard use/high speed driving.***
- ***Highly developed physical skills as may be required for e.g. performing surgical interventions, suturing, intubation or a range of manual physiotherapy treatments or carrying out endoscopies.***

Nature of skills required:

Perform patient observations, temperature, pulse & respirations.
Assist in the moving and handling of patients

Physical Effort:-Examples to be given if lifting, standing or sitting for long periods; manual handling; making repetitive movements; manipulating objects

Nature & Frequency:

Kneels, crouches, twists, bending, stretching on daily basis
Stands and walks for substantial time.
Lifts weights with/without mechanical aids on daily basis
Operates equipment/ machinery on daily basis

Mental Effort such as preparing detailed reports; checking documents and / or calculations; carrying out clinical diagnosis or interventions; analysing statistics; undertaking formal student / trainee assessments. Is the post predictable or unpredictable in nature? Give details of interruptions that require the post holder to change from one task to another.

Nature & Frequency:

Maintains charts.
Accurately documents care.
Perform observations and accurately records information

Emotional Effort such as processing news of highly distressing events; dealing with the terminally ill or with people with challenging behaviour; dealing with difficult situations

Nature & Frequency:

Cares for terminal patients, patient deaths.
Deals with difficult situations/ circumstances.
Provide psychological support to patients during procedures.
Cares for confused patients.
Exposed to aggressive verbal behaviour where there is little support.
Deals with people with challenging behaviour.

Working conditions such as exposure to excessive temperatures; unpleasant odours; bodily fluids; using a computer more or less continuously; driving or being driven

Nature & Frequency:

Daily:

Bodily fluids.

Smells.

Infectious material/foul linen

Contaminated work areas or equipment.